



World Trade Center Health Program

Social Media Comment and Privacy Policy

Thank you for liking/following the World Trade Center (WTC) Health Program on Facebook and Twitter. Established by the James Zadroga 9/11 Health and Compensation Act of 2010, the WTC Health Program provides medical monitoring and treatment for responders at the WTC and related sites in New York City (NYC), Pentagon, and Shanksville, PA, and survivors who were in the NYC disaster area. The Program is on Facebook and Twitter to share and increase awareness of program news, information, and research, and provide helpful health information around 9/11-related conditions.

For specific or personal questions related to the WTC Health Program, please contact our Member Services team via these channels:

Help Line: 1-888-982-4748 (toll-free)

Monday-Friday from 9:00 a.m.-5:00 p.m. Eastern Time (closed Holidays)

Email: WTC@cdc.gov

Please allow up to two business days for replies.

Privacy Statement

The WTC Health Program follows all privacy and data retention and archiving policies of CDC. Please visit <https://www.cdc.gov/other/privacy.html> for detailed information about CDC policies.

To ensure compliance with the Health Information Portability and Accountability Act of 1996 (HIPAA) and the [CDC Privacy Policy](#), the WTC Health Program will not address specific issues or questions related to your eligibility, application, or benefits on Facebook or Twitter.

Please note that Facebook and Twitter are not government websites or applications; they are controlled or operated by Facebook and Twitter respectively. Remember your posts are public. If you choose to follow, like, friend, or comment, certain personally identifiable information associated with your Facebook or Twitter account may be visible to other users based on the privacy policies of Facebook or Twitter and your privacy settings. Although you may voluntarily contribute to Facebook or Twitter with the intent to share information, to protect your privacy, please do not post personally identifiable information about yourself or others on the WTC Health Program Facebook Page or on Twitter. This includes information (e.g., social security numbers, WTC Health Program ID #, medical information, contact information, etc.) in the text of your comment that identifies you in a way you do not intend. Your privacy is important to us.

Medical Disclaimer

Advice on treatment or care of an individual patient should be obtained through consultation with a physician or other health professional that has examined the patient and is familiar with the patient's medical history.

HIPAA Disclosure

The WTC Health Program is required, by law (the Health Insurance Portability and Accountability Act of 1996 (HIPAA)), to maintain the privacy and security of members' personal health information and to provide notice of its legal duties and privacy practices with respect to how members' personal health information is held by the WTC Health Program and will be used and disclosed by the WTC Health Program. You can view the complete WTC Health Program Privacy Policy [here](#).



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Comment Policy

Posted comments and images do not necessarily represent the views of the WTC Health Program, the National Institute for Occupational Safety and Health (NIOSH), the Centers for Disease Control and Prevention (CDC), or the U.S. Department of Health and Human Services (HHS). External non-CDC, NIOSH, HHS, or WTC Health Program links on this site do not constitute official endorsement on behalf of the any of those entities.

While we encourage the Facebook and Twitter community to share thoughts and opinions on our page and posts, we expect this to be done in a respectful, constructive manner. The Program does not agree with or endorse every comment that individuals post, and we reserve the right to remove posts that are offensive, act as advertisements, attempt to solicit funds, or are off-topic. Social media may be 24/7, but our moderation capabilities are not. We may not see every inappropriate comment right away, and we are trusting in the maturity of our community to ignore personal attacks and negative speech or to respond politely.

A comment may be removed if it contains:

- Personally identifiable or personal health information;
- Hate speech;
- Profanity, obscenity or vulgarity;
- Nudity in profile pictures;
- Defamation to a person or people;
- Name calling and/or personal attacks;
- Comments whose main purpose are to sell a product;
- Comments that infringe on copyrights;
- Spam comments, such as the same comment posted repeatedly on a profile;
- Other comments that the WTC Health Program Social Media team deem inappropriate.

All links posted as comments on WTC Health Program posts will be reviewed and may be removed.

Repeated violations of this comment policy and/or the [CDC Privacy Policy](#) may cause the author to be banned from the WTC Health Program Facebook page or reported to Twitter.

Those involved in managing and maintaining the WTC Health Program Facebook page and Twitter account consist of NIOSH staff and its contractors.

In posting your comments or other work to a social media account owned or administered by NIOSH and the WTC Health Program, you irrevocably grant NIOSH and the WTC Health Program permission to copy, distribute, make derivatives, display or perform your work publicly and free-of-charge.