

LINX CCG – Social media community guidelines

LINX Cargo Care Group (LINX CCG) seeks to use social media as a way to engage with our customers, communities and other stakeholders, and to share the latest news about our business.

We understand that this is a two-way conversation and welcome questions and commentary, including constructive feedback.

In order to ensure people feel safe and respected, and our social media presence remains on task, we will moderate posts where necessary. At the same time, we expect that those engaging with the LINX CCG social platforms do so in a way that is both relevant and respectful to the community.

In line with our values, LINX CCG takes your comments and concerns seriously. In some instances we may record the content shared with us to make sure we are able to respond in the best way and meet any of our internal reporting or regulatory obligations.

Please note, LINX CCG reserves the right at its discretion to remove any post(s) that fail to adhere to our guidelines below. We may also block anyone who violates them repeatedly at our discretion.

Our guidelines

We may moderate, edit and/or remove content that is:

- Inaccurate, false, misleading, or deceptive or we reasonably believe to be likely to be inaccurate, false, misleading, or deceptive
- Racist
- Abusive
- Offensive
- Defamatory towards an individual, group or community
- Hateful in language
- Unlawful
- Trolling or deliberate disruption of discussion
- Spam
- Solicitation
- Link baiting (embedding a link in your post to draw traffic to another site)
- In violation of copyright or other intellectual property rights
- Linked to sexually explicit material
- A violation of the social media platform's terms and conditions
- Otherwise inappropriate as determined at LINX's absolute discretion.

We may also remove any uploads or attached files that contain viruses, corrupted files or any other similar software or programs that may damage the operation of a computer or communications device.

While we endeavour to moderate our social media accounts, they are not constantly monitored and inappropriate content may at times filter through. LINX will use reasonable endeavours to remove such content as soon as practicable.

Privacy

Personal information you share through our social media sites will be public. At no stage should you share personal or sensitive information on a public post. This includes but is not limited to bank account details, home address, phone number, driver's licence, or tax file number.

When engaging with us via private messages, we will only ever request your full name, email and phone number for the purpose of contacting you. Any such personal information which we receive from you will be handled in accordance with our [Privacy Policy](#). If you receive an unsolicited request for other types of personal or sensitive information, please do not respond.

The privacy, safety and dignity of our people is important to us. We reserve the right to remove posts at our discretion that publicly identifies and/or defames a LINX CCG employee.

Important things to note

By using our social media pages, you agree to comply with the relevant social media platform's terms of use.

It is important to note that posts from participants on our social media pages do not necessarily reflect the opinions of LINX CCG, nor does LINX CCG confirm their validity or accuracy.

In addition to the rights that you grant to a social media platform, you also grant LINX CCG and its affiliates the right to utilise all posted content in any manner or media without prior consent or any legal or monetary obligation to the author.

Contact

If you would like to contact LINX CCG, please visit [Contact Us | LINX Cargo Care Group \(linxcc.com.au\)](#)