

## Social Media Terms

The Kentucky Lottery invites you to interact with us on our KY Lottery Facebook, Instagram, Twitter, and LinkedIn pages (“Social Media platforms”), discuss our games, enter promotions, read recent company news, and ask us questions. Please keep in mind that by accessing our Social Media platforms, you agree to comply with the terms and conditions.

By posting a comment on the KY Lottery Facebook, Instagram, Twitter, or LinkedIn pages, you agree to these terms of use, and understand that failure to abide by these terms may result in the termination of your access to this page and others. **If you do not agree to these Terms of Use, then do not access KY Lottery Social Media Platforms.**

- You must be 18 years of age to post a comment or otherwise participate in conversations on the KY Lottery Facebook page, the KY Lottery Instagram page, the KY Lottery Twitter page, or the KY Lottery LinkedIn page.
- The KY Lottery will use its best efforts to answer questions posted on its Social Media platforms within a reasonable time during regular business hours of 8:00 AM and 5:00 PM EST Monday through Friday (excluding recognized holidays, furloughs or other days that Ky Lottery offices are closed).
- Communications made through the KY Lottery Facebook page, the KY Lottery Instagram page, the KY Lottery Twitter page, or the KY Lottery LinkedIn page will in no way constitute a legal or official notice or comment to the KY Lottery for any purpose.
- Comments that contain the following prohibited content are subject to review and removal by the KY Lottery, in its sole discretion:
  - Content that promotes or perpetuates discrimination on the basis of race, color, age, religion, gender, national origin, physical or mental disability or sexual orientation.
  - Defamatory or libelous material.
  - Disparaging, threatening, demeaning or harassing statements.
  - Content that is false or misleading, including misleading information regarding winning strategies, ticket or number selection, or commercial solicitation of winning numbers and strategies. If you have any questions or concerns, please visit the Player Tips section of our website or use the Contact Us link and a Player Information Representative will be happy to assist you.
  - Private, personal, or confidential information, such as an address, telephone number, social security number or bank account information.
  - Sexual or obscene content, pornography or other offensive material.
  - Obscene, profane, vulgar, or offensive language, such as swear words.
  - Content that promotes or advertises a business, organization, enterprise or industry other than the lottery.
  - Content intended to endorse or solicit contributions or other support for a political movement, party or candidate.
  - Content promoting or encouraging illegal activity.
  - Content that contains viruses or files that could damage the operation of computers.

- Content that violates the terms of use of the Social Media platform used (Facebook, Instagram, Twitter, LinkedIn).
  - Content that violates a legal ownership interest, including copyrights or other intellectual property rights. If you see a post that infringes a copyright or similar intellectual property rights of others, contact the KY Lottery Digital Marketing Manager, Jessie Teague by email, [jessie.teague@kylottery.com](mailto:jessie.teague@kylottery.com), by phone, 502.560.1613, or by physical mail at Kentucky Lottery Corporation, 1011 West Main Street, Louisville, KY 40202.
  - Off-topic comments or comments not related to the lottery or lottery post being commented upon. Information that may compromise the safety of the public.
  - Content which contains links, photographs or video unless invited in connection with a specific KY Lottery Promotion.
  - Content that would violate any law or policy of the KY Lottery. If you see any post that you believe violates our terms of use, the Social Media platform's terms of use, or is otherwise inappropriate, contact the KY Lottery Digital Marketing Team by email, [social@kylottery.com](mailto:social@kylottery.com) or use the Social Media platform's reporting tools to mark the post as spam.
  - You must not identify yourself as a representative of the KY Lottery unless you are an authorized representative of the KY Lottery.
- The KY Lottery has not evaluated and does not endorse the opinions of the public on its Social Media platforms (Facebook, Instagram, Twitter, LinkedIn).
  - Content uploaded by anyone other than the KY Lottery is the sole responsibility of the submitter.
  - Any content posted is subject to change.
  - Any promotion entered through a KY Lottery Social Media page is governed by the rules and regulations of the promotion.
  - Any posting is considered a public record and may be subject to disclosure to third parties.
  - Requests for public records under the Kentucky Open Records Law should be directed to the KY Lottery Custodian of Records, Chris Stilts by email, [chris.stilts@kylottery.com](mailto:chris.stilts@kylottery.com).
  - Requests for information and complaints should be directed the KY Lottery Digital Marketing Specialist, Zoe Uhl by email, [zoe.uhl@kylottery.com](mailto:zoe.uhl@kylottery.com).
  - Complaints about retailers or security matters should be directed to our Security Department by email, [security@kylottery.com](mailto:security@kylottery.com).
  - For more information on the Kentucky Lottery, visit our website, [kylottery.com](http://kylottery.com).
  - For more information about how the Kentucky Lottery uses your information, see our [Privacy Policy](#).

- By accessing, using, or posting on any KY Lottery Social Media platform, you agree to indemnify, hold harmless, and defend us and our officers, directors, employees, agents, partners, shareholders, vendors, contractors, sub-contractors, and third parties involved in producing or delivering the Ky Lottery Social Media platforms, and licensees, from and against all claims, actions, liabilities, losses, expenses, damages, and costs of any kind, including, attorney fees, resulting from or relating to your lawful or unlawful use of the KY Lottery Social Media platforms; breach of these terms; inability to access the KY Lottery Social Media platforms; failure to report or reliance on any error or omission on the KY Lottery Social Media platforms, or propagation or contraction of any computer virus in connection with your use of the KY Lottery Social Media platforms.