

# Social Media Comments Policy

## How we use Social Media in Newmarket Credit Union

Newmarket Credit Union (“NCU”) has developed social media pages in order to keep our members informed about our services, products, opening hours, events and competitions.

Our social media pages are intended to be a fun and dynamic way to interact with our members and other people within our common bond.

We would urge you to ensure that you do not share any personal data on our social media profiles, whether by direct message or by posting. If you would like to discuss your account, you can contact us via email, phone, post or calling into our office. The credit union, its staff or offices, will never discuss your account via social media platforms.

We welcome interaction on our social media pages, however we would ask that you respect our online community, including staff, officers and members. We have a number of rules for interactions with our social media profiles:

- You are legally responsible for what you contribute.
- We do not allow comments or submissions that are violent, indecent, pornographic, obscene, racist, abusive, hateful, defamatory, libellous or inappropriate. NCU does not accept liability for such comments or submissions and reserves the right to remove such comments or submissions.
- We do not allow comments that suggest or encourage illegal activity.
- You take part in this forum at your own risk, taking personal responsibility for your comments, username and any information you provide.
- The appearance of external links does not constitute official endorsement by NCU.
- We do not permit the unauthorised use of the Intellectual Property Rights of NCU.
- NCU does not accept liability for infringement of a third party’s Intellectual Property rights or breaches of privacy by third parties.
- NCU does not accept liability for actions of third-party users, including, but not limited to content uploaded or comments made by such users.
- You must not seek to impersonate a third party or post comments which are falsely attributed to third parties.
- You must not include any links to any websites or webpages.
- You must not use the NCU social media pages for the promotion of products or services or for any purpose other than your own personal, non-commercial use.
- We have the right to remove any posts, comments or material which, in our opinion does not comply with this policy or our credit union’s values.
- NCU is not responsible for any content posted through our social media profiles by third parties.
- You access NCU social media profiles at your own risk and NCU is not liable or responsible for any loss or damage, howsoever arising from your use of our social media profiles.

We encourage you to review the privacy policies and terms and conditions of the social media platforms used by NCU.