

# Cradle Ridge Estate: Communication and Social Media Platform Code of Conduct

1. The Cradle Ridge Estate social media platforms and community channels shall be administered by the Board of Directors and should only be used for estate-related matters.
2. The Estate social media platforms and community channels are self-moderating, and all participants are requested to respect the intended use and purpose of each platform. The Board of Directors reserves the right to moderate any posts, should the participants not exercise self-moderation, or infringe any of the requirements in this document.
3. The community channels are not a political platform - no arguing, no heated opinions, no fearmongering, no hyped-up drama, no fake news. Check your sources before you share.
4. Do not have one-on-one conversations in the community channels, switch to private messages.
5. Communication should be respectful towards all members on the community channels. Refrain from using the community channels to berate someone else or air grievances. If you have an issue, address it one-on-one with the relevant person.
6. Routine maintenance or complaints should be directed to the Estate management company.
7. Use of offensive language or any discrimination is strictly prohibited.
8. The Board of Directors reserves the right to remove any participants of a community channel without notice.
9. Limit the sending of messages that are data-intensive such as video and other large attachments.
10. Content shared on Cradle Ridge Estate community channels is for estate members only. Content from these community channels may not be shared with any third party unless otherwise specified or without explicit permission from The Board of Directors.
11. Use the correct community channel relevant to your message. Do not spam the members!
12. Any social media platform operates in compliance with the POPI Act. All participants by default agree to the following –
  - i. Portal and Admins storing your name and mobile number for your participation in any social media group which will be visible to all.
  - ii. give permission to Admins ONLY to share your posts on social media & to emergency services for essential safety reasons.
  - iii. no posts of any pictures or information regarding other people without their consent.
  - iv. no member may share or use any Cradle Ridge Estate community channel member information for direct marketing or to add to other groups.
  - v. no posts allowed regarding minors without written permission by guardian/parent.
  - vi. not posting of any 'name & shame' info.
  - vii. only those involved in an incident may share personal information.
  - viii. as a member you will not share posts or take screenshots of posts to share with individuals or social media platforms.
  - ix. members take FULL legal responsibility for any posts they place on any social media group.
  - x. ALL posts must be verified before posting. If you are unsure, please forward to an Admin for verification.
  - xi. when requested to remove a post by an Admin or group member, do so immediately. Members not adhering to such request will be removed.
13. All participants by default prescribe to the rules contained within this document.