# Introduction

Here at Rockerline, we intend to treat everyone as equals and show our respect staff and costumers. Below is our terms and conditions for our social media policy.

# Our goals and ambitions

Rockerline intends to maintain an eco-friendly environment, when it comes to producing products we use natural materials and renewable energy to create these on top of that our packaging is as eco-friendly as possible.

## Privacy

All conversations that take place as a direct message, email or phone call must remain private unless an individual is at risk of harm. All data stored such as payment and addresses must remain private and encrypted then removed when no longer in use under the Data Protection Act 2018.

## Security

Rockerline social media pages, emails and other accounts passwords must be changed every week to prevent social hijacking. These passwords must be inputted via a secure on-site computer that is anti-virus checked daily. Links provided inside the comment section or direct messages must not be inputted on the onsite computer. This is also to prevent phishing attacks and keyloggers. Installing software must be consulted with the team and checked in detail before installation to prevent viruses that could cause downtime or social hijacking.

## Personal accounts

At Rockerline, we understand that staff have their own personal social media accounts and share their own beliefs and opinions. We require you to state what you post on your personal account is your own decision and not Rockerline’s. This can be displayed on the about pages of your social media account. An alternative suggestion that is not enforced would be to, not state that you are employed at Rockerline therefore customers are not able to find your personal account and contact or interact with your profile. It is also prohibited not to contact customers via personal accounts.

# Opinions

All opinions by Rockerline intend to remain neutral and respectful to others but will refrain from debates.

### Religious beliefs

Rockerline respects all opinions and religious beliefs but would like to avoid discussing topics that cause debates, arguments and heated conversations keeping the businesses neutral to all parties.

# Relevancy

Posts on Rockerline’s social media must be relevant to the business practice posts that are acceptable under circumstances are sporting events related to the business.

# Respect

All posts and comments produced by Rockerline, or Ex staff members should maintain a respectful manner keeping personal opinions, names, and reasoning aside regardless of the post.

# Commenting

Before commenting on a post, Rockerline must check all existing legislation to see if Rockerline’s reply meets expectations this including the zero-tolerance rules.

# Storing data

All personal data including chat logs must be archived and backlogged monthly to clean up the message system. Doing so makes this easier to retrieve information if a dispute is to occur, this also keeps track of recurring customers or customers losing interest in the business.

## Personal matters

All personal matters must be kept aside to Rocklerline’s posts to maintain a professional point of view.

# Zero Tolerance

Rockerline has zero-tolerance for bullying, racism, violence, antisocial behaviour, sexism and not safe for work content. Any posts, comments or messages containing any of these will result in the user being removed from the platform, as well as the post or comment being removed, the staff member being terminated from their role in the company, or a sponsorship being instantly revoked. Depending on the situation the post will be passed on to the police to be dealt with further.

## Honesty

Rockerline must be honest about any given situation or issue, staff must take responsibility for their own actions no matter how big or small.

# Giveaways

All giveaways by Rockerline must be fairly judged using a reliable application that gives no advantage of others winning maintaining an equal and fair chance for users to win.

# Sponsorship posts and likeness

All external posts by sponsors and users displaying our likeness must follow our policy when Rockerline is involved, or our products are displayed. Any content that is not relevant to Rockerline that is posted with our brand being mentioned shall be declined and removed.