

[Confidential]



Community Management Guidelines

Version 1

15th December 2023



Community Management Guidelines

Thank you for visiting our Meta page – we’re regularly posting financial wellbeing tips, special offers, urgent updates, member stories, and the latest from our community partners.

We are online to answer any questions you might have from 9am to 5pm, Monday to Friday. We also take NSW public holidays off, but we’ll be sure to keep you updated on anything you need to know before we head off.

Please see our community guidelines below, to ensure this page stays respectful and keeps you, our staff, and other Meta users safe and protected from any harm.

Stay safe online.

Keep your personal information protected at all times. Please don’t include you (or anyone else’s) personal or sensitive information in any public posts or comments.

We will never request your personal or banking information via Meta ever. For details on how we collect and handle member information including any Meta messages or posts, please refer to our [Privacy Policy](#).

Play nice.

We welcome your feedback, and we aim to respond to you within 24 hours of your query. We actively moderate our page and will remove any posts that do not adhere to our House Rules, at our discretion. We reserve the right to ban anyone who chooses to not adhere to our Community Guidelines. We may also delete your comments if we believe your personal information is at risk. Posts or comments containing the following will be removed:

- Swearing, defamatory, offensive, or abusive languages
- Disruptive statements meant to hijack comment threads or throw discussion off-track
- Trolling, spanning (repeat posts) or dominating the conversation, as well as comments that are deliberately misleading or made in bad faith
- Attacks on specific groups or any comments meant to harass, threaten, or abuse an individual, including Police Bank executives or staff members
- Hateful or discriminatory comments regarding race, ethnicity, religion, gender, disability, sexual orientation, or political beliefs
- Links or comments containing sexually explicit content material
- Discussion of illegal activity
- Link baiting or files containing viruses that could damage the operation of other people’s computers or mobile devices
- Attempts to contact other page fans via direct message or collect private information
- Commercial solicitations or promotion of a competitor
- Disclosure of someone else’s personal information
- Violations of copyright or intellectual property rights

Help us keep our page family-friendly and suitable for all audiences. If you think that a post has broken any of our Community Guidelines, please send us a message or report it using Meta’s reporting features. In using this page, you also agree to Meta’s Terms & Policies. Please also be aware that posts or comments on this page do not necessarily reflect the opinions of Police Bank