

Shutterstock Social Media Community Guidelines

Updated: [12/28/2020]

Welcome to the Shutterstock community!

Shutterstock is a global creative company whose mission is to power creativity by helping people and organizations tell localized stories through the images, videos, illustrations, and music created by our contributors and made discoverable on our platforms.

We are one team collectively focused on creating an unrivaled experience for our Customers and Contributors. [Our principles](#) guide us in everything we do – from how we engage with each other everyday, to how we make decisions for our company.

Our social media communities are a space for customers and creatives alike to ask questions, share experiences, offer ideas, collaborate and grow.

Shutterstock's Commitment To Our Community

We strive to create informative, engaging, supportive communities centered on sharing information, inspiring each other and building conversation.

We'll do our best to talk about the topics that are important to you, listen to your feedback, answer your questions and communicate openly.

We are also committed to making a long-lasting impact in support of diversity, inclusion and equity. Therefore, we strive to make our community a safe space, where all are welcome to participate in the conversation – regardless of age, ethnicity, race, sexual orientation, gender identities / expression, abilities, religions, shapes, and political affiliation. We are proud of our rich mix of backgrounds, and know that different perspectives create the best experience for all.

In order to create a positive and engaging environment for all, we ask that you adhere to the following:

What We Encourage You To Do In Our Communities:

- **Uplift each other.**

We aim to cultivate positivity in our interactions with each other by creating a space where people can come together to feel inspired and supported.

See something you like? Let us know. We encourage engagement of all types – likes, comments, shares, critiques, questions, suggestions and more, but ask that

you be polite and respectful in your interactions with Shutterstock customers, our community and our employees.

- **Ask for help.**

Feel free to ask questions about Shutterstock’s suite of products – Images, Video, Music, Elements, Studios, Editor, PremiumBeat, Editorial, Rocketstock, and Bigstock, becoming a contributor and licensing.

While Shutterstock doesn’t always provide direct customer service, editorial or contributor support on our social media platforms, we’re more than happy to connect you to someone who can help.

If you have very specific questions or need customer support please visit:

<https://www.shutterstock.com/help>

For any questions surrounding contributor support, please email:

submit@shutterstock.com

If you have any questions regarding your PremiumBeat account, please email:

support@premiumbeat.com

- **Share your challenges.**

Your feedback is important to us, and we’re here to listen. We want your recommendations, input and advice for improving our products or your experiences – as long as it’s constructive.

What We Do NOT Allow:

- **Don't use hate speech.**

Hate speech directly attacks a person or group on the basis of race, ethnicity, national origin, religion, disability, disease, age, sexual orientation, gender, or gender identity.

As noted above, we are a diverse global community, therefore different beliefs, opinions, sensitivities and concerns are welcome. Please be respectful and keep hateful comments, jokes, emojis, GIFs, etc. off of Shutterstock and our social media communities.

Please also bear in mind that the comments and responses that you read on our channels not posted by us, come from members of the public. The content of these comments (opinions, statements, etc.) posted on our channels do not necessarily reflect the views of the social media site or Shutterstock, and are the responsibility

of the individuals posting them.

- **Don't bully or harass Shutterstock or members of our community.**

Shutterstock will not tolerate harassment, bullying, or shaming of any kind towards the brand, employees, and/or its community members.

Harassment includes, but is not limited to:

- Offensive comments, terms or jokes related to race, gender, sexual orientation, disability, physical appearance, body size, ethnicity, religion, and others.
- Deliberate intimidation or stalking
- Threats of violence
- Unwelcome sexual attention and advances
- Spamming / Trolling
- Continued one-on-one communication after requests to cease

- **Don't share obscenities.**

Sexually explicit and vulgar language - including images, GIFs or the inappropriate use of emojis are not welcome.

- **Don't behave maliciously.**

Members of Shutterstock's social media communities are not above the law, and must conduct themselves in accordance with our Community Guidelines and the Shutterstock [Terms of Service](#).

Malicious activity includes, but is not limited to:

- Defrauding, impersonating, threatening, harassing or harming another user.
- Invading another user's privacy.
- Spamming a user or the community.
- Trying to trick people into sharing their personal information.
- Unsolicited sales.
- Links to suspicious websites.
- Intellectual Property Theft
- Unauthorized access to Shutterstock websites or accounts.
- Uploading viruses or malicious code or post links to sites.

- **Don't post personal information.**

When you post comments online, it is not just us that sees them. Personal / contact details should be reserved for DMs only. This includes things like your own or anyone else's phone numbers, addresses, bank details, email addresses, etc.

Note: To protect the information and privacy of the account or individual, comments featuring contact or account details will be removed and redirected to private messages where possible.

Comment Moderation and Response

We will do our best to moderate and respond quickly to your comments and feedback..

Please remember, though, that social posts contain the opinions and views of other users. Although we are moderating our channels to help ensure that users' posts comply with these Guidelines, we cannot be responsible for the accuracy or reliability of any comments or materials posted by users.

Shutterstock reserves the right to determine whether contributions to our social media community breach the above guidelines. Disregard to the above will result in hiding or removal of comments. We also reserve the right to report, block or ban users who harass or act with malicious intent as outlined above.

Any comments we deem a threat to the company or an individual will be passed onto the authorities for investigation as we feel necessary or are required by law.

We May Use Your Posts

By posting on one or more of our social media channels, you understand that your posts, and any ideas or techniques contained in them, may be freely used by us in any way, and in any media, including on our other websites, social media pages, and in our business.

Accordingly, please do not submit any ideas or materials that you wish to keep confidential, or for which you expect to receive compensation.

In addition, when you post in any of our social media channels, your name, likeness and social media handle will be visible and associated with your post, and if we re-use your post elsewhere, we may display your name, likeness and handle there as well.

Additional Considerations:

The above Community Guidelines apply in addition to the [Terms and Conditions](#), [Shutterstock Contributor Forum Guidelines](#) and other legal notices that are provided by the owner of the social media platform.

If you have any questions or concerns regarding the community moderation or why something or someone has been removed, please DM us for clarification.