

## Digital accuracy and corrections: Toronto Star Policy and protocol

The Star's corrections policy applies to all Star content on all platforms.

Here is the general policy:

- There can be no compromise with accuracy in the *Star*. Accuracy is our most basic contract with readers and is the responsibility of everyone in the newsroom. Anyone who creates content for the *Star*, in print or online, must be vigilant about accuracy and exercise healthy skepticism. If something does not ring true, or holds potential for legal action, it must be verified.

### Digital corrections protocol

- All verified factual errors in digital content should be corrected promptly within the digital content.
- To assure consistency across all publishing platforms, including archives, corrections must be made in every platform in which the error was published.
- To achieve consistency, the public editor's office will continue to correct online content. In circumstances where digital copy is corrected/amended in Newsgate by newsroom, the public editor's office needs to be informed of changes made.
- We aim for transparency, telling readers when digital content has been amended or corrected. We should not "scrub" content, that is simply fix errors online and hope no one notices.
- In all but the most minor cases, correction notes will be posted at the bottom of online stories. As with print corrections, the public editor's office will draft digital correction notes for approval from department heads and the writer.
- Digital corrective notes will specify what was changed. E.g. Note: An earlier version of this article misstated the overnight price of a litre of gas as \$12.40.
- **Minor** editing to correct spelling and grammar errors that do not alter the meaning of the content for the readers can be amended without including a corrective note.
- Legal circumstances will determine if corrective notes require greater prominence. Generally, retractions and apologies for legal reasons should be published promptly and displayed prominently at the top of content. In some cases, it may be necessary to publish retractions and apologies more conspicuously on the website's homepage to fulfill legal obligations.
- While the Star generally does not "unpublish" content, there may be some legal circumstances that demand content be deleted entirely.
- When significant errors of fact are discovered as breaking stories unfold through several published versions, corrective notes should be appended to initial, less complete online reports to indicate that that version of the news report is incomplete and/or incorrect and linked to the most complete/correct report.
- If inaccurate information is broadcast through social media such as Twitter and Facebook, audiences should be informed of the inaccuracy – and when possible given correct information – through those same channels as soon as the error is determined.