

## Social Media Public Comment & Post Policy

While we encourage our followers to share thoughts and opinions on SPIRE's social media channels, we expect that this will be done in a courteous and respectful manner.

By submitting any content, you grant SPIRE the right to use this content in any and all SPIRE websites, social media channels, print, and other media, including your likeness (your profile photograph/picture), without payment or any other considerations.

SPIRE does not agree with or endorse every comment that individuals post on our pages. Our goal is to share ideas, stories, and information with as many individuals as possible and our policy is to accept the majority of comments and posts made to our profiles.

### Commenting & Posting Guidelines

SPIRE Credit Union does not discriminate against any views, but we reserve the right to delete any comment or post at any time. SPIRE is a family-friendly institution and our social media channels reflect that. A comment or post will not be edited or modified to remove unacceptable content; the entire comment or post will simply be deleted.

Therefore, a comment or post will be deleted if it contains:

- ◆ Hate speech.
- ◆ Profanity, obscenity, vulgarity, or discriminatory content.
- ◆ Nudity in profile pictures.
- ◆ Defamation to a person or people.
- ◆ Name calling and/or personal attacks.
- ◆ Spam, such as the same comment posted repeatedly on a page.
- ◆ Political campaigning or lobbying.
- ◆ Content intended to sell a product or is off-topic.
- ◆ Content that infringes on copyrights.
- ◆ Content that is misleading or intending to spread false information/accusations.
- ◆ Other content that SPIRE deems inappropriate.

All links posted as comments on SPIRE posts will be reviewed and may be deleted.

Please do not abuse the privilege of participating in our public, family-friendly forums. **Violators of these guidelines risk being blocked from SPIRE social media channels and reported to the social media platform.** The Feedback Team will have the authority to decide if a post needs to be removed.

### Privacy & Security

To protect your privacy and security, please do not include the following in comments or posts:

- ◆ Personal contact information (e.g., your or another person's email address or phone number).
- ◆ Financial account information (e.g., your or another person's account number, transaction or balance information, or images of receipts or statements).

SPIRE will not comment on the details of your account with SPIRE on social media. For questions or feedback on your account, please contact us at 651.215.3500 or [info@myspire.com](mailto:info@myspire.com).

### **Monitoring**

Social media is a 24/7 medium. However, our moderation capabilities are not. We may not see every inappropriate comment or post right away. We are trusting that our followers will be respectful and courteous and will ignore personal attacks and negative speech, or respond politely.

### **Disclaimer**

Posts, comments, and images do not necessarily represent the views of SPIRE Credit Union. External, non-SPIRE links on this site do not constitute official endorsement on behalf of SPIRE Credit Union.