



**SILVER ARCH**  
PROPERTY SOLUTIONS

## **Social Media Policy**

Silver Arch Property Solutions Limited operates a presence on the following social media platforms:

- Facebook inc Facebook Messenger
- Instagram
- LinkedIn
- WhatsApp (messenger only)

This policy is provided in addition to the rules of the social media providers themselves.

We will try to respond to comments or replies where we can and within a reasonable timeframe. There may be times when we will be unable to do so such as staff unavailability or high demand. Although you can access our social media platforms 24/7 and 365 days a year, our accounts are not monitored at all times.

If your query is serious, urgent or involves personal details please contact us on 07368 838213 or by emailing [info@silverarchps.co.uk](mailto:info@silverarchps.co.uk)

If we do 'like' or 'follow' someone, or share their information, it doesn't mean that we endorse them.

If we block your account or delete a comment or comments, this may be because you've followed or liked Silver Arch Property Solutions Limited purely to promote a product or service unrelated to our business, or because you continue to contravene moderation rules. In addition, if comments are deemed inappropriate, offensive, threatening, derogatory or contain protected person information, these will also be deleted.

Silver Arch Property Solutions Limited reserves the right to contact the police or other necessary organisations should the nature and content of comments or messages, including Messenger and Direct Messages, be offensive or threatening.

Posts with objectionable content will be deleted as opposed to any content being edited out.

If you post a comment which is removed and you do not believe it should have been, please contact us via the information above.

If you have any questions about these guidelines, please contact us.

These guidelines may be updated from time to time. These guidelines were last reviewed in April 2022.

### **Prohibited content**

Please ensure you do not post any material that:

- Is abusive, obscene, indecent, discriminatory or offensive;
- Is defamatory, harassing or hateful
- Invades anyone's privacy or impersonates anyone;
- Impersonates Silver Arch Property Solutions Limited or any employee of Silver Arch Property Solutions Limited
- Encourages conduct that may or would constitute a criminal offence, give rise to civil liability or violate any other law;
- Includes personal information of others, such as name, address, place of employment, contact details;
- Includes inappropriate usernames that are vulgar or offensive;
- Is far off-topic
- Contains irrelevant or excessive links or appears to contain code;
- Constitutes spam, unauthorised advertising or which may solicit such material;
- Contains confidential information;
- May breach copyright law or infringe intellectual property.