

Facebook Guidelines

FCCS have joined Facebook.

As a member you would be aware that we strive to be friendly and helpful at all times. Our Facebook page is a continuation of that relationship and to ensure that our page is safe for our members that are part of our online community, we've set up a few guidelines that we would like you to be familiar with before posting.

- We adhere to Facebook's Statement of Rights and Responsibilities and Community Standards in the operation of The FCCS Facebook page
- Posts to FCCS Facebook page will be responded to within 24 hours during our standard hours of operation (9am – 5pm, Monday – Friday). Any posts to our Facebook page during public holidays or on weekends will be responded to on the following business day
- Any posts that contain inappropriate or offensive language will be removed
- Posts containing information that is discriminatory, abusive, or defamatory towards a person, entity, or belief will be removed
- Posts made on our Facebook page by Facebook users that contain personal views or opinions are not representative of FCCS in any way
- Posts containing advertising unrelated to our products will be removed. We reserve the right to remove posts we consider to be spam posts
- We respect the privacy of users that post to the FCCS Facebook page and will remove posts that contain private or sensitive information. Please be mindful that information shared on Facebook is available publicly. (private and sensitive information should be directed to our branch directly at info@fccs.com.au or by phone 1300 361 555)
- Posts that discuss legal proceedings, or matters before any regulatory body will be removed
- Posts with links that look suspicious or that may contain viruses or malicious software will be removed
- Our staff are members of FCCS too and as we respect the privacy of all of our members, we ask Facebook users do the same. If you have any staff feedback or concerns please contact our Call Centre at info@fccs.com.au or by calling us on 1300 361 555
- We reserve the right to address or delete factual errors
- We encourage Facebook users to share our posts and content unaltered and in their entirety. However we do not encourage our content to be shared on Facebook pages that are discriminatory, abusive, or defamatory.
- Please be aware that when you "like" our Facebook page information such as your name will be visible to others

For more information on our Facebook Guidelines, email info@fccs.com.au or by calling us on 1300 361 555