Netiquette & Community Guidelines

Purpose

At Alto, we use our social media channels and other online platforms to create an open and constructive space for dialogue about Canada's first high-speed rail project. We welcome comments, questions and ideas about our initiatives, news and services.

Our goal is to foster respectful, informative conversations that contribute to public understanding and engagement. The following rules help us maintain a safe and inclusive environment.

Terms of use

Our platforms are open to anyone who clearly identifies themselves and wishes to participate respectfully. We welcome constructive discussions on Alto's activities. We reserve the right to remove, without notice, any content or comment that:

- is illegal, defamatory, discriminatory, offensive, vulgar or threatening;
- is hateful, racist, sexist, homophobic, defamatory or discriminatory, in accordance with Government of Canada guidelines;
- contains harassing or containing personal attacks, inflammatory remarks or incitement to violence;
- contains false or misleading information;
- is off topic, repetitive, unsolicited, advertising or promotional in nature, including petitions and calls to action;
- contains personal information about another user, an employee or any other person;
- may compromise the safety or security of individuals, operations or infrastructure;
- is from an anonymous, suspicious or automated account, or an account impersonating another person;
- unrelated to Alto's activities or the topic of discussion.

Repeated violations may result in the user being blocked and/or reported to the platform.

Please avoid using **ALL CAPS**, which is considered the online equivalent of shouting.

Alto may correct inaccurate information regarding its activities and reserves the right to modify these rules or close its digital platforms without notice.

Moderation and hours

Comments and messages are monitored Monday to Friday, from 9:00 a.m. to 5:00 p.m. ET. While responses may not always be immediate, substantive inquiries will receive a reply within 72 hours.

General questions can be sent to **questions@altotrain.ca**.

Language of communication and accessibility

Alto communicates in both of Canada's official languages, English and French. You are welcome to engage with us in the official language of your choice, and we will respond accordingly. All official posts will be bilingual, and accessibility features (such as alt text, subtitles, and plain language) are applied wherever possible.

Protection of personal information

As a federal Crown corporation, Alto complies with the ***Privacy Act*** and other applicable laws governing the protection of personal information. Please avoid sharing personal or confidential information publicly in comments or posts.

Authenticity and copyright

You are responsible for ensuring that all content you share is accurate and does not infringe on copyright, intellectual property, privacy, or any other rights. By posting on Alto's digital channels, you grant Alto a non-exclusive, royalty-free right to reproduce, distribute, and display your comment or contribution, in whole or in part, for communication or educational purposes.

Contact us / Reporting abuse

For inquiries about Alto's social media channels or moderation practices, or if you observe illegal content or inappropriate behaviour on any Alto platform, please write to communications@altotrain.ca.

Official communications

Social media platforms do not replace Alto's official consultation mechanisms and do not constitute formal submissions or official participation in consultation or engagement processes. In the event of any discrepancy between information shared on our platforms and official documents published on our website, the official documents shall prevail.

Disclaimer

- User comments and posts on Alto's social media pages do not represent the views of Alto or the Government of Canada.
- Alto assumes no responsibility for content posted by external users.
- Alto may amend this netiquette at any time to reflect changes in its platforms or moderation practices.

Alto's social media channels provide spaces for Canadians to learn about and engage with the development of high-speed rail. We welcome open, respectful dialogue and encourage constructive participation from Canadians.

Together, let's keep this space informative, inclusive, and respectful— a place for collaboration and dialogue about the future of high-speed rail in Canada.

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