

Greater Texas Federal Credit Union (Greater Texas) recognizes that it's vitally important to be where our members are online. In today's communication landscape, that means moving beyond static websites and poster-based promotional campaigns to creating true dialogue with our members and to participate directly in conversations with members by using the various communication platforms, thus creating more opportunities for relationship-building, brand engagement, and brand awareness.

This policy is set forth in order to establish:

1. Acceptable use of social media
2. Responsibilities toward compliance, privacy and information security

### **Acceptable Use of Social Media**

Greater Texas asks that members recognize the following:

1. Be at least 18 years old to post any content on any Greater Texas social media site.
2. Be responsible for the content you post and all activity that occurs under your account. The credit union has no responsibility to you or any third-party for any material you post or any breach of your obligations under this policy.
3. Do not misrepresent yourself or take on the identity of someone else while on the credit union's social media.
4. Do not use any of Greater Texas's social media for personal attacks, defamation, harassment, spam, offensive content, aggressive behavior, or illegal activities.
5. Greater Texas reserves the right to restrict or remove any content that is deemed in violation of the collective code of conduct or any applicable law. Which includes but is not limited to, deleting posts or comments that constitute as spam or harassment, advocate illegal activity, promote unrelated services/products/political organizations, infringe on copyrights or trademarks, or use personally identifiable financial information.
6. Greater Texas reserves the right to monitor, prohibit, restrict, block, suspend, terminate, delete, or discontinue access to any social media site, at any time, without notice and at its sole discretion.
7. By posting any content on any social media site, the participant grants Greater Texas the irrevocable right to reproduce, distribute, publish, and display such content and the right to create derivative works from your content, edit or modify such content and use such content for any credit union purpose.
8. The participant expressly acknowledges and assumes all responsibility related to security, privacy, and confidentiality risks inherent in sending any content over the internet.
9. Greater Texas reserves the right to prosecute, to the full extent of the law, anyone who uses social media to defame or damage the organization, its directors or employees.

### **Compliance, Privacy and Information Security Responsibilities**

1. All social media posts must comply with policies and requirements set forth by the National Credit Union Administration (NCUA) and the Federal Financial Institutions Examination Council (FFIEC).
2. Members should use caution when posting personal information on any Greater Texas social media site including but not limited to, identifiable information such as your location, account number, financial information, or other private information.