

Freedom of Information Request: Our Reference CTHB_132_18

You asked:

For the financial year of 2017/18, please provide:

- a. The amount of time spent by staff on social media websites on work ICT equipment.**
- b. The number of attempts that were made by staff to access pornographic sites on work ICT equipment.**
- c. The number of attempts made by staff to access blocked sites: pornographic and not pornographic; on work ICT equipment**

I can confirm that the Health Board does hold the information requested. However, due to the format in which the data is held, the detail you require cannot be easily extracted. To provide you with this information, would require a data extraction exercise of over 7000 staff which we estimate would significantly exceed the 18 hours time and £450 cost limit set out within Section 12 of the Freedom of Information Act. Therefore, we are unable to provide a response.

Staff access to internet sites is in line with the All Wales NHS Internet Use Policy and the All Wales NHS Social Media Policy (both policies have been attached for information). Any misuse would be investigated and further action would potentially be taken under the Disciplinary Policy.

NHS Wales All Wales Internet Use Policy

Issue Date: 7 January 2016
Review Date: January 2018

1 DOCUMENT HISTORY

1.1 Revision History

Date	Version	Author	Revision Summary
7/9/15	V0.87	Andrew Fletcher / Darren Lloyd, NWIS (on behalf of the Internet and Email policy sub group)	Final Draft
29/9/15	V0.88	Andrew Fletcher / Darren Lloyd, NWIS (on behalf of the Information Governance Management and Advisory Group)	Minor amendment (as a condition of approval)
1/12/15	V0.89	Andrew Fletcher / Darren Lloyd, NWIS (on behalf of the Information Governance Management and Advisory Group)	Minor amendments (as a result of Equality Impact Assessment)

1.2 Reviewers

This document requires the following reviews:

Date	Version	Name	Position
12/08/15	V0.86	Internet and Email policy sub group	Representation from all NHS Wales Information Governance, Information Security, Communications and Human Resources
29/09/15	V0.87	Information Governance Management and Advisory Group	All Wales Information Governance Leads
23/10/15	V0.88	Wales Information Governance Board	Advisory Board to the Minister for Health and Social Care (Welsh Government)
1/12/15	V0.89	Equality Impact Assessment Panel	Independent equality impact assessment
3/12/15	V1	Welsh Partnership Forum	

Scope

This policy applies to all users of the NHS Wales IT network including staff; students; trainees; secondees; volunteers and contracted third parties.

The policy describes the principles which must be adhered to by all in the use of the World Wide Web (or Internet), the NHS Wales Network (which is defined as a corporate Intranet) and other affiliated sites.

The terms “Internet access” or “Internet use” encompass any use of any resources of the World Wide Web including social media / social networking, browsing, streaming, downloading, uploading, posting, “blogging”, “tweeting” chat and email. The NHS Wales Social Media Policy provides information on the appropriate use of social media.

This policy applies to all staff that make use of the NHS network infrastructure and / or NHS equipment to access internet services regardless of the location from which they accessed and the type of equipment that is used including corporate equipment, third party and personal devices.

Position Statement

NHS Wales trusts its workforce in using NHS Wales equipment.

Internet access is provided to staff to assist them in the performance of their duties and the provision of these facilities represents a major commitment on the part of NHS Wales in terms of investment and resources.

The NHS Wales workforce should become competent in using internet services to the level required for their role in order to be more efficient and effective in their day-to-day activities.

NHS Wales will support its workforce in understanding how to safely use internet services and it is important that users understand the legal professional and ethical obligations that apply to its use. If used correctly, the internet can increase efficiency and safety within patient care.

The effectiveness of this policy will be assessed to provide assurance that risks to information and likelihood and impact of information security incidents are being reduced.

Conditions & Restrictions

To avoid inadvertent breaches of this policy, inappropriate content will be blocked by default where possible. In general, inappropriate material must not be accessed. For the avoidance of doubt, subject matter considered inappropriate to access is detailed in appendix A.

Some sites may be blocked by default due to their general impact on network resources and access to these for work purposes can be requested by contacting the Local IT Service Desk

In general, regardless of where accessed (for example - at work or at home), NHS Wales employees must not, at any time, participate in any online activity or create or transmit or store material that is likely to bring the organisation into disrepute or incur liability on the part of NHS Wales.

Business Sensitive Information or Personal Identifiable Information (PII) including photographs and video recordings of patients, members of the public, or other members of staff taken on NHS Wales premises must not be uploaded to online storage, media sharing sites, social media, blogs, chat rooms or similar without both the authorisation of a head of service and the consent of the individual who is the subject of that recording. The NHS Wales Social Media Policy provides information on the appropriate use of social media.

It is each user's responsibility to ensure that their Internet facilities are used appropriately. Managers are reminded that, as an NHS Wales resource, the Internet is in many ways similar to the telephone systems and should be managed accordingly.

Personal Use

NHS Wales organisations allow staff reasonable personal use of internet services providing this is within the bounds of the law and decency and compliance with policy.

Personal use should be incidental or reasonable (as a threshold NHS Wales defines a maximum of thirty minutes in one shift / working day as reasonable) and before or after normal working hours, or during agreed break times. These limitations are also necessary due to network demands and therefore local restrictions may apply dependent on the duration of access and the capacity of resources available. In addition to this users must not download large files as these may have a negative impact on network resources including bandwidth and storage. Staff should be aware that downloading from the internet may also expose the NHS Wales network to viruses and malicious code.

Where local organisations have provided patients and staff with cloud internet services (for example – free public Wi-Fi), employees are encouraged to use these facilities by default on personally-owned devices instead of using NHS equipment. Local agreements will be in place for the use of and availability of these facilities.

Staff who use NHS equipment outside NHS Wales premises (for example – in a home environment) are permitted to connect to the Internet. Use of the Internet under these circumstances must be through the secure VPN connection provided by the NHS Wales organisation. Use of the equipment for such purposes is still subject to the same conditions as laid out in this policy.

All personal use of the Internet is carried out at the user's own risk. The NHS Wales does not accept responsibility or liability for any loss caused by or liability arising from personal use of the Internet. The HB's Internet access facility must not be used to run or support any kind of paid or unpaid personal business venture outside work, whether or not it is conducted in a user's own time or otherwise.

At no time should access to the Internet be used by any individual for personal financial gain (E.g. selling on eBay or any other auction sites).

Monitoring

NHS Wales accept that reasonable personal use will occur and staff must be aware that NHS Wales reserves the right to monitor the use of the internet by any employee and may come under scrutiny. This will mean that computers which are used for personal reasons will potentially be monitored.

NHS Wales organisations respect the privacy of its employees and does not want to interfere in their personal lives but the monitoring of a secure network and checking on the use of time is a legitimate business interest. Regardless if the equipment is personal or NHS property if it utilises NHS internet resources it will be subject to network monitoring.

NHS Wales uses software to automatically and continually record the amount of time spent by staff accessing the Internet and the type of websites visited by staff. Attempts to access any prohibited websites which are blocked is also recorded.

Staff should be reassured that NHS Wales organisations take a considered approach to monitoring individual usage of the Internet, however it reserves the right to adopt different monitoring patterns as required. In the main monitoring is normally conducted on the basis that such usage is suspected to be in breach of either a NHS Wales policy or legislation. Furthermore, on deciding whether such analysis is appropriate in any given circumstances, full consideration is given to the rights of the employee.

It is recognised that minor breaches may sometimes inadvertently occur and managers are therefore encouraged to speak to staff of their concerns should any minor issues arise. If serious breaches are detected following discussions with staff and where continual repeated misuse is detected, an investigation will take place. Where this or another policy is found to have been breached, disciplinary action may be taken.

All audits and logs will be retained in line with NHS Wales retention and disposal schedules and Department for Health and Social Care Guidance. Additional audits or monitoring reports can be requested by line managers and may be activated in the system with the agreement of the relevant Head of Service.

Concerns about possible fraud and or corruption carried out using the NHS Wales internet functionality should be reported to the counter fraud team.

Review and revision arrangements

This document is issued and maintained by the NHS Wales Informatics Service (NWIS) on behalf of all NHS Wales organisations.

This policy will be reviewed as per the review date on the policy front sheet. However it will be reviewed where it will be affected by major internal or external changes such as:

- Legislation;
- Practice change or change in system/technology; or
- Changing methodology.

Training

Training relating to this policy must take place during the induction programme for new staff or as part of refresher training.

Appendix A

Inappropriate use

For the avoidance of doubt, NHS Wales organisations will generally consider any of the following inappropriate use:

- Excessive personal use;
- Allowing access to NHS Wales internet services by anyone not authorised to access the services, such as by a friend or family member;
- Communicating or disclosing confidential or sensitive information via the internet without authorisation or without the appropriate security measures being in place;
- Communicating any information which may cause offensive or embarrassment; including that which can be reasonably deemed to be defamatory, abusive, hateful, racist, sexist, homophobic, transphobic, discriminatory, indecent, obscene, pornographic, unlawful or involves violence, bullying or harassment.
- Communicating or disclosing material that is intended to (or in the organisation's view, is likely to) distress, annoy or intimidate another person or is contrary to the organisation's Dignity at Work Policy.
- Downloading, uploading, transmitting, viewing, publishing, storing or distributing defamatory material or intentionally publishing false information about NHS Wales or its staff, clients or patients.
- Knowingly access, or attempted access to, internet that contain obscene, hateful, pornographic, violent, terrorist, racist, sexist, homophobic, transphobic or otherwise illegal material. This will include such pages on social media sites.
- Knowingly and without authority view, upload, or download material that may bring NHS Wales into disrepute; or material that could cause offence to others.
- Sending or saving information or images which could be considered defamatory, obscene, hateful, pornographic, violent, terrorist, racist, sexist, homophobic and transphobic or illegal material.
- Downloading or installing or distributing unlicensed or illegal software.
- Downloading software without authorisation or changing the configuration of existing software using the Internet without the appropriate permissions.
- Breaching copyright or Intellectual Property Rights (IPR).
- 'Hacking' into others accounts or unauthorised areas.
- Deliberately attempting to circumvent security systems protecting the integrity of the NHS Wales network.
- Any purpose that denies service to other users (for example, deliberate or reckless overloading of access links or switching equipment).
- Intentionally introducing malicious software such as Viruses, Worms, and Trojans into the NHS Wales network.
- To access sites with the intention of making a personal gain (for example - running a business).
- Access to Internet based e-mail providers including services such as Hotmail, Freeserve, Tiscali

etc is prohibited for reasons of security with the exception of:

- Access to email services provided by a recognised professional body or a trade union recognised by the employer;
 - The Doctors.net email service;
 - Any UK university hosted e-mail account (accounts ending in .ac.uk);
 - Any email account hosted by a body which the employee contributes to in conjunction with their NHS role, such as a local authority or tertiary organisation.
- Altering any of the system settings on a NHS Wales owned PC or try to change the access server in an attempt to avoid the restriction imposed by the filtering software. This will be deemed as a breach of this policy and will be dealt with under the All Wales Disciplinary Policy.

NHS Wales

All Wales Social Media Policy

Issue Date: 7 January 2016
Review Date: January 2018

1. Introduction

NHS Wales organisations are making increased use of Social Networks to communicate with patients, service users, staff and other stakeholders to deliver key messages for good health care and other useful services. However, with its use, NHS Wales organisations have a responsibility to ensure that the operational effectiveness of its business and the security of its information assets are protected and its reputation maintained.

This policy governs the conduct of all staff (including contractors, agency and temporary staff) of NHS Wales with the aim of ensuring that they are aware of their personal responsibilities for appropriate use when using such social media facilities.

2. Purpose

This policy aims to:

- empower and support staff in making effective and appropriate use of social media tools as an appropriate part of their work to communicate and engage;
- help staff get the best out of the tools available whilst maintaining a safe professional environment and protecting themselves as well as the organisation;
- provide guidance to staff on their personal responsibility as an employee of NHS Wales when using any social networking site;
- make staff aware of the issues relating to the use of social media for both private and professional purposes;
- provide employees with information to consider before participating in or developing any new social media application;
- ensure staff are aware of relevant legislation and standards in relation to the publishing of information online, including codes of practice issued by professional and regulatory bodies and the implications of using social media inappropriately;
- to provide direction on further advice and information;

3. Scope and Application

This policy applies to all NHS Wales staff, locum staff, students, trainees, secondees, volunteers contracted third parties and others (permanent or temporary).

It sets out staff's responsibilities when using social media and the implications involved. It is intended to outline areas of best practice and illustrate where challenges can arise for individuals and NHS Wales.

It applies to the use of social media for business and personal purposes, both at work and outside of the work environment; i.e. in one's own time, using one's own or NHS equipment and personal or organisational social media accounts or identifiable Internet presence.

For the purposes of this document it should be understood that the term social media is used in reference to all Internet social networking and media sharing sites, (such as Facebook, Twitter, YouTube, Snapchat, Instagram, Flickr etc.) and to all 'blogs', 'chat', on-line commentaries, diaries, discussion forums, 'wikis' and sites allowing the posting of user generated content for mass consumption.

4. Principles

NHS Wales organisations recognise the role and value of social media as a means of communication and of improving the way it reaches out and interacts with different communities internally and externally. It also has a duty to protect its staff and services users from the potential risks around its use. These risks need to be identified and managed so that the benefits of social media can be realised in as safe a manner as possible.

The organisation acknowledges everyone has a right to express themselves using social media. It also recognises its role in offering advice on safe use of social media and highlighting the responsibility of individuals to be aware of the potential consequences of posting content on to publically accessible platforms.

The blurring of boundaries between a person's private and professional life on social media is recognised and it is important that staff understand and are mindful that inappropriate use could damage their own reputation as well that of others, including family, friends and colleagues and NHS Wales. NHS Wales staff have a responsibility to adhere to this national policy.

5. Best practice

Here are some key points and advice to consider when using social media in either a professional or personal way. More detailed advice is available in appendices A and B.

Be yourself – identify who you are and whether you are speaking on behalf of an organisation, if commenting in a personal capacity make sure that it is made clear the views are your own.

It is a public space – remember that by posting information online you are publically publishing that content and it will be available to a wide audience. Even when posting to 'closed' or 'private' groups that information can be copied, shared and used by others in ways you may not have considered. Never say anything that you wouldn't stand up and say in a public meeting.

Respect others – adhere to the values and principles around respect and dignity championed by NHS Wales and your local organisation. Rules around bullying and harassment are as valid online as they are in the physical world. Consult your policies and professional codes of conduct for more details. Do not post pictures or information about others without their consent. Do not publish obscene words, pictures or videos.

Respect yourself and your organisation – whether you are clearly identified as an NHS Wales staff member or not, your words and actions online can act as an ambassador for your organisation. Do not post anything that would bring yourself or NHS Wales into disrepute. There are many channels to share grievances and raise concerns and they should be used appropriately.

Respect patients – the strict and legal obligations around patient confidentiality extend to the online world both when using social media for private and professional use. Never post any information that could breach these rules.

Do it right – do not begin or set up any professional social media account without first consulting with your local Communications Team and securing its support. There are rules and governance arrangements in place to make sure standards are consistent and the staff and the local organisation are properly supported and protected.

All staff have a responsibility to be aware and to follow this policy. Online activity is governed by the same rules, policies and procedures around behaviour and conduct. Appendices A and B provide guidance on use and unacceptable behaviours.

Any staff who are in any doubt about what they should or should not post on social media sites – particularly about their work – or who discover online content that may harm the reputation of their organisation, should contact their local Communications Team, Workforce and OD Team and/or their Information Governance Team.

6. Business Use of Social Media

Business use of social media may include:

- Creating and/or managing content on a social media site created, branded and managed by NHS Wales or the Local Health Board or Trust;
- participation in third party professional forums and/or discussion boards relating to one's work;
- the monitoring of social media for business purposes.

Local restrictions are generally in place to ensure that only those members of staff having a genuine business need are given access to organisational social media pages and can issue corporate or organisational statements and update content. Anyone wishing to develop a social media site or application on behalf of the organisation should speak to their Communications Team in order for them to provide advice and guidance on the local approval process.

Anyone speaking in any kind of professional capacity or deploying social media on behalf of NHS Wales or their local organisation has a responsibility to conduct themselves in an appropriate manner, as they should when addressing the media or any public meeting or forum.

Staff are encouraged to participate in or contribute to professional forums relating to their area of work. Where an employee is called upon to publish content in a professional capacity on a social media web site, the following guidelines apply:

- Before participating, approval should be sought from your line manager;
- you should clearly identify yourself as an employee of NHS Wales;
- you should only provide information about your work location if it is absolutely essential;
- be professional - make sure you are seen to act in an honest, accurate, fair and responsible way at all times;
- obtain appropriate permission to publish any information, report or conversation that is not already in the public domain;
- do not cite or reference colleagues, partners or suppliers without their approval;
- respect copyright when including or linking to images or other material.

In addition staff should never:

- Mention **any** information relating specifically to an individual patient or client or other member of the public where there is any possibility that that individual can be identified, unless written consent has first been obtained from the data subject or their appointed representatives;
- endorse or appear to endorse any commercial product or service;
- voice political opinion in the course of their NHS work/capacity.

7. Personal Use of Social Media

The personal use of social media is a common part of day to day life for many people. Some are rightly proud to be NHS Wales employees and may actively use social media as part of their professional development or highlight their role as part of their online biography.

It is important for individuals to understand their role as ambassadors for their organisation and to be conscious of the impact of their actions and words online which may negatively impact on the reputation and trust of the public.

The relationship with social media changes as soon as staff identify themselves or are identified as employees of NHS Wales or their local health board or trust. In these circumstances they must make it clear that any views and opinions are personal and not necessarily those of their employer.

As an NHS Wales employee it is important to remember that expressing views or commenting on content on the Internet in relation to the NHS cannot be divorced from one's working life. Unguarded comments in relation to one's work, one's working environment, one's colleagues, patients, carers, visitors, suppliers and contractors etc. can bring the organisation into disrepute and may invite legal action against both the employee and their employer.

Where the NHS site uses public Wi-Fi (wireless fidelity network) staff are encouraged to use their own personal device to use any social media channels they wish to access. Personal use of social media, should not be allowed to interfere with the performance of one's duties and any such access should occur during breaks or outside of normal working hours.

8. Harassment, bullying and 'trolling' on social media

If staff believe they are being harassed, bullied or victimised as a result of another member of staff's post to an internet site, they can take action. Staff should access bullying and harassment policies which outline the informal and formal action that can be taken.

Alternatively, they can inform their line manager or an adviser in HR, or report the incident to the police or to the social media site.

A new and unwelcome trend in social media is trolling – where someone looks to upset and provoke an argument by posting inflammatory statements. This is an offence under the Malicious Communications Act.1988.

If you are being targeted by a troll do not respond. You can report their behaviour via the social media site or through the police. Contact your local Communications Team for advice and support.

9. Patient and public use of social media

Patients and the public are free to use social media while on NHS Wales sites and are supported in this by the availability in many places of free WiFi facilities.

However, whilst on NHS Wales sites they are asked to be mindful of the dignity of other patients, the public and staff. They should not take photos of others or post their names and or other details online without their express permission.

Failure to treat others in this way and to show respect for the rights of other patients, the public and staff will result in action being taken in the same way as any other inappropriate behaviour.

10. User Responsibilities

In order to minimise the risks inherent in using social media, to avoid loss of productivity and to ensure that adequate IT resources are available for business purposes, all staff are expected to adhere to this policy.

11. Monitoring and Compliance

NHS Wales reserves the right to monitor Internet traffic using its network infrastructure. Local Health Boards and Trusts may monitor and log comments and references on social media sites (including those made by their own staff) relating to themselves, their staff, their services and the patients in their care.

In addition, staff and contractors are encouraged to report any contravention of this policy that they become aware of via the local incident reporting process. It is the responsibility of the appropriate line manager to investigate any reported breaches and these will be dealt with in accordance with the All Wales Disciplinary Policy.

Where the organisation considers material published by staff in a personal capacity on social media sites to be in contravention of this policy then it may:

- ask for the material to be removed;
- undertake an investigation into the facts, seriousness and implications of the publication which may result in disciplinary action (in line with the relevant disciplinary policies);
- report the individual to their professional registration body (which may then decide to undertake their own investigation and action);
- report the individual to the relevant legal authorities.

Failure to adhere to this policy may lead to disciplinary action up to and including dismissal, depending on the individual circumstances of the case. Staff are also advised that the following action may be taken by third parties:

- A breach of the law may lead to criminal prosecution.
- A person or company may take civil action and sue an individual for damages if defamation of reputation can be demonstrated.
- Harassment is a criminal offence for which the harasser can be imprisoned. Victims of harassment may also be able to claim damages from the harasser.
- A copyright owner may sue an individual for damages in the event of breach of copyright.
- Accessing and transmitting sexual material may be a criminal offence. The courts may take action against individuals where appropriate.
- Professional bodies and organisations have regulations and guides in relation to professional conduct when using social media. In breaching these, staff may be subject to action by these organisations (which may include the loss of professional registration).

This is not a complete list and there may be other actions not shown above.

12. Supplementary

Use of the Welsh Language

All corporate Social Media channels must comply with local Welsh Language Policies and Procedures.

Training

Training relating to this policy must take place during the induction programme for new staff or as part of refresher training at least every two years as part of the Information Governance and/or Information Security training.

Definition and Terms Used

Definitions of many of the terms used in this Policy are contained in Appendix C.

13. Review and revision arrangements

Maintenance of this policy

This document is issued and maintained by the NHS Wales Informatics Service (NWIS) on behalf of the Health Boards/Trusts, following approval by the Information Governance Board and Welsh Partnership Forum.

This policy will be reviewed as per the review date on the policy front sheet or as agreed by the Information Governance Board and the Welsh Partnership Forum, however it will be reviewed on an ad-hoc basis particularly where they are affected by major internal or external changes such as:

- Legislation;
- Practice change or change in system/technology; or
- Changing methodology.

Appendix A – Staff Guidance on the Use of Social Media Sites

This Guidance should be read in conjunction with the Social Media Policy.

- Always read the terms and conditions to understand what you are signing up to. If in any doubt seek the advice of your Information Governance department.
- Restrict the amount of personal information you post online to an absolute minimum and make use of site security settings to hide any information required by the site but not essential to your use of the site.
- Use a unique complex password to log into the site.
- Remember that you are personally responsible for anything you post online.
- Restrict from public view comments made on your profile page until you approve them, bearing in mind that you may be liable for the comments of others appearing on your profile.
- Never comment with anything that you would not wish others to hear.
- As with any other medium, do not give out any information about staff, contractors, patients, service users or other potentially confidential information on social media. Business correspondence must be made using internal channels (e.g. email) where an internal user can be verified via the internal address book.
- Do not send personal or other sensitive information via a social media site.
- If you are subject to a social engineering, hacking, virus intrusion or blagging incident in a work capacity and on a work social media channel you must report this immediately via the NHS Wales' incident reporting system (Datix).

Appendix B – Unacceptable use of social media

Staff should **never**:

- divulge or share confidential or personal identifiable or sensitive information in relation to patients carers or staff;
- post any material or information that may undermine the dignity or be detrimental to the care and well-being of, patients, carers, staff or others;
- post any material that represents an invasion of patient or staff privacy;
- post inappropriate comments about patients, staff members or others – this includes discussion of work-related issues, conversations about patients and complaints about colleagues;
- use social media to bully or intimidate a member of staff;
- post any material that falsely or misleadingly represents the views, standards or performance of NHS Wales or their local health board or trust;
- claim to speak on behalf of NHS Wales or the local organisation without appropriate approval;
- publish any material, including images that has been obtained at work or as part of one's profession or during the performance of one's duties, without appropriate approval;
- use social media in any way which brings the NHS or the individual's profession into disrepute;
- use defamatory, obscene, hateful, pornographic, violent, terrorist, racist, sexist, homophobic, transphobic or otherwise illegal, offensive or discriminatory language or material;
- make comments that can be interpreted as defamatory, demeaning, inflammatory, indecent or unlawful;
- use social media in any way which is illegal;
- accept a 'friend' request from a patient or client (or their family member) who is **only known** through their work for the NHS;
- use their work email address as part of a personal login / registration on a personal site.

Appendix C - Definitions

Social Media: Websites and applications that enable users to create and share content or to participate in social networking. *[Oxford English Dictionary]*

Social Networking: The use of dedicated websites and applications to interact with other users, or to find people with similar interests to one's own. *[Oxford English Dictionary]*. Examples include Facebook, Bebo, Myspace, Twitter and LinkedIn.

Social Engineering: Obtaining information by masquerading as a person with a bona fide interest in that information (e.g. a member of an organisations staff) by use of social skills.

Blagging: Obtaining information on another person, usually by assuming a false identity, without that other persons knowledge or consent.

Note: Social Engineering and Blagging are sometimes interchangeably used in the wider sense of obtaining information to hack systems or phone services; or to fool people into disclosure of any related information by trickery)

Blogging

A personal website or web page on which an individual records opinions, links to other sites, etc. on a regular basis. *[Oxford English Dictionary]*

Micro-Blogging or Tweeting

A social media site to which a user makes short, frequent posts. *[Oxford English Dictionary]*