



## **Conway Corp Social Media Community Guidelines**

We believe open and honest communication helps us better serve our customers and our community. We welcome questions, comments, feedback and constructive discussion about our services, employees, programs and community involvement.

Our goal is to maintain a respectful environment where everyone feels comfortable participating. We encourage conversation and differing viewpoints, but we ask that all participants treat one another with courtesy and respect.

### **Our Commitment**

Conway Corp will not remove comments because they are critical of the company, our services or our decisions. We value customer feedback and believe respectful discussion is an important part of serving our community.

However, to maintain a safe and productive environment, we reserve the right to remove comments or content that violate these guidelines.

### **Content That May Be Removed**

Comments, posts, photos, videos or links may be removed if they contain:

- Profanity, obscene language or graphic content
- Personal attacks, harassment, bullying or intimidation
- Hate speech or discriminatory language based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or other protected characteristics
- Threats of violence or harm toward individuals, groups or organizations
- Sexually explicit content or links to such content
- False, misleading or fraudulent information presented as fact
- Spam, repetitive posts or commercial solicitations
- Content that promotes illegal activity
- Impersonation of another person or organization
- Copyrighted material or content that violates the intellectual property rights of others



- Personal or confidential information, including account numbers, phone numbers, addresses or other private customer information
- Malicious links, viruses or other harmful software
- Content that violates the social media platform's Standards or Terms of Service

### **Customer Service and Account Information**

For your privacy and security, please do not post personal account information publicly. If account-specific assistance is needed, Conway Corp may ask you to continue the conversation through direct message, by phone or through another secure communication channel.

### **Repeat Violations**

Users who repeatedly violate these guidelines may be blocked from participating on Conway Corp's social media pages.

### **Community Participation**

By commenting or posting on our page, you agree to follow our community guidelines. Thank you for being part of the conversation.