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**POLICY NUMBER:** 803.0

**TITLE:** Terms of Use and  
Privacy Notice for TRSL Website  
and TRSL-Sponsored Social Media  
Websites

**APPROVED:** \_\_\_\_\_

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**I. INTRODUCTION AND PURPOSE**

The Teachers' Retirement System of Louisiana's (TRSL) website serves as a source of information about the System and its retirement plans for TRSL members, governmental agencies, private organizations and the public in general. TRSL also maintains social media accounts on third-party websites as a supplemental means of communicating with members and other stakeholders.

The purpose of this policy is to set forth a disclaimer governing the use of the TRSL website by visitors to the site, hereinafter referred to as "Users." By using the TRSL website, Users accept the disclaimer in full and should not use the website if they disagree with any part of the disclaimer. This policy also provides the terms of use of TRSL-sponsored social media websites.

**II. TERMS OF USE OF TRSL WEBSITE**

Information on the Teachers' Retirement System of Louisiana (TRSL) website and TRSL-sponsored social media websites is made available as a public service, without express or implied warranties of any kind, and is subject to the following disclaimers:

**A. Accuracy, Changes, and Continuity of Service**

Every effort has been made to ensure that the information on the TRSL website and TRSL-sponsored social media websites is accurate. Due to factors beyond the control of TRSL however, it cannot guarantee against unauthorized modifications of information or errors made in inputting and posting data. TRSL may make changes to a webpage or social media posting at any time to update, add, or correct the information made available. If the information should conflict with state or federal law, then the law must take precedence. State laws governing TRSL are found in La. R.S. 11:1 through 309 and 11:701 through 947 and La. Const. art. X § 29.

It is the responsibility of each individual to use the data on the TRSL website or TRSL-sponsored social media website appropriately, for general informational purposes, and not as an exclusive basis for decision-making. TRSL makes no warranty, express or implied, for its accuracy, completeness, currency, or its use for any general or particular purpose, nor assumes any responsibility in the use of this service or its contents.

**B. No Warranties**

TRSL disclaims any express or implied warranties related to making its computer system available for public use, and for any materials, information, graphics, products, or processes contained within its computer system. It makes no warranty, express or implied, nor assumes any responsibility for the use of information on the TRSL website, TRSL-sponsored social media websites, or computer system(s), or for the computer system's fitness for any general or particular purpose. TRSL does not warrant that the use of information on its system will not infringe or violate the rights of others. The public is granted access to information on the TRSL website and TRSL-sponsored social media websites on a strictly "as-is" basis. TRSL denies responsibility for the conduct of its Users.

**C. External Links; Content Guidelines; Personal Opinions**

The TRSL website and TRSL-sponsored social media websites contain links to other Internet sites not owned or controlled by TRSL that may be of interest to Users. However, TRSL cannot monitor all linked resources at all times. Therefore, the content of those sites is to be considered strictly that of the authors and may not necessarily represent the opinions or policies of TRSL. Providing a link to non-TRSL websites does not constitute an endorsement by TRSL of the information or products presented.

The purpose of allowing external content on the TRSL website and TRSL-sponsored social media websites is to provide Users with the (1) location of and access to useful pension-related public information provided by other public agencies and nonprofit, nonpartisan organizations; and (2) location and delivery of public services via the Internet.

TRSL, at its sole discretion, will determine whether external content meets these purposes, by denying or removing external content with inappropriate, unsuitable, vulgar, or illegal characteristics. TRSL may remove external content from its website and TRSL-sponsored social media websites at any time.

**D. Copyright Limitations**

TRSL has made the content of certain pages of its websites available to the public. Anyone may view, copy, or distribute information found within these web pages (not including the design or layout of the pages) for personal or informational use without owing an obligation to TRSL if the documents are not modified in any respect, and unless otherwise stated on the particular materials or information to which a restriction on free use applies. TRSL makes no warranty, however, that the materials contained within these pages are free from copyright claims, or other restrictions or limitations on free use or display. TRSL disclaims any liability for the improper or incorrect use of information obtained from its websites.

**E. Assumption of Risk of Use**

One who uses the information available for public use on the TRSL website and TRSL-sponsored social media websites assumes the risk of using or relying on such information. Neither TRSL, its employees nor its agents shall be liable for any damages, including indirect, special, incidental, or consequential damages a user incurs as a result of viewing, distributing, or copying materials on the sites made available to the public, even if advised of the possibility of such damages.

**F. Monitoring and Protecting the Computer Systems from Intrusion**

All TRSL computer systems are subject to monitoring to assure proper functioning of the system and to provide security for the computer system's operation. By using the computer systems, Users are consenting to the exercise of such monitoring practices. TRSL reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete, or otherwise tamper with or abuse the TRSL website, server, database, information system or other TRSL technology asset.

**G. Louisiana Law and Jurisdiction**

The materials made available for public use on the TRSL website and TRSL-sponsored social media websites are for the use and benefit of TRSL members and reporting agencies. Any person who uses these systems or attempts to gain access to information or materials on these systems is subject to the jurisdiction of the State of Louisiana. Any dispute arising from a person using or attempting to use information or materials on the TRSL website and TRSL-sponsored social media websites shall be determined in accordance with Louisiana laws and in the courts of Louisiana.

### **III. PRIVACY NOTICE INFORMATION – TRSL WEBSITE**

The TRSL Privacy Notice addresses the collection, use, and security of and access to information that may be obtained through use of TRSL.org.

#### **A. Information Collected and How It Is Used**

Information presented on TRSL.org is considered public information and may be distributed or copied unless otherwise specified. Use of appropriate byline/photo/image credits is requested.

For site management, information is collected for statistical purposes. This system uses software programs to create summary statistics which are used for such purposes as assessing what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

Personal identification information in an electronic form or an email message containing a question or comment is used to respond to requests or questions. Email messages may be forwarded to other government employees who are subject specialists on specific questions.

Users are not required to provide personal information simply to visit TRSL.org or to download information. Government agencies or various services offered on TRSL.org may request personally identifiable information in order to provide requested specialized services, but such information is handled as it would be on an in-person visit to the TRSL office.

If a User does nothing during his/her visit to the TRSL website but browse, read pages, or download information, we will gather and store certain information about each User's visit. This information does not identify a User personally. TRSL will automatically collect and store the following information about a User's visit:

- The Internet Protocol Address and domain name used. The Internet Protocol address is a numerical identifier assigned either to a User's Internet service provider or directly to his/her computer. TRSL uses the Internet Protocol Address to direct Internet traffic to the User. This address can be translated to determine the domain name of the User's service provider (e.g. xcompany.com or yourschool.edu).
- The type of browser and operating system of the User
- The date and time the User visited this site
- The web pages or services the User accessed at this site
- The Internet pages the User visited prior to coming to the TRSL website

The information TRSL automatically collects or stores is used by TRSL only to improve the content of our Web services and to help us understand how people are using our services. TRSL analyzes this information to determine how the website is being used, so that we may continually improve the site's usefulness to the public.

If, during a User's visit to the TRSL website, he/she sends email, responds to a survey and/or fills out an online form, the following additional information will be collected during that process:

- The User's email address and contents of the email, for those who communicate with TRSL via email
- Information volunteered in response to a survey and the User's email address
- Information volunteered through completion of an online form and the User's email address

The information collected is not limited to text characters and may include audio, video and graphic information formats a User sends to TRSL.

TRSL uses a User's email to respond directly to him/her to address issues identified in his/her email, to further improve our website or to forward to another agency for appropriate action. Surveys, when used, provide a method for a User to provide TRSL with input on service-related matters. It is used solely for that purpose.

For seminar/workshop registration, TRSL uses the information provided for the sole purposes of registering a User for a seminar, providing a confirmation letter with instructions about a seminar or workshop's time and location, and preparing any accommodations requested.

For members' questions, TRSL uses the information provided for the sole purposes of providing answers to address the issues identified in a User's email. If it is a question or statement specific to a member's account, TRSL responds either by email, letter or phone call (depending on the nature of the request) and maintains a copy on file.

## **B. Privacy Policy and Personal Information**

"Personal information" is information about a natural person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, and phone number. A domain name or Internet Protocol address is not considered personal information.

We collect no personal information about a User unless he/she voluntarily participates in an activity that asks for information, i.e., sending an email, registering or participating in a listserv, participating in a survey, or obtaining a state service online. If a User chooses not to participate in these activities, his/her choice will in no way affect his/her ability to use any other feature of TRSL.org. If personal information is requested on the Website or volunteered by the User, federal and/or state law may protect it. However, this information is a public record once it is provided, and may be subject to public inspection and copying if not protected by federal or state law. The TRSL website is a general audience site and TRSL does not knowingly collect any personal information from children. Users are cautioned that the collection of personal information requested from or volunteered by children online or by email will be treated the same as information given by an adult, and may be subject to public access.

A User may contact TRSL if he/she believes that his/her personal/private information is being used for a purpose other than what was intended when submitted.

**C. Nondisclosure of Certain Personal Information**

In order to provide services, such as registration for seminars or workshops via email or online form, or member questions via email or online form, TRSL requires Users to provide certain personal information.

A User may choose not to provide this information, but if a User chooses not to provide it TRSL will be unable to fulfill these services, and the User will have to request these services either in person, by regular mail or by phone or fax.

**D. Security**

TRSL takes precautions to safeguard personal information provided through its Web services. All information provided is contained behind secured networks and is accessible only by a limited number of employees who have special access rights.

This information should not be construed in any way as giving business, legal or other advice, or warranting as fail proof, the security of information provided via the TRSL website.

For site security purposes and to ensure that this service remains available to all Users, TRSL web servers employ industry standard methods to monitor network traffic, to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload

information or change information on TRSL servers are strictly prohibited and may be punishable by law.

Various websites will be linked through TRSL.org. This includes websites of other governmental agencies, as well as websites of private entities. Many of these sites may operate under different privacy, quality, and security standards. Visitors to those websites are advised to check the privacy statements of those sites and be cautious about providing personally identifiable information without a clear understanding of how the information will be used. These links are provided as a convenience and courtesy to TRSL.org Users. Although links from TRSL.org to other sites are researched and require permission from the site, TRSL.org does not have any authorship or authority of content or guarantee content accuracy.

#### **E. Public Access to Information**

In Louisiana, laws exist to ensure that state government is open and that the public has a right to access appropriate records and information possessed by state government. At the same time, there are exceptions to the public's right to access public records that serve various needs, including the privacy of individuals. Exceptions are provided by both state and federal laws.

All of the information collected on the TRSL website becomes public record that may be subject to inspection and copying by members of the public, unless an exemption in law exists. The provisions of La. R.S. 44:31 state that:

- A. Providing access to public records is a responsibility and duty of the appointive or elective office of a custodian and his employees.
- B.(1) Except as otherwise provided in this Chapter or as otherwise specifically provided by law, and in accordance with the provisions of this Chapter, any person of the age of majority may inspect, copy, or reproduce any public record.
  - (2) Except as otherwise provided in this Chapter or as otherwise specifically provided by law, and in accordance with the provisions of this Chapter, any person may obtain a copy or reproduction of any public record.
  - (3) The burden of proving that a public record is not subject to inspection, copying, or reproduction shall rest with the custodian.

In the event of a conflict between this Privacy Notice and the Public Records Act or other law governing TRSL's disclosure of records, the Public Records Act or other applicable law will control.

## **F. Cookies**

To better serve our Users TRSL may use “cookies” to customize a User’s browsing experience with TRSL.org. Cookies are simple text files stored on a User’s computer by his/her web browser. They last for only the duration of the User session with the TRSL website and expire when the User’s web browser is closed. Cookies provide a method of distinguishing among visitors to TRSL.org.

Cookies that may be created on a User’s computer by using the TRSL Website do not contain personally identifying information and do not compromise a User’s privacy or security. The cookie feature may be used only to store a randomly generated identifying tag on your computer. In general, cookies written to a User’s hard drive contain randomly generated alphanumeric codes that can only be interpreted by the same server that provided the information. Cookie files cannot read data stored on a User’s hard drive nor read other cookie files created by other sites. A User can refuse the cookie or delete the cookie file from his/her computer by using any of the widely available methods.

## **G. Disclaimer**

TRSL.org has links to other websites. These include links to websites operated by other government agencies, nonprofit organizations, and private businesses. When a User links to another site, he/she is no longer on TRSL.org and this Privacy Notice will not apply. When a User links to another website, he/she is subject to the privacy policy of that new site.

Neither the State of Louisiana, nor any agency, officer, or employee of the State of Louisiana warrants the accuracy, reliability, or timeliness of any information published by this system, nor endorses any content, viewpoints, products, or services linked from the TRSL computer system, and shall not be held liable for any losses caused by reliance on the accuracy, reliability, or timeliness of such information. Portions of such information may be incorrect or not current. Any person or entity that relies on any information obtained from this system does so at his or her own risk.

TRSL may revise and update its Privacy Notice at any time.

## **H. Contact Information**

Users will be provided with the opportunity to offer comments about the TRSL website or about the information presented in this Privacy Notice by contacting TRSL at:

Teachers' Retirement System of Louisiana (TRSL)  
PO Box 94123  
Baton Rouge, LA 70804-9123  
Phone: (225) 925-6446  
Toll free: (877) 275-8775 (1-877-ASK-TRSL)  
Fax: (225) 925-4779  
Email: [web.master@trsl.org](mailto:web.master@trsl.org)

#### **IV. TRSL-SPONSORED SOCIAL MEDIA WEBSITES**

Appendix A of this policy provides terms of use specific to TRSL-sponsored social media websites.

#### **V. IMPLEMENTATION**

TRSL will place the provisions of this policy on its external website to provide users with the terms of use and privacy notice related to information contained therein.

#### **VI. AUTHORITY/APPLICABLE LAW**

##### **History:**

Adopted: 02/02/06

Revised: 02/18/11; 04/15/13

## TRSL-Sponsored Social Media Websites Terms of Use

### Introduction

Please review the following information regarding the terms of use for TRSL-sponsored Facebook and Twitter social media sites.

### General Information

We are pleased you've decided to participate. Our social media presence offers a new way for our members, retirees and others to stay informed about TRSL.

TRSL-sponsored social media sites are created for the limited purpose of providing information relevant to TRSL and its members. This site is not intended nor created to be a general public forum, or to discuss individual member or annuitant specific information.

TRSL-sponsored social media sites are also not meant to replace TRSL's traditional methods of communication including the TRSL website, which will remain the primary official source of information regarding the agency. The page simply provides an alternative way to engage with our members, beneficiaries and others who have an interest in TRSL.

TRSL asks that you carefully review our usage guidelines below, which contain important suggestions regarding privacy and what you can do to help protect your personal information.

In addition, all users of TRSL-sponsored social media websites are subject to TRSL's Terms of Use and Privacy Notice for TRSL Website and TRSL-Sponsored Social Media Websites. (See TRSL's [Website and Social Media Disclaimer](#) webpage.)

### Privacy

TRSL will post only public information on our social media sites. If our communication to you involves or requires private information, TRSL will direct you to other appropriate (private) channels. For example, if you have questions regarding your specific benefits or account, please do not post them to our social media sites. Instead, you are welcome to email us at [web.master@trsl.org](mailto:web.master@trsl.org) or call us at 225-925-6446 or 1-877-ASK-TRSL (1-877-275-8775) outside of the Baton Rouge area.

For purposes of these guidelines, private or personal information means any information that is confidential by law or personally identifiable information that may lead to the identification of a particular person, such as Social Security or phone numbers. Do not post personally

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identifiable information to any TRSL-sponsored social media site.

TRSL is not responsible for any private information posted by social media users. TRSL may remove postings that contain private information, but TRSL is not responsible for any damages caused by delays in such removal. Individuals who enter personal information on social media sites do so at their own risk.

When using any social media platform, the public should exercise further caution by carefully reviewing personal social media privacy settings. Users should never open unfamiliar hyperlinks or applications as doing so could result in a malware download such as a virus.

### **Public Information and Records Retention**

TRSL's social media presence may contain communications sent to or received by state employees. Therefore, such communications may be public records, subject to public records requests. For more information on public records, please refer to the Louisiana Public Records Law, La. R.S. 44:1 et seq.

Social media public records are subject to state records retention requirements. These retention requirements apply regardless of the form of the record (digital text, photos, audio, or video, etc.) TRSL shall retain social media content in order to meet our records retention obligations.

### **Content and Commenting Guidelines**

TRSL is not responsible for any online information about its programs, benefits, representatives, customers, etc., that is not posted by an authorized TRSL representative. Information on TRSL's social media sites is made available to you for your independent use and is not intended to provide you with benefits or retirement. We cannot and do not guarantee its applicability or accuracy with regard to your individual circumstances. TRSL assumes no liability for damages incurred directly or indirectly as a result of errors, omissions or discrepancies.

The information contained on TRSL's social media sites is for information distribution and discussion purposes only. It does not amend or overrule any applicable statute or administrative rule, or any decision rendered or procedure put in place by TRSL or the Louisiana Legislature. Furthermore, any comments or opinions by members of the public are theirs alone and do not represent the opinions of the TRSL Board of Trustees, its management, or staff.

We ask that you follow our posting guidelines. TRSL may delete content that is not related to the purpose of the social media presence. Other non-permissible content includes but is not limited to comments, URLs and hyperlinks that:

- are off-subject or out of context;
- are threatening, harassing, defamatory or discriminatory;

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- contain obscenity;
- contain confidential or sensitive TRSL information or confidential member information;
- contain information that could reasonably be construed to compromise public safety;
- incite or promote violence or illegal activities;
- advertise or promote a commercial product, service, entity or individual;
- contain copyright infringing material;
- promote or endorse political campaigns or candidates; or
- are otherwise illegal or violate TRSL policy.

In addition to deleting non-permissible content, TRSL reserves the right to permanently ban those who post non-permissible content. Users may be banned immediately or warned prior to banning, depending upon the content and/or number of violations.

### **Linking**

TRSL-sponsored social media websites may link to other websites. These include links to websites operated by other government agencies, nonprofit organizations, and private businesses. The purpose of allowing external content on the TRSL-sponsored social media websites is to provide Users with the (1) location of and access to useful pension-related public information provided by other public agencies and nonprofit, nonpartisan organizations; and (2) location and delivery of public services via the Internet.

If you use one of these links, you will leave the TRSL-sponsored social media website and proceed to the selected site located on another server. When a User links to another website, he/she is subject to the privacy policy of that new site. By providing links to other websites for your convenience, TRSL does not imply endorsement of a site's sponsor, nor does TRSL imply endorsement of any product, service or activity offered on the websites or by any advertiser on the sites.

### **No Warranties**

TRSL disclaims any express or implied warranties related to any materials, information, or graphics contained on TRSL social media websites. It makes no warranty, express or implied, nor assumes any responsibility for the use of information on the TRSL-sponsored social media websites. TRSL does not warrant that the use of information on the TRSL-sponsored social media websites will not infringe or violate the rights of others. The public is granted access to information on the TRSL-sponsored social media websites on a strictly "as-is" basis. TRSL denies responsibility for the conduct of its Users.

### **TRSL's Terms of Service and Use Policy (For Copyright Protections)**

TRSL respects the rights of all copyright holders and will remove or disable access to infringing material. In appropriate circumstances, users, account holders, or subscribers who repeatedly infringe the rights of copyright holders, will be terminated from network

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participation or use of TRSL-sponsored social media sites.

A person who believes that a work has been copied or used in a way that constitutes copyright infringement, may provide TRSL notice with the following information required by the Online Copyright Infringement Liability Limitation Act of the Digital Millennium Copyright Act (17 U.S.C. § 512, et seq.):

- a physical or electronic signature of a person authorized to act on behalf of the owner of the copyright;
- identification of the copyrighted work or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site;
- identification of the infringing material or the subject of infringing activity that should be removed or access to which should to be disabled;
- information sufficient to permit location of the material;
- information sufficient to permit TRSL to contact the party providing notification;
- a statement that the complaining party has a good-faith belief that use of the material is not authorized by the copyright owner, its agent, or the law; and
- a statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

### **Third Party Terms of Service and Privacy**

TRSL's social media pages appear on third party websites that have terms of service that are not governed by TRSL or the State of Louisiana. They are not official TRSL websites and therefore, have their own terms of service and policies. We encourage you to review them. Links to the information are below.

[Facebook Terms and Policies](#)

[Twitter Terms of Service](#)

While TRSL does not collect personal information about participants from social media websites, the information that is always publicly available through such social media websites as well as the information you choose to make public will be available to TRSL per the terms of use policy you agree to when registering for the social media website.

Social media programs use cookies and similar technology to deliver products, services, and advertisements to participants. With these technologies, social media sites or third-parties can store information on your browser or device and later use that information to deliver personalized content.

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**Response Time**

Although we realize social media is a 24/7 communications channel, TRSL will post content and review comments on its social media sites during regular business hours (Monday-Friday from 8 a.m. to 5 p.m.) and periodically during non-business hours. Comments that are posted after hours and on weekends will be reviewed as early as possible; this may mean the next business day.

**Media Requests**

Members of the media needing information should direct inquiries to [lisa.honore@trsl.org](mailto:lisa.honore@trsl.org)

If you have any questions about TRSL's social media presence, please contact us at [web.master@trsl.org](mailto:web.master@trsl.org) or call 225-925-6446 or 1-877-ASK-TRSL (1-877-275-8775) outside of the Baton Rouge area.