

# Glendale Federal Credit Union

## Social Media Public Use Policy

### **We Welcome Participation**

We invite you to share experiences and contribute to conversations. We ask you to treat each other, and our employees, with respect. While we encourage member (and non-member) participation, we cannot respond to every comment. Our failure to respond to, or act on a comment, should not be seen as acceptance nor an endorsement of that comment. Glendale FCU is not responsible or liable, directly or indirectly, for content posted by third parties. If you see inappropriate content please report it to: [info@glendalefcu.org](mailto:info@glendalefcu.org).

### **Use Limitations**

To ensure exchanges are productive, informative, respectful of diverse viewpoints and lawful, we reserve the right to review any and all comments, and at our sole discretion delete comments that are:

#### **Off Topic**

We will delete comments not related to the subject of the conversation. If you have an idea for a subject, would like to provide feedback, or would like a Glendale FCU employee to follow up with you, email us at [info@glendalefcu.org](mailto:info@glendalefcu.org).

#### **Spam**

Comments focused on selling a product or service, or comments posted for a purpose of driving traffic to a particular website for personal, political, or monetary gain will be excluded.

#### **Personal Attacks**

If you disagree with the content, we ask that you refrain from personal attacks or being disrespectful. Malicious intent and/or participation not in the spirit of civil conversation will be deleted.

#### **Illegal**

Posts must not violate laws that govern use of copyrights, trade secrets, etc.

#### **Offensive Language**

Comments including, but not limited to, profane or provocative language will be deleted. Comments that contain threatening, hateful, offensive, derogatory, obscene or sexually explicit language will not be tolerated.

#### **Private or Confidential Information**

Please do not provide any of your specific account details or other personal information when posting comments. If you have immediate service needs, please contact us at 818/548-3976, [info@glendalefcu.org](mailto:info@glendalefcu.org) or visit our office for assistance.

**Posts in HTML Format or URLs**

These formats will not be accepted. Please only use plain text when submitting your comments.

**Posts from Individuals Under the Age of 13**

These posts **will not be accepted**.

**Posts Containing Photos**

These posts will not be accepted unless specifically requested by an authorized representative of Glendale FCU for a contest or other business-related purpose. In these instances, pictures will be reviewed and posted only when appropriate.

Comments are reviewed and monitored, but not controlled by Glendale FCU. We reserve the right to remove or to deny posting, at our sole discretion, of any material that violates our guidelines or is otherwise not in keeping with the tone or intent of our social media policy. Additionally, we reserve the right to, where possible, block any user from participating in our social media sites, without notice, for violating these guidelines.

**Endorsements**

Glendale Federal Credit Union does not endorse any comments made by its employees, unless they are an authorized representative of the credit union. Glendale FCU does not validate assertions, opinions or statements in the comments. All statements and viewpoints expressed in the comments are strictly those of the commenter alone, and do not constitute an official position of Glendale FCU, unless they are posted by the original author (who is an authorized representative of the credit union) or by a subject matter expert responding on behalf of that authorized representative.

**Privacy**

Your use of Glendale FCU's social media site constitutes your consent to use the information obtained through your site visits and postings. With respect to content collected through our sites, Glendale FCU follows the applicable privacy policies of the third-party hosts of our sites. Please note that when visiting any Glendale FCU site, you are subject to the terms and conditions of our privacy notices, as well as the terms of service and privacy policies of third-party hosts (such as Facebook), when applicable.

**Glendale Federal Credit Union Employees**

If you are a GFCU employee, you **MUST** disclose your employment status when you submit a comment or question; do not misrepresent yourself. Whether you are at home or in the office, working for GFCU is a material fact that may influence content, and community members have a right to know you work for GFCU. When commenting on the credit union, unless you are authorized to speak on behalf of GFCU, you must state that the views expressed are your own. If we feel the nature of your comment is confidential, shares information not generally available, or recommends an action that could adversely affect our members, we reserve the right to not post your comment. Thank you for helping maintain the integrity of our community by disclosing your employment relationship.

Glendale Federal Union reserves the right to change these guidelines at any time at our sole discretion.