



# SOCIAL MEDIA POLICY

## Welcome!

We're happy you've decided to join our community and use the Cerved Group's social media channels. Before you start, we'd like you to read this Social Media Policy (SMP) carefully. It covers the rules that all users need to follow when interacting on our social media channels.

The present SMP should be considered supplemental to general Internet etiquette, which all users should already know and abide by: [https://en.wikipedia.org/wiki/Etiquette\\_in\\_technology](https://en.wikipedia.org/wiki/Etiquette_in_technology).

When you use Cerved's social media channels, you unconditionally accept the present policy. By continuing to use these channels following any subsequent amendments to the SMP announced by Cerved via any appropriate means, including on the Cerved website and/or its social media channels, implies that you fully accept those amendments.

Cerved encourages you to interact politely and respectfully with the company's social media profiles and with other users. Cerved is not liable for any comments or opinions posted by users on its social media channels. Cerved does not pre-emptively moderate posts or comments made by users in any way. Therefore, in order to limit conduct that conflicts with this SMP and with the company's ethical principles, Cerved indisputably reserves the right to remove any posts or comments – and to alert relevant providers and authorities – that contain:

1. illicit content or incite others to carry out illicit acts;
2. discriminatory, offensive, alarmist or misleading content;
3. sexual and/or pornographic content;
4. vulgar, inappropriate, violent, threatening or disrespectful language;
5. political, ideological, religious and/or propagandist content;
6. promotional content (whether direct or indirect) for any commercial business or other profit-making activity;
7. content that can be classified as spam;
8. off-topic comments, that is, content not related to the subject matter being discussed;
9. personal data or information about any third parties or that in any case violate privacy laws;
10. content that in any way violates the industrial or intellectual property rights of any third party.

In the event of serious violations, Cerved also indisputably reserves the right to temporarily or permanently ban the author from its social media channels.

Finally, please keep in mind that Cerved's social media channels are not the appropriate place to report any disservice. Instead, to make any complaints or suggestions, please contact: [team.social@cerved.com](mailto:team.social@cerved.com)

We hope you'll have a pleasant experience on our social media.