

CMCA Members Connect Conditions of Use

1. Introduction

CMCA Members Connect is a communication channel for NHQ to disseminate Club and RV related matters to members. The site will also act as a platform for members to discuss RV related matters in a safe and inviting online environment.

2. Participation

By joining the closed Facebook group – CMCA Members Connect, members agree to adhere to the CMCA Members Connect “**Conditions of Use**”.

CMCA has the right to decline a request to join when a membership number is not supplied at time of request.

For the purpose of identification and moderation, CMCA has the right to decline requests to join and/or subsequently remove those using a pseudonym as a Facebook account name.

Members also agree to having only one login and shall not use that of another, including family, member.

3. Prohibited Content

Prohibited Content includes, but is not limited to, content that (in the opinion of administrators and moderators):

- a) Is, as seen by a reasonable person, to be bullying, intimidating, threatening, harassing, offensive, disrespectful or the like.
- b) Represents a personal attack on or contains personal information about another individual, whether a member or not.
- c) Is controversial, inflammatory, irrelevant or provokes or is likely to provoke other users into an emotional response.
- d) Is defamatory or has the potential to be defamatory – includes posts about people and businesses
- e) Contains profane, obscene, offensive or obnoxious language.
- f) Targets other members to incite or perpetuate a conflict or argument.
- g) Is false, misleading or deceptive, or likely to be false, misleading or to deceive (includes content likely to lead persons reading the post to a wrong conclusion or create a false impression or that leaves out important information or makes false or inaccurate claims).

- h) Repetitive posts made after commenting has been turned off or posts have been removed on similar topics.
- i) Is critical, without reasonable proof of such allegations, of the decision making of this group or any Club related matter and/or questions the integrity of the decision making of the board, NHQ staff and volunteers, as well as administrators and moderators of this group.
- j) Promotes products that are in competition to the Club's member benefits including comprehensive insurance, roadside assistance and travel apps.
- k) Blatant attacks and nonfactual statements against Club members, products and/or member benefits.
- l) Any form of advertising or selling, including advertisements that can be listed on CMCA Members Market.
- m) Use of brand names, trademarks or business names without permission whether for commercial benefit or gain or not.
- n) Posting of non-CMCA sanctioned fundraising pages, such as Go Fund Me.
- o) Posting of non-CMCA sanctioned petitions not related to the RV industry.
- p) Contains artwork, logos, cartoons, gifs, weblink material etc. that can be considered a breach of copyright or offensive or otherwise illegal.
- q) Is a 'Watch Party' video stream
- r) Content that does not encourage a safe and inviting online environment.
- s) Is in breach of applicable law.
- t) Any other content which is inconsistent with the ideals, values or behaviours promoted by the CMCA.
- u) Posts that are made anonymously.

CMCA will attempt to only remove offending comments. Where members continue to breach the **Conditions of Use**, CMCA will turn off commenting. All initial posts that do not adhere to **Conditions of Use** will be immediately removed. Where prohibited content is posted the, CMCA administrators will at their discretion turn off commenting or remove the offending post/s without notice. Such actions by CMCA will be undertaken in a reasonable timeframe given all surrounding circumstances.

4. Facebook Terms, Conditions & Standards

It is a requirement that members adhere to Facebook's Terms of Service and Community Standards.

5. Disciplinary Action

Users who publish and/or further promote prohibited content and behave inappropriately will be brought to the attention of management and/or the CMCA Board. Disciplinary action will be taken by one of the following steps as per the seriousness of the incident:

- Warning letter
- Suspension from platform – 1-3 months
- Expulsion from the group and/or Club

All disciplinary action is subject to CMCA's sole discretion.

Additional disciplinary action

- Member suspensions for 12hrs, 24hrs, 3 days, 7 days, 14 days and 28 days as per the seriousness of the incident.

Suspended members will be able to see the group and its feed channels, but won't be able to post, comment or take other actions in the chosen timeframe. Member will receive a note from Administrators about said suspension.

- Members New Posts require approval – 30 days

Any new posts made by the member must be approved by admin – this is only new posts (doesn't include comments).

Immediate disciplinary action is subject to CMCA's sole discretion.

6. Legal

In addition to the above, CMCA reserves the right to seek and take appropriate legal action against any person who uses CMCA Members Connect to publish any prohibited content that is considered defamatory, misleading, deceitful and possibly litigious.

7. Issues & Complaints

CMCA Members Connect is not the platform where members should make complaints and scrutinise Club related matters or Member Benefits. All constructive criticism and complaints must be forwarded to enquiries@cmca.net.au which will then be investigated and actioned accordingly during business hours.

Users may report posts they feel may breach one or more components of the Conditions of Use. If this is done outside of business hours, please allow extra time for the report to be investigated.

Users who have an enquiry and/or complaint on a particular post should contact NHQ on enquiries@cmca.net.au or 02 4978 8788 during business hours.