



## **Social Media Policy**

Welcome to the Club Broadbeach Community Guidelines. At Club Broadbeach we do our best to make our social media pages a resource for our communities to:

Learn about our brand, products and services;  
Find information and advice about our products and services;  
Participate in constructive discussion;  
Share positive or negative feedback; and  
Request assistance from our Customer Service team.

We want our social media pages to become a place for intelligent discussions. By engaging with our social media pages, you will be contributing to independent, fact-based information surrounding the Club Broadbeach products and services by Club Broadbeach.

If you wish to contact us direct for a more in-depth conversation about the Club Broadbeach products and services, please feel welcome to contact us via;

Email: [info@clubbroadbeach.com.au](mailto:info@clubbroadbeach.com.au)

Phone: +61 07 5531 5913

We aspire to develop a productive, happy and agile community that can welcome new ideas, improve decisions, and foster collaboration between individuals and groups with very different needs, interests and opinions. We gain strength from diversity, and actively seek participation from those who enhance it. Our social media pages exist to ensure that diverse groups collaborate to mutual advantage and enjoyment for the future.

We also want people to feel safe when using Club Broadbeach (Broadbeach Bulls) social media pages. For that reason, we've developed a set of Community Standards, outlined below. These policies will help you understand what type of sharing is allowed, and what type of content may be blocked or removed.

In order to protect the experience and safety of people who use the Club Broadbeach (Broadbeach Bulls) social media pages, there are some limitations on the type of content and behaviour that we allow. All users must adhere to the policies set forth in the Club Broadbeach Community Guidelines. Failure to do so may result in the temporary blocking and/or permanent removal of access to our account(s).

### **A brief overview**

Don't attack people and don't respond to attacks – report them and move on  
Keep your posts on topic, fact based and constructive  
Take responsibility for the quality of the conversations you take part in  
Above all, respect others and their opinions.

## **Harassment & Cyber Bullying**

We are here to talk about ideas and foster a positive, diverse communication with the community. Please be aware that we won't tolerate bullying or harassment in any form. We allow you to speak freely on matters and people of public interest, but remove content that appears to purposefully and repeatedly target the page, or people associated with the page, in an inappropriate manner. This content includes, but is not limited to:

- Personal attacks directed at anyone
- Abusive videos, comments, messages
- Revealing someone's personal information
- Deliberately posting content in order to humiliate or discredit someone/business
- Making hurtful and negative comments/videos
- Incitement to harass other users or creators
- Trolling
- Comments that are commercial or repeatedly shared external links.
- Posts we believe exist only to provoke or mislead

## **Constructive Conversation**

We encourage all opinions, so please, regardless of whether you hold a positive or negative sentiment to the club, try to explain your reasoning. We believe that is just as important as your opinion. Try to back up your ideas with evidence and fact where possible and we promise to do the same.

We reserve the right to distinguish between constructive conversation and smear campaigns, and will remove any deliberate attempts to misinform, distort facts or misrepresent validated or evidenced information.

## **Use of imagery**

We will endeavour to credit any images we place on our platforms, if you see an image that is not credited appropriately, email [info@clubbroadbeach.com.au](mailto:info@clubbroadbeach.com.au) and we will rectify immediately by either removing, or crediting the correct persons / group that owns the image. One of our goals is to share amazing information, visual content and video from across Club Broadbeach.

If you would like to share imagery with us, please get in touch via each platforms messaging tools.

## **Monitoring of the page**

While staff at Club Broadbeach make an effort to regularly monitor posts and comments made on Club Broadbeach (Broadbeach Bulls) social media pages they are unable to monitor all posts at all times. If you feel that a post is objectionable you are encouraged to contact us by email at [info@clubbroadbeach.com.au](mailto:info@clubbroadbeach.com.au) or by telephone at +61 07 5531 5913.

Over and above all else, our community guidelines are subject to compliance with Meta official terms (<https://www.facebook.com/terms.php>) which will ultimately govern the use of these pages. Please note that we may need to change these rules from time to time and reserve the right to do so.