



Foothill Federal Credit Union's Social Media Public Use Policy

We welcome member and non-member participation as a means of sharing experiences, suggesting improvements, and contributing to conversations. We have established terms of use regarding our social media sites, including Facebook, Twitter, Instagram, Youtube, and other social medias that Foothill Federal Credit Union chooses to participate in.

To ensure exchanges that are productive, informative, respectful of diverse viewpoints and lawful, we will review all comments and we will **not** post comments that are, or include:

- **Off Topic-** We will exclude 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 Foothill Federal Credit Union employee to follow-up with you, you may email us directly at sm@foothillcu.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 would like to hear from you, but ask that you refrain from personal attacks or being disrespectful to others. Malicious intent and/or participation not in the spirit of civil conversation will be excluded.
- **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 excluded. 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 Member Service at 626.445.0950 or visit one of our local branches for assistance.
- **Posts in HTML Format (or URLs)** will not be accepted. Please only use plain text when submitting your comments.
- **Posts from Individuals Under the Age of 13** will not be accepted.
- **Posts Containing Photos will not be accepted unless** specifically requested by an authorized representative of Foothill Federal Credit Union for a contest or other business-related purpose. In these instances, pictures will be reviewed and will not be posted if deemed inappropriate.

All comments are reviewed and approved by Foothill Federal Credit Union before posting to our social media sites. Comments are monitored, but not controlled by Foothill Federal Credit Union. **At our sole discretion, Foothill Federal Credit Union reserves the right to deny or remove the posting of any comment we deem inappropriate.** Foothill reserves the right to look at a user's social media profile/account to seek contact information regarding business related matters only.

Foothill Federal Credit Union does not endorse any comments made by its employees, unless they are an authorized representative of the credit union. Foothill Federal Credit Union does not validate assertions or forward-looking 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 Foothill Federal Credit Union, 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.

Foothill Federal Credit Union Employees - If you are a Foothill Federal Credit Union employee, you **MUST** disclose your employment status when you submit a comment or question. When participating in online communities, do not misrepresent yourself. Whether you are at home or in the office, working for Foothill Federal Credit Union is a material fact that may influence content, and community members have a right to know you work for Foothill Federal Credit Union. When commenting on the credit union, unless you are authorized to speak on behalf of Foothill Federal Credit Union, 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 which could adversely affect our members, we reserve the right not to post your comment to a blog or social media site. Thank you for helping maintain the integrity of our community by disclosing your employment relationship.

Foothill Federal Credit Union reserves the right to change these guidelines at any time at its sole discretion.