



## **HAPO Community Credit Union Social Media Policy**

**Owner: Communications Director | Revised Date: January 2016**

Social media used at HAPO is for sharing and discussing information about HAPO in the community, news and events. The comments and opinions expressed by users of Twitter and Facebook do not reflect the opinions of HAPO Community Credit Union. All public comments are reviewed before posting. The use of vulgar, offensive, threatening or harassing language is prohibited.

Comments will not be edited by HAPO Community Credit Union or its staff. Only comments that comply with HAPO Community Credit Union's Social Media policy will be approved for posting.

Public comments should be limited to comments related to the posted topic. Social Media is not the proper place to express opinions or beliefs not directly related to that topic. Comments not related to the post will be removed. If the post needs Credit Union attention, the comment will be forwarded to the appropriate department and the person that posted will be contacted via phone or email, if our Credit Union rep is able to find correct contact information and a generic post will be posted in response to their comment. Our generic response will be one of the following:

- We welcome your feedback and would appreciate the opportunity to speak with you regarding this comment at your earliest convenience. Please provide us with your contact information or contact us at 509-943-5676 ext# (Will be based on who the comment is delegated to)
- We appreciate your feedback. If you would like further assistance regarding this matter, please contact us at your earliest convenience 509-943-5676 ext# (Will be based on who the comment is delegated to)

HAPO Community Credit Union's social media is not open to comments promoting or opposing any person campaigning for election to a political office or promoting or opposing any ballot proposition.

Communications made through HAPO's social media messaging system will in no way constitute a legal or official notice or comment to HAPO Community Credit Union or any official or employee of HAPO Community Credit Union for any purpose. For example, a post or comment that asks that HAPO Community Credit Union provide public records will not be considered a public records request until being sent through the proper channels.

HAPO Community Credit Union's social media use policy is subject to amendment or modification at any time to ensure its continued use is consistent with its intended purpose as a limited forum.

Questions or concerns regarding the HAPO Community Credit Union social media should be directed to the HAPO Community Credit Union Community Relations Department.