

Social Media Choices

Nextdoor for Public Agencies (program)

https://help.nextdoor.com/s/article/what-is-the-nextdoor-for-public-agencies-program?language=en_US

Why use:

Why Neighbors rely on Nextdoor

Used by nearly 1 in 3 households in the US, neighbors rely on Nextdoor to receive trusted information, give and get help, get things done, and build real-world connections with those nearby — neighbors, businesses, and public services.

Why Public Agencies rely on Nextdoor

A [wide variety](#) of Public Agencies - from city governments to police departments to school districts - rely on Nextdoor to share critical, real-time information at the neighborhood level and to build relationships with neighbors.

Why your Public Agency should be on Nextdoor

As the only platform with a built-in audience of real neighbors, Nextdoor has become mission-critical for public agencies and residents to connect with each other in communities across the world. On Nextdoor the audience is built-in and grows organically. Your posts are instantly distributed and you do not need to gain followers in order to reach your target audience. You choose when to start conversations, and you can close them at your discretion.

Nextdoor lets you engage neighbors in an entire jurisdiction, or you can geo-target posts to neighbors living in smaller, specialized areas (called Custom Service Areas) such as council districts, wards, or evacuation zones. Learn more about how targeting works in this [Help Article](#).

No matter what the situation is, from fires to power outages, road closures, or community meetings, you can post to ensure residents are receiving trusted, local information from an official source. Whether you want to share information, seek community input, or encourage residents to participate or take action, posting on Nextdoor is your key to effective engagement.

Who at your Agency should be using Nextdoor?

Whether you are a large city government or a small special district, Nextdoor for Public Agencies can be used by anyone whose responsibility includes interacting with the public face-to-face, on the phone, via email, or on social media. Executives, public information officers, department managers, community officers or staff, and anyone who already interacts with the public can benefit from using Nextdoor.

Nextdoor Guidelines and Policies

Please note that all Public Agencies must abide by Nextdoor's [Community Guidelines for Public Agencies](#) and adhere to Nextdoor's [Communications Policy for Public Safety Matters](#). Elected Officials and their staff must abide by the [Nextdoor for Public Agencies Elected Officials Policy](#). Any posts about upcoming ballot measures or voter registration must be non-partisan and informational only.

Getting Started

Think your agency might be a good fit? Check out our [eligibility requirements](#) to see if your agency

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qualifies. To apply for a free page for your department, fill out the form at www.nextdoor.com/agency/apply and someone will be in touch soon.

For any questions or technical support, please [Contact our Support Team](#).

Eligibility requirements:

Other Special Districts

Special districts may have their own standalone page provided they are a permanent, fully-staffed government entity and can provide a [GIS map file](#) of their jurisdiction upon approval. Examples include:

- Transit Agencies (*e.g. Neighborville Metro Transit*).
- Publicly-Owned Utilities (*e.g. Neighborville Regional Public Power District*).
- Environmental Management Districts (*e.g. Greater Neighborville Valley Flood Control District*).
- Tribal Governments (*e.g. Gila River Indian Community*).

Community Guidelines for Public Agencies

The following defines our Community Guidelines for Public Agencies.

1. Be helpful to neighbors

Nextdoor neighbors primarily want to hear from public agencies about the progress you are making towards improving their neighborhood. Share updates that help neighbors stay informed, participate in local issues, contribute to public discourse, and prepare for emergencies to build stronger, more resilient neighborhoods. Examples include:

General information

- How to access city services, use 311, and where to report issues and crime
- Available city/county and community-based programs and resources
- Follow-ups to issues and questions
- Updates to projects, policies, and decisions affecting neighborhoods
- Upcoming neighborhood meetings
- Meeting recaps and notes
- Corrections to misinformation. Nextdoor misinformation policy [here](#).

Civic engagement

- Encourage participation in projects, policies, and decisions that affect neighbors' neighborhoods (development projects, budgets, changes to tax law)
- Create familiarity and build trust by helping neighbors recognize the office staff, what do they do, and how to contact them
- Use Polls to gather feedback from the community, educate residents, and measure indicators of behavioral change

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Emergency alerts

- Severe weather, disasters, and acts of terrorism
- Shelter in place and evacuation orders
- Water main breaks and road closures

Preparedness/prevention

- Emergency preparedness
- Fire prevention
- Awareness of cyber threats

2. Earn trust every day

As a community-building platform, we want Nextdoor to be a place that is welcoming to everyone. Use Nextdoor in a way that continuously builds trust with your constituents by communicating consistently and responding to questions.

- Share only information that is based in fact and include sources whenever possible.
- Always provide corrections if inaccurate information is shared.
- If posting about the arrest of a suspect, focus on locally-relevant information, such as the criminal activity and neighborhood (e.g. “Suspect arrested for breaking and entering in Maplewood neighborhood.”) Nextdoor prohibits the inclusion of race, ethnicity, or mugshots. The full policy for public safety-related posts may be found [here](#).
- Do not express personal opinions and views, including religious-related remarks or beliefs.
- Public Agency staff are encouraged to join Nextdoor as a neighbor in their neighborhood as a private citizen, but should not conduct official city/county/state business using their personal account. Note that they should not sign up for a personal account with their work email. Doing either may result in immediate account suspension by Nextdoor. If asked questions related to city/county/state/ business in their Nextdoor neighborhood, they should direct the neighbor to contact the appropriate city/county/state department or the appropriate elected official through official government email addresses.

3. [Do not discriminate](#)

We do not tolerate racism, hateful language, or discrimination of any kind. All neighbors on Nextdoor must comply with this policy.

4. Do not campaign

On Nextdoor, we do not allow political advertising, [campaigning](#), or position statements. Posting content promoting a political candidate or policy is prohibited:

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- Do not state which candidate or policy to vote for (i.e., any local, state or federal ballot or bond issues)
- Do not post position statements before a vote or on proposed development projects (however, you may use Nextdoor to gather input from residents to inform your position and notify residents after the vote or project approval)
- Do not message about campaign activities including updates, fundraisers, rallies, or opposing candidates
- Do not share your personal perspectives and opinions through video updates, opinion pieces, editorials or op-eds that could be misleading or perceived as self-promotion.

Neighbors may [report posts](#) and public agencies that do not adhere to the above guidelines, and reported posts are reviewed and subject to removal by Nextdoor's Neighborhood Operations team. (Posts that are removed are still archived for public record purposes and available in your metrics.)

Violating any of the above guidelines as an agency user may result in immediate profile suspension by Nextdoor. Please see the [Agency Terms of Service](#) for more information.

Agency Terms of Service

These Agency Terms of Service are effective as of January 1, 2023, last updated October 18, 2023. To review the previous terms applicable to Agencies, please click [here](#).

FORTH BELOW CAREFULLY, AS IT WILL REQUIRE YOU TO RESOLVE DISPUTES WITH NEXTDOOR THROUGH FINAL AND BINDING ARBITRATION. IF AGENCY IS NOT LEGALLY ABLE TO ACCEPT THE ARBITRATION AGREEMENT, THEN IT WILL NOT APPLY TO AGENCY SO LONG AS AGENCY FOLLOWS THE PROCEDURES TO NOTIFY US AS DESCRIBED IN [SECTION 15](#).

1. Our Service.

Welcome to Nextdoor! Nextdoor is where neighbors come together for trusted connections and the exchange of helpful information, goods, and services. We believe by bringing neighbors together, we can cultivate a kinder world where everyone has a neighborhood they can rely on.

These Agency Terms of Service, together with any applicable policies and guidelines we may publish from time to time on our site (these "Terms") describe the rights and responsibilities related to use of Nextdoor's website, mobile apps, products, features and marketing campaigns (the "Services") as a registered Agency member of Nextdoor.

These Terms apply specifically to the qualifying Agencies that have been granted access to and use of our Services. These Terms are separate from the terms we offer to our residential and business Members and are not intended to confer any rights or remedies upon any person or entity other than the registered Agency and its authorized users. For clarity, Nextdoor's [Member Agreement](#) does not apply to registered Agencies and its authorized Users.

These Terms constitute a binding, legal contract. By applying to become an Agency member, completing Agency Page information, setting up User access for Yourself or another individual, or otherwise accessing or using the Nextdoor Services, You represent that: (i) You are an employee or other authorized representative of such Agency; (ii) You have the authority to perform the act You are completing on behalf of such Agency (e.g. member application submission) and to so bind the

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Agency and any other authorized Users, as applicable; and (iii) You accept these Terms on behalf of Yourself and the Agency and, where applicable, other authorized Users for whom You are acting. If any of these statements are incorrect or untrue, or if You do not accept these Terms, then You should not complete the Agency Page information, set up User access for Yourself or others, as applicable, or otherwise use the Nextdoor Services.

BY REGISTERING, ACCESSING OR USING OUR SERVICES, YOU ARE ENTERING INTO A LEGALLY BINDING AGREEMENT WITH US. YOU EXPRESSLY ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND ALL OF THESE TERMS. IF THE AGENCY IS LEGALLY UNABLE TO ACCEPT ANY TERMS OR CONDITIONS OF THESE TERMS, YOU MAY NOTIFY NEXTDOOR AND SHOULD AWAIT RESPONSE BEFORE ANY USE OF THE SERVICES.

2. Definitions. As used in these Terms the following definitions apply:

- a. “Agency” means any agency, entity or organization that has been granted access to an Agency Page by Nextdoor. Agencies may include, but are not limited to, any qualifying public agency, special district agency, or other similar entity or organization that provides services to the public, has public impact or provides community-wide benefits, such as federal, regional, state, county, city, local governments, publicly-owned energy and water utilities, special districts, and school districts. See [here](#) for additional information regarding eligibility.
- b. “Agency Page” means the account, including all identifying information, logins, passwords and credentials, as utilized by the Agency and its Users to access and use the Services and through which the Agency communicates with other Nextdoor Members.
- c. “Content” refers to the information, text, links, graphics, photos, videos, and other materials of Nextdoor or Members shared via the Services, as applicable.
- d. “Member” refers to Neighbor members and Agency members (and their Users) of Nextdoor.
- e. “Neighbor” refers to those individual residential members and business members of Nextdoor that are not Agency members.
- f. “Nextdoor”, “We”, “Us” and “Our” refer to the companies operating and providing the Services as follows: for Agencies in Australia, Nextdoor Australia Pty Ltd, Level 33, Australia Square 264 George Street Sydney, New South Wales 2000 Australia; for Agencies in Canada, Nextdoor Canada Ltd, 18 King Street East, Suite 1400, Toronto, Ontario M5C 1C4; for Agencies in the United Kingdom, Nextdoor Europe UK Ltd., C/O Legalinx Limited Tallis House 2 Tallis Street Temple, London, United Kingdom EC4Y 0AB; for Agencies in the EU or elsewhere outside the United States, Australia, Canada and the United Kingdom, Nextdoor EMEA Limited, an Irish registered company, The Greenway, Ardilaun Court, 112-114 St. Stephen’s Green, D02 TD28, Ireland; and for Agencies in the United States, Nextdoor, Inc., 420 Taylor, San Francisco, CA 94102. The term “Nextdoor” may also be used in reference to our websites and applications.
- g. “Nextdoor Entities” refers to Nextdoor, its affiliates, related companies, officers, directors, employees, agents, representatives, partners, and licensors.
- h. “You” and “Your” refer to any individual applying or registering for an Agency Page or User access thereunder or submitting Agency Page profile information, as applicable.
- i. “User” refers to an authorized individual person or official title, as applicable, accessing and using our Services via an Agency.

3. Eligibility and Verification.

Nextdoor’s Services constitute a “commercial item” as that term is defined at 48 C.F.R. § 2.101, and the Services are therefore provided to You only pursuant to the terms and conditions herein. You must be an employee or other authorized representative of Your organization and Your organization must be approved by Nextdoor for Agency Page access. You may submit a request to become an Agency and receive an Agency Page by completing an application at

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<https://nextdoor.com/agency/apply/>.

An individual may not become a User or use our Services via an Agency Page if: (1) the individual is under 18 years old; (2) the individual is a registered sex offender or shares a household with one; (3) We previously disabled the individual's Agency User account for violations of these Terms; (4) the individual is prohibited from receiving our Services or accessing our websites or applications under applicable law or the policies or determination of the Agency.

We will verify the information submitted by You within the Agency application, such as Your organization's name, Your individual role or title at such organization, and the geographic service area of Your organization, via the means We deem appropriate.

ALL ACTIVITIES COMPLETED BY AN AGENCY AND ITS USERS ON NEXTDOOR OR THROUGH OUR SERVICES MAY BE DONE ONLY IN THE OFFICIAL CAPACITY OF THE AGENCY. Agency and its Users' use of Nextdoor may not be associated with any personal affairs, alternate business or other non-official benefit or purpose.

4. Termination.

Agency may terminate these Terms with Nextdoor at any time by deactivating its Agency Page and discontinuing Users' use of the Services. We may suspend, terminate, delete or deactivate an Agency Page, or stop providing Agency or its Users with all or part of the Services at any time, without liability, for any or no reason, including for Agency's provision of inaccurate or incomplete registration information; where Agency Page information or profile details are insufficient; in the event We think the Agency no longer meets Our membership criteria; in the event login credentials are, or are reasonably believed by Us to be, at clear and substantial risk of being lost, stolen or misappropriated by any unauthorized party or used by an individual outside the individual's official capacity for the Agency; when We believe a User or Agency has become inactive; or where We deem that Agency or its Users have violated these Terms or any applicable policies. In the event of Termination, the Terms set forth in Sections [8](#), [9](#), and [11-16](#) still apply.

5. Agency Page Requirements; User Access.

When creating User access, the following parameters must be met (unless We otherwise expressly consent or advise): (i) each User must have a unique email address; (ii) each User email address must be associated with the Agency through a shared root domain. For additional best practices on managing user accounts, please see our [Page Administrator Guide](#).

Each Agency Page must include a link to the Agency's external official website or home page. All Agency Page information will be publicly viewable within the Nextdoor neighborhoods served by that Agency. The Agency Page or a User's affiliation with such Agency, as applicable, will appear alongside all Agency Content (defined below) posted by such Agency and its Users.

Agencies and their Users are not permitted or able to hide their profile information.

An Agency may set its own additional criteria for being an authorized User with Agency Page access; Nextdoor disclaims responsibility for enforcing any such criteria. We do not supervise Users or the use of Agency Pages; that responsibility lies with the Agency in the same manner such Agency is responsible for supervising and managing its employees and representatives (e.g. in accordance with applicable codes of conduct, ethics, and other office or work standards). User access to an Agency Page is tied to the User's official role at the Agency; if the User's position terminates (for example, the User resigns, or a term of office comes to an end), such User's access to the Agency Page must be revoked.

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AGENCY AND ITS USERS ARE RESPONSIBLE FOR MAINTAINING THE SECURITY OF THE AGENCY PAGE, INCLUDING BY PROTECTING USER LOGINS AND PASSWORDS VIA SOFTWARE OR OTHER PHYSICAL OR ELECTRONIC MEANS, AND BY NOT SHARING LOGINS OR PASSWORDS UNLESS INSTRUCTED BY THE AGENCY.

6. Agency Content & Feedback.

The Agency retains all ownership rights to the Content submitted to Nextdoor by Agency or its Users (collectively, "Agency Content"), subject to certain permissions granted to Us as set out in [Section 8 \(Permissions Granted to Nextdoor\)](#) below. Additional details on the viewability of Agency Content by other Members are set out in [Section 10 \(Communicating with Other Members\)](#) below.

The Agency and its Users are responsible for their acts and Agency Content they contribute to Us. These Terms include all of Our [Community Guidelines](#) (including our [Community Guidelines for Public Agencies](#)) as well as our [Elected Officials Policy](#) (collectively, the "Guidelines"). Our Guidelines apply to all Agency Content submitted on Nextdoor, including submissions in Direct Messages.

We reserve the right to proactively moderate Agency Content posted by Agency or their Users, although we expressly disclaim any obligation to do so, and we can remove Agency Content posted via an Agency Page, where such Agency Content violates these Terms, Guidelines or our other policies, or if you infringe intellectual property, or otherwise constitutes behavior that we think harms a Nextdoor, a Nextdoor neighborhood, or any of Our Members. Agency Content posted before an Agency Page is deactivated may remain visible after the Agency Page deactivation.

- a. Agency Content should communicate information of general interest or benefit to the Nextdoor neighborhood(s) that the Agency serves (see our [posting Best Practices](#) for more information).
- b. Agency Content should not include any information that the Agency or the applicable User doesn't have the right to publish.
- c. Agency Content cannot infringe on the intellectual property rights of another or be unlawful, misleading, discriminatory, fraudulent or otherwise tortious.
- d. Agency Content may not be created or used for marketing purposes or to advocate for or against a particular candidate, officeholder, political party, or ballot measure (i.e., campaigning or politicking). See our [Elected Officials policy](#) for more information on posting as an elected official.

Nextdoor presumes that the actions of the Agency and its Users and Agency Content are authorized by the Agency and are legitimate. Nextdoor has no obligation to verify the scope of authority of any Agency or User, nor the accuracy or appropriateness of any Agency Content submitted by an Agency or its Users. We reserve the right to forward any requests or claims based on Agency Content to the Agency for resolution.

We appreciate feedback from Agencies. You agree that You hereby grant Nextdoor an unrestricted, perpetual, irrevocable, non-exclusive, sublicensable, transferable, fully-paid, royalty-free right to use any feedback submitted to Us by an Agency or its Users as we see fit and in connection with any of our products and services now known or hereinafter developed.

7. Permissions Granted by Nextdoor.

Subject to Agency's (and its User's) compliance with these Terms and all applicable Guidelines and policies, Nextdoor hereby grants Agency (and its Users) a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Services as provided herein and by the means we make available (such as our website, apps, and APIs). We reserve all rights not expressly granted to Agency (or its Users) under these Terms. Except as permitted by Us in writing,

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the following uses are prohibited:

- a. licensing, selling, transferring, assigning, distributing, hosting, or otherwise commercially exploiting the Services or Content;
- b. modifying, preparing derivative works of, disassembling, decompiling, reverse engineering or circumventing any security or authentication measures of any part of the Services or Content; or
- c. accessing the Services or Content in order to build a similar or competitive website, product, or service.

Without limiting other restrictions contained in these Terms, you agree that you will not, under any circumstances:

- a. gain or attempt to gain unauthorized access to any part of the Services, including the Accounts of other Members (such through the use of bots or other automations as well as the unauthorized use of legitimate Member credentials);
- b. interfere with, disrupt, or damage our Services or attempt to do the same (such as by posting viruses, instigating a denial of service attack, or spamming Members);
- c. attempt to gain access to or tamper with non-public areas of the Services, our computer systems, and any technical delivery systems of our providers;
- d. attempt to prove, scan, or test the vulnerability of our systems, networks, or Services, or breach any security or authentication measure;
- e. conduct facial recognition or other biometric analysis of the Content (as defined below) posted on Nextdoor;
- f. develop, support or use software, devices, scripts, robots or any other means or processes (including crawlers, browser plugins, and add-ons or any other technology) to scrape the Services or otherwise copy profiles and other data from the Services; or
- g. otherwise access or use the Services in an unlawful or unanticipated manner.

8. Permissions Granted to Nextdoor.

In connection with the creation and use of an Agency Page, on behalf of the Agency and its Users, You give us the following permissions in the form of a non-exclusive, transferrable, fully sub-licensable (through multiple-tiers), royalty-free and worldwide license (the “Permissions”):

- a. to host, use, distribute, modify, run, copy, publish, list information regarding, edit, translate, distribute, syndicate, publicly perform, publicly display, and make derivative works of Agency’s Content based on the Agency Page settings, User settings and/or the sharing selections made when the Content is posted;
- b. to use any name or profile picture submitted to Us in connection with use of the Agency Page, including for any User;
- c. to provide information about the Agency and its Users’ actions related to Our Services for the purpose of serving ads, making offers or providing other sponsored content that We may display in connection with our Services, including marketing or promoting Nextdoor, with no additional compensation to Agency or Users;
- d. to publish Agency Content in public feeds outside Nextdoor and to share Agency Content with third parties, such as news organizations, for their use and republication; and
- e. where Users download and use Our mobile applications, to download and install updates to such software to Users’ computer, phone, tablet, or other device. We may require Users to accept updates to our Services that Users have installed on their computers or mobile devices in order to continue to access the Services through those devices. You acknowledge and agree that we may automatically update that software, and the then-current version of these Terms and the [Member Agreement](#) will apply to any updates.

9. Information Requests.

Agency communications through Nextdoor, including communications between any Agency or User

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and Neighbors, may be subject to disclosure under the Freedom of Information Act (“FOIA”) and other federal, state or local “sunshine” laws. Agency interactions with its customers or constituents on Nextdoor may also be subject to the same obligations and protections as applicable in other contexts (e.g. freedom of speech rights, confidentiality Terms or court order). It is the Agency’s responsibility to comply with any FOIA requests and to abide by all applicable obligations and protections when interacting with its customers, constituents and other Neighbors on or through our Services.

10. Communicating with Other Members.

Subject to some exceptions as described below, Our system is designed to prevent Members from viewing, searching, or otherwise accessing conversations or direct-messages of other Members.

In general, an Agency and its Users will communicate with Neighbors primarily via area-wide posts intended to reach those individual Neighbors residing in the Nextdoor neighborhoods serviced by the Agency. An Agency and its Users may also send critical, time-sensitive information and emergency details (“Emergency Alerts”) to the Nextdoor neighborhoods that the Agency services, and/or contact select Members via direct message (see [here](#) for more information on how to post as an Agency). An Agency’s (and its Users’) ability to communicate with other Members via these means is subject to the Agency’s selections within the Service functionality, as well as the communication settings selected by each Neighbor.

Some Agencies may provide Nextdoor with Content such as GIS map files, shape files, and similar information (“Maps”). Where Maps information is provided to Us, We may use such Maps to refine Our city limit and neighborhood shape boundaries, to help the Agency select its service area, and to help Our Neighbors define boundaries of new neighborhoods within the communities served by that Agency. We will not otherwise use or share Agency Maps without prior permission of the Agency.

The features and limitations of Broadcast Posts, Emergency Alerts and other methods of communicating with Members on Nextdoor are further described in the [Guidelines](#).

11. Confidentiality of Certain Nextdoor Information.

Nextdoor may provide an Agency with certain information that is proprietary and confidential to Nextdoor, such as aggregated statistics about neighborhood activity and size, neighborhood boundaries, and similar metrics (“Nextdoor Information”). Agency and its Users must keep the Nextdoor Information confidential (and these Terms constitute the Agency’s express agreement to do so), may not disclose it to any third party, and may use such Nextdoor Information only as permitted by Nextdoor for internal official purposes. If an Agency determines that it must disclose Nextdoor Information in connection with a subpoena or similar legal duty, the Agency must notify Nextdoor in writing before doing so and provide Nextdoor with reasonable assistance if Nextdoor seeks an order to maintain the confidentiality.

12. Disclaimers; Waiver of Claims.

Nextdoor Services are intended to augment, not replace, an Agency’s official communication channels. Agency and its Users should not rely on Nextdoor as a primary channel for official communications.

While we do our best to provide our Services, Our Services are provided to the Agency and its Users on an “AS IS” and “AS AVAILABLE” basis. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE NEXTDOOR ENTITIES DISCLAIM ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. The Nextdoor Entities make no

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warranty or representation and disclaim all responsibility and liability for: (i) the completeness, accuracy, availability, timeliness, security or reliability of the Services; (ii) any harm to computer systems, loss of data, or other harm that results from access to or use of the Services; (iii) the deletion of, or the failure to store or to transmit, any Content and other communications maintained by the Services; (iv) viruses or other harmful components distributed by the Services; and (v) whether the Services will meet requirements or be available on an uninterrupted, secure, or error-free basis.

We may add, change, or discontinue all or any part of Our Services at any time; if an Agency or its Users is dissatisfied, the sole remedy is to stop using Nextdoor or the affected feature. Our Services are not designed or intended for high-risk applications or circumstances requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, life support, weapons systems, emergency broadcast functions or in any other device or system in which any function or malfunction could result in death, personal injury or physical or environmental damage.

Neighbors have the ability to opt-out of receiving messages from any Member on Nextdoor, including Agencies. Agency acknowledges that Broadcast Posts and Emergency Alerts may not reach all Neighbors in the intended area and that text message delivery and receipt is dependent upon carrier availability and other factors beyond Our control.

To the maximum extent permitted by applicable law and the charter of the Agency, the Agency and its Users release the Nextdoor Entities from all claims, demands and damages of every kind and nature, known and unknown, arising out of or in any way connected with any disputes arising between the Agency (or its Users) on the one hand and any other Member on the other hand.

If Agency is a California entity or its Users are California residents, and to the extent not expressly prohibited by law or charter of the Agency, the Agency and its Users hereby waive California Civil Code §1542, which says: "A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release, and that, if known by him or her, would have materially affected his or her settlement with the debtor or releasing party."

13. Indemnification.

Except to the extent prohibited by applicable law and the charter of the Agency, Agency agrees to defend, indemnify, and hold the Nextdoor Entities harmless from any claims, liabilities, damages, losses, and expenses, including without limitation reasonable attorney's fees and costs, made by any third party due to or arising out of (a) Agency's (or its Users) use of the Services, (b) Agency's (or its Users') violation of these Terms, (c) Agency's (or its Users') violation of applicable laws or regulations, or (d) Agency Content. We reserve the right to control the defense of any matter for which Agency is required to indemnify us, and Agency agrees to cooperate with Our defense of these claims and to not settle any claim without Our prior written consent.

14. Liability Limits.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE NEXTDOOR ENTITIES SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR ANY LOSS OF DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM (i) AGENCY'S (OR ITS USERS') ACCESS TO OR USE OF OR INABILITY TO ACCESS OR USE THE SERVICES; (ii) ANY CONDUCT OR CONTENT OF ANY THIRD PARTY ON THE SERVICES, INCLUDING

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WITHOUT LIMITATION, ANY DEFAMATORY, OFFENSIVE OR ILLEGAL CONDUCT OF OTHER USERS OR THIRD PARTIES; (iii) ANY CONTENT OBTAINED FROM THE SERVICES; OR (iv) UNAUTHORIZED ACCESS, USE OR ALTERATION OF AGENCY'S (OR ITS USERS') TRANSMISSIONS OR CONTENT. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF NEXTDOOR ENTITIES EXCEED THE GREATER OF ONE HUNDRED U.S. DOLLARS (\$100) OR THE AMOUNT PAID TO NEXTDOOR IN THE PAST TWELVE (12) MONTHS FOR THE SERVICES GIVING RISE TO THE CLAIM. THE LIMITATIONS OF THIS SUBSECTION SHALL APPLY TO ANY THEORY OF LIABILITY, WHETHER BASED ON WARRANTY, CONTRACT, STATUTE, TORT OR OTHERWISE, AND WHETHER OR NOT THE PARTIES HAVE BEEN INFORMED OF THE POSSIBILITY OF ANY SUCH DAMAGE, AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED ITS ESSENTIAL PURPOSE.

15. Arbitration.

We encourage You to carefully read this Section 15 as it includes important terms, including arbitration requirements and an obligation for claims to be brought individually. To the extent permitted by applicable law, the Agency and Nextdoor hereby agree to the following arbitration and dispute resolution terms:

- a. Any dispute or claim relating in any way Agency's or its Users' access or use of the Nextdoor's website, mobile apps, and service, or to any aspect of your relationship with Nextdoor, will be resolved by binding arbitration, rather than in court, except that you may assert claims in small claims court if your claims qualify.
- b. Prior to initiating arbitration, the Agency must send a letter requesting arbitration and describing its claim to Nextdoor, Inc., 420 Taylor St., San Francisco, CA 94102, attn: Legal Department, with copy to legal-arbitration@nextdoor.com. Arbitration will be conducted by NAM, an established alternative dispute resolution provider. Disputes shall be subject to NAM's most current version of the Comprehensive Arbitration Rules and Procedures, available at <https://www.namadr.com/resources/rules-fees-forms/>, including the Supplemental Rules for Mass Arbitration Filings. NAM's rules are also available at www.namadr.com. If NAM is not available to arbitrate, the parties will select an alternative arbitral forum. Nextdoor will reimburse all such NAM's filing, administrative, hearing and/or other fees for claims totaling less than \$10,000 unless the arbitrator determines the claims are frivolous. Agency may choose to have the arbitration conducted by telephone, based on written submissions, or in person or at another mutually agreed location. Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.
- c. The arbitrator shall have exclusive authority to (i) determine the scope and enforceability of this arbitration section and (ii) resolve any dispute related to the interpretation, applicability, enforceability or formation of this arbitration section including, but not limited to, any claim that all or any part of this arbitration section is void or voidable. The arbitrator will decide the rights and liabilities, if any, of the parties and shall have the authority to grant motions dispositive of all or part of any claim. The arbitrator shall have the authority to award monetary damages and to grant any non-monetary remedy or relief available to an individual under applicable law, the arbitral forum's rules, and these Terms. The arbitrator shall issue a written award and statement of decision describing the essential findings and conclusions on which the award is based, including the calculation of any damages awarded. The arbitrator has the same authority to award relief on an individual basis that a judge in a court of law would have. The award of the arbitrator is final and binding upon Agency and Nextdoor.
- d. AGENCY (ON BEHALF OF ITSELF AND ITS USERS) AND NEXTDOOR HEREBY WAIVE ANY CONSTITUTIONAL AND STATUTORY RIGHTS TO SUE IN COURT AND HAVE A TRIAL IN FRONT OF A JUDGE OR A JURY. There is no judge or jury in arbitration, and court review of an arbitration award is subject to very limited review.

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- e. ALL CLAIMS AND DISPUTES WITHIN THE SCOPE OF THIS ARBITRATION SECTION MUST BE ARBITRATED ON AN INDIVIDUAL BASIS AND NOT ON A CLASS OR COLLECTIVE BASIS, ONLY INDIVIDUAL RELIEF IS AVAILABLE, AND CLAIMS OF MORE THAN ONE CUSTOMER OR USER CANNOT BE ARBITRATED OR CONSOLIDATED WITH THOSE OF ANY OTHER NEXTDOOR MEMBER, AGENCY OR OTHER USER OF NEXTDOOR SERVICES. If a decision is issued stating that applicable law precludes enforcement of any of this subsection's limitations as to a given claim for relief, then the claim must be severed from the arbitration and brought into the federal or state court located in San Francisco, California. All other claims shall be arbitrated.
- f. Agency shall have the right to opt out of the provisions of these Terms that mandate arbitration by sending written notice of your decision to opt out to: legal@nextdoor.com, within 30 days after first becoming subject to a version of these Terms containing an arbitration provision. Such notice must include the Agency's full name and address, all Nextdoor usernames and pages applicable to such opt out, and an unequivocal statement that you want to opt out of this Arbitration Terms.
- g. These arbitration provisions will survive any termination of the Agency's or any of its Users' relationship with Nextdoor.

16. General.

- a. Where content on Nextdoor is believed to infringe a copyright held by Agency or its Users, Our notification agent should be reached at Nextdoor, Inc., 420 Taylor St., San Francisco, CA 94102. Phone: +1 415-569-7971. Email: copyright@nextdoor.com. Visit Nextdoor's [Trademark and Copyright Takedown Policy](#) for additional information.
- b. These Terms constitute the entire Terms between the Agency (including its Users) and Us with respect to Our Services, and supersedes any other Terms or understandings (oral or written) including any contrary terms as may be presented by the Agency. Without Nextdoor's prior written approval, any attempt at modification of these Terms by an Agency or any other party shall be invalid. We may revise these Terms from time to time, and the most current version of the Terms will be posted on our website. Unless otherwise required by law, if a revision is material, in Our discretion, We will notify Agency (including its Users) in advance of the changes before they are effective. Our notifications may come via email communication (to the primary contact email listed on the Agency Page) or by Our posting of a revision notice in the newsfeed. If the Agency Page is used in any manner by Agency and its Users after those revisions become effective, such revisions will be deemed accepted and Agency agrees to be bound by the revised Terms. If Agency disagrees with the revised terms, Agency should stop using the Services.
- c. These Terms do not create any agency, partnership, joint venture, joint controllership, employment or franchise relationship. To the extent allowed by applicable law, the English version of these Terms is binding and other translations are for convenience only. If any part or parts of these Terms is found under the law to be invalid or unenforceable, then such specific part or parts shall be of no force and effect and shall be severed and the remainder of the Terms shall continue in full force and effect. Our failure to act in a particular circumstance does not waive our right to act with respect to that or other circumstances. We shall be excused for any problem due to a circumstance beyond our reasonable control.
- d. To the extent legally permitted and in the event [Section 15 \(Arbitration\)](#) does not apply or where the Agency invokes its opt-out rights under [Section 15\(f\)](#), the controlling law, jurisdiction and venue pertaining to these Terms shall be as follows:
- i. For Agencies in U.S. and Other Jurisdictions Not Listed Below (Non-Federal) – the laws of the State of California, excluding its choice of law provisions, will govern these Terms and any dispute that arises between Agency and Nextdoor. All disputes related to the Terms will be brought solely in the federal or state courts located in San Francisco County, California, United States, and the Agency and its Users consent to personal jurisdiction and waive any objection as to inconvenient

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forum.

- ii. For U.S. Federal Agencies – the Terms and any action related thereto will be governed by the laws of the United States of America (without reference to conflict of laws).
- iii. For Agencies in Australia –the laws of Australia and New South Wales govern these Terms and any dispute that arises between the Agency or its Users and Nextdoor will be brought solely in Australian or New South Wales courts.
- iv. For Agencies in Canada – the laws of Canada govern these Terms and any dispute that arises between the Agency or its Users and Nextdoor will be brought solely in Canadian courts.
- v. For Agencies in the United Kingdom – the laws of Britain and Wales govern these Terms and any dispute that arises between the Agency (or its Users) and Nextdoor will be brought solely in British courts.
- vi. For Agencies in the European Union – the laws of Ireland govern these Terms and any dispute that arises between the Agency or its Users and Nextdoor will be brought solely in Irish courts. However, where governing law and venue are superseded by local law of an EU Member State, the laws and venue of such EU Member State will be used.

Nextdoor for Public Agencies Elected Officials Policy

This policy applies to all elected officials and their staff who have access to the *Nextdoor for Public Agencies* platform. It includes Mayors, Councilmembers, Boards of Supervisors, Selectwomen and men, Commissioners, Alderwomen and men, District Board Members, Judges, Clerks, Sheriffs, Constables, and other elected officials.

- Elected Officials and their staff are held to the same [Community Guidelines for Public Agencies](#).
- Elected officials and staff are not permitted to use Nextdoor for Public Agencies for campaigning, campaign fundraising, announcing campaign events, position statements or any business other than official City or County business. Doing so may result in immediate account suspension by Nextdoor for the official and all staff members in their office.
- Elected officials and their staff are encouraged to join Nextdoor as a member in their neighborhood as a private citizen, but should not conduct official city or county business using their personal account. Note that they should not sign up with their government email. Doing either may result in immediate account suspension by Nextdoor. If an elected official or their staff members are asked questions related to City or County business in their Nextdoor neighborhood, they should direct the member to contact the appropriate City or County department or the elected official through official government email addresses.
- Going forward, elected officials and their staff may not administer their own individual *Nextdoor for Public Agencies* page. At the discretion of a page administrator (ex. Public Information Officer or Communications Director of a city, county, state/province), they may be added to the page.
- Elected officials in law enforcement may be added to a Sheriff's Office page or individual Constable page.

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Staff accounts

We recommend this naming convention for all agency staff members:

- We have found that using your real name significantly increases engagement. Our recommended naming convention is: Title (Department Name and Title), First Name, Last Name. Examples are: Mayor's Office Communications Director Jane Smith; City Council Member District 2 John Smith.
- If multiple staffers post from the same email address (ex. a communications team with assigned shifts), our recommended naming convention is: Title (Department Name), First Name (First part of team name), Last Name (second part of Team name) Examples are: Mayor's Office Communications Team or Council District 4 Communications Team, etc.

Violating any of the above guidelines as a Public Agency user may result in immediate profile suspension by Nextdoor.

Communications Policy for Public Safety Matters

How public agencies can support community vitality on Nextdoor

Nextdoor is the neighborhood hub for trusted connections and the exchange of helpful information, goods, and services. Our purpose is to cultivate a kinder world where everyone has a neighborhood they can rely on.

The heart and soul of Nextdoor are the helpful conversations that happen between neighbors and public agencies. To this end, it is crucial that all neighbors and public agency communicators feel welcome, safe, and respected. Equally imperative is that communications are helpful and not harmful.

Public Safety Issues: Wanted persons

Example

On September 25th, 2019, Chief Charles Husted of the Sedona Arizona Police Department posted an Emergency Alert looking for a suspect who vandalized a church. Neighbors then shared the post with each other and on other social platforms. Soon after someone saw the suspect in question, they called 911 and the suspect was then apprehended.

These types of communications have proven valuable time and time again to both law enforcement and the public. To ensure these communications remain helpful, please see the following guidance.

Guidance

- **What - focus on the behavior that raised suspicion or was illegal.** Describe the potentially criminal or suspicious activity observed or that was reported.
- **Who - provide a full description of the person, people, or vehicles involved.** Include as many details as possible - age, height, weight, hair, clothing, and identifiable marks, not just gender, ethnicity, or race. If no other information is available other than

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ethnicity, race or gender, do not include these details as that information is not helpful. For vehicles, make, model, plate, the number of doors, and the direction of travel are helpful.

- **Where - location matters.** Provide specific streets or intersections whenever possible. If the location is in a large area such as a park, provide a landmark within that location where the incident occurred (e.g. "at Rogers Park, next to the restrooms").
- **Including Photo & Videos - context matters.** Provide non-inflammatory photos and videos of the suspect in the progress of the crime which will help residents help you identify or locate the suspect or person of interest with whom you wish to speak. If you already know the suspect's name and have a photo of them, you may include that info>

To foster a safer community and one that is respectful of all human beings, please do not use the phrase "suspicious person." Instead, state the specific behavior the person was exhibiting that constitutes suspicion. If you need the public's help, ask for it using Plain English.

Public Safety Issues: Missing and endangered persons

Example

On June 16, 2016, Officer David Tiley of the Plano TX Police Department Posts about a missing child on Nextdoor.

A neighbor who saw the police department's post on Nextdoor set out to look for the missing child. Soon after, she found him hiding and called the police, who then reunited him with his worried family.

Guidance

When it comes to locating a missing or endangered person, describe the person with the information, photos, and videos you have permission to share with the public. We recommend posting this message as an [Emergency Alert](#).

Older missing or endangered posts will be removed by Nextdoor if contacted by the missing or endangered person or a family member requesting removal of the post. (*Posts that are removed are still archived for public record purposes.*)

Public Awareness Communications: Arrests & Convictions

Communicating with neighbors about arrests made is important and these communications let Nextdoor neighbors know that your department is fulfilling its obligation to keep the public safe. We are proud to facilitate the delivery of your communications, to enable the conversations between you and neighbors, and to increase your neighbors' trust and satisfaction with your service delivery.

At the same time, especially when information about the person's name, gender, ethnicity, race, and mugshot are included in your communications, the communication can be harmful to individuals who are exonerated of crimes or whose convictions get expunged. Furthermore, including the ethnicity or race of individuals casts a broad stroke which is not helpful.

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For example, it is helpful to know that a person was arrested for breaking and entering into homes in the neighborhood where you live. Knowing that the person is a white male or seeing his mugshot does not make our neighborhoods safer.

Guidance

Although posts with images and videos are more compelling for neighbors, mugshots have a negative impact on community vitality. As an alternative to mugshots, we recommend that you post a graphic with the word “Arrest” or a photo of the crime scene and include it to help capture people’s attention. Note, the more locally relevant and geo-targeted your posts, the more relevant the message will be. Older posts that include mug shots will be removed by Nextdoor if requested by an interested party.(Posts that are removed are still archived for public record purposes.)

You should also be specific in the subject line of the message. For example, pairing the geo-targeting of a message with a strong subject line such as “Suspect arrested for breaking and entering in Maplewood neighborhood” would likely capture the attention of residents that live in that neighborhood.

For arrests: You may NOT include any identifiable information, photos or videos about the person(s) arrested, unless:

- You are looking for additional victims or witnesses
- You are mandated by law for community notification purposes
- It is believed the individual is connected to other cases
- If someone is arrested for Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Felony Theft, Motor Vehicle Theft, or Arson; has been released from custody; and that individual poses a higher articulated threat to public safety.

Older posts that include identifiable information in violation of this policy will be removed by Nextdoor if requested by an interested party.(Posts that are removed are still archived for public record purposes.)

For convictions: You may include the convicted person’s name, but not photos or videos, unless it meets one of the criteria above.

Communicating about crime statistics

When it comes to public safety issues, Nextdoor neighbors want to know what is happening in their neighborhoods. Specifically, they want to know what law enforcement is doing about it, and what they and their neighbors can and should do to help to make their neighborhoods safer.

We recommend posting trend data to help neighbors understand what your department is doing about the public safety issues in their neighborhoods. Posting an exhaustive list of crimes in a neighborhood will result in neighbors tuning out and not interacting with your posts. The consequence will be that they will miss important communications in the future as our platform will deprioritize these types of posts.

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Guidance

Do post when there is a trend or a major incident (meeting your press release criteria) that affects the majority of neighbors in a particular neighborhood or service area. Be sure to communicate what you are doing to deter the trend and what behaviors neighbors can change or actions they can take to reduce or deter further crimes and the fear of crime.

If you wish to post a list of the crimes (ex. Within the past 24 hours) with no context, analysis, or comments, please do not do so on Nextdoor. We recommend you use an email subscription service.

If you wish to post a list of crimes, you must include content about whether these crimes are a trend, what is being done, and what it is that neighbors can do to help deter further crimes. Your context including commentary and analysis should be posted directly into the body of the message. If you wish to include a list of statistics, our recommendation is to include them in the body of the message.

Implementation

This policy applies to all posts after June 30, 2021

As a reminder, all public agency communicators must also adhere to Nextdoor's [community guidelines](#).

Neighbors may [report posts](#) and public agency users that do not adhere to the above guidelines. Reported posts are reviewed and subject to removal by Nextdoor's Neighborhood Operations team. (Posts that are removed are still archived for public record purposes.) Violating any of the above guidelines as an agency user may result in immediate profile suspension by Nextdoor.

Last updated on June 30, 2021