

## Social Media Netiquette

Dear users,

We are pleased that you use the social media content of the Paul-Ehrlich-Institut (PEI) and to take part in the exchange about regulatory and scientific topics with your comments and contributions. The Paul-Ehrlich-Institut has its own accounts in the social networks. That way, we intend to encourage an open dialogue with the general public. However, in doing so, we are requesting you to adhere to the rules for commenting listed below. By interacting on our social media pages, please recognise them as binding. If the rules are violated, we reserve the right to remove the content if necessary and to report it to the owner of the respective platform.

The following netiquette applies to the communication in the social media channels:

### 1. Respectful communication

Please note that the language of your communications should always be polite, fair, and to the point: Always treat other users as you wish to be treated yourself. Remember that every user communicating in the social media also has human feelings. Do not use personal attacks in your communications or arguments directed against groups of people. Accept and tolerate the views of other users and do not attempt to impose your views on others. All offensive, obscene, hateful, racist, anti-semitic, homophobic, or sexist content will be deleted or reported to the owner of the respective platform; authors of such content will be blocked by us. The same applies to contributions conveyed in vulgar, abusive, or hateful language, or content that violates the right of third parties or copyrights.

### 2. Observe the relation to the appropriate subject

Contributions on our social media channels provide information on the subjects of the Paul-Ehrlich-Institut as the Federal Institute for Vaccines and Biomedicines, a senior federal institute that performs research. For this reason, any contributions to discussions should relate to the appropriate topic. If this rule is not observed, we reserve the right to remove your contribution if necessary.

### 3. Abusive use

The abusive use of the various social media channels as advertising platform for other websites or services as well as commercially or privately offering goods and services is illegal. Such contributions will be deleted and/or reported. It is also illegal to post all content, information, software and other material which violates applicable laws.

#### **4. Quotes and images**

If you wish to include a quote into your contribution, please also provide the source and the author. Only those quotes and indications of sources shall be used which can also be verified by other users. If you post any pictures from other authors, please remember to obtain the respective rights from them.

#### **5. Responsibility**

We will not assume any responsibility for contributions from users. All users are responsible for their own posts. By posting a contribution, the author of the contribution gives the Paul-Ehrlich-Institut the right to make it available on the social media channels on a permanent basis.

#### **6. Violations of the commenting rules**

As the author of this media presence, we will not tolerate any violations of the commenting rules listed here. We reserve the right to report and/or delete contributions at any time and, if required, without indicating a reason. By interacting in our social media channels, you will recognise these guidelines. Any violations against the general laws and statutory regulations may lead to the exclusion from the appropriate platform and, in serious cases, to the initiation of legal steps.

#### **7. Enquiries**

We would like to try our best to consider your questions and contributions at any time. If you send us your contribution in the evening or at a weekend, we will take care of it the next working day. However, we would like to indicate that the Paul-Ehrlich-Institut is not entitled to provide any legal information or advice. Please also be informed that the Paul-Ehrlich-Institut does not use social networks to provide medical advice to individuals and does not give any recommendations on diagnoses and therapies. Such diagnoses and therapies involve many factors which can only be taken into account appropriately through personal contact between a health care professional and the person to be treated. The Paul-Ehrlich-Institut is not a clinical institution and can therefore not provide any medical advice that goes beyond the evaluation of reported suspected cases of adverse

effects. For this reason, we would like to ask you for your understanding that we cannot process single cases or provide personalised medical advice.

### **8. Reports of a suspected adverse drug effect or vaccination complication**

The systematic capture and analysis of suspected cases of adverse effects and damage of a person's health that goes beyond the usual extent of a vaccine reaction constitute an important contribution to the preservation and improvement of the safety of medicines. It is important that reports on suspected cases of adverse drug effects and vaccine complications occur in a structured fashion. Social networks are unsuited for this purpose. For a suspected adverse drug effect, please use the following online reporting form, which is especially conceived for consumers: [nebenwirkungen.pei.de](https://nebenwirkungen.pei.de).

### **9. Other contact options**

The best way of receiving information on vaccines and biomedicines is to send us an email or give us a call:

Email: [anfragen@pei.de](mailto:anfragen@pei.de)

Phone: +49 6103 77 1771 (service times: Tuesdays from 2:00 p.m. to 5:00 p.m. and Thursdays from 10 a.m. to 1 p.m., except on official holidays).

For media enquiries, please contact our press office:

Email: [presse@pei.de](mailto:presse@pei.de)

Phone: +49 6103 77 1030.

Many thanks for your understanding. We are looking forward to a dialogue with you.

Your PEI Online Editorial Team