



SOCIAL MEDIA – TERMS OF USE

Official Torquay RSL Sub-Branch (TRSL) social media profiles are the voice of TRSL across social media platforms, including Facebook, Instagram, Twitter and LinkedIn.

TRSL social media informs, engages and educates our community delivering content relevant to veterans' support, wellbeing, and topical issues and aim to connect with our membership and the broader community.

For all enquiries relating to social media, please contact torquayrsl@gmail.com

TERMS OF USE

The following disclaimer applies to all social media presences in use by TRSL at any given time. Please do not participate in any RSL Australia social media if you do not agree with the Terms of Use.

Social media platforms used by TRSL may change over time.

We reserve the right to close any TRSL social media channels, for any reason, without notice.

Social media services may occasionally be unavailable, and we accept no responsibility for lack of response due to network downtime.

Comments posted by users are not endorsed by TRSL and we do not necessarily endorse, support, sanction, encourage, verify or agree with the comments, opinions or statements posted by users/members on our social media platforms.

Any information or material placed online by users, including advice and opinions, is the view and responsibility of those users and does not necessarily represent the views of TRSL.

From time to time, TRSL may provide links to third-party content relevant to veterans. We take no responsibility for the accuracy or availability of third-party content. You acknowledge that access to any links to third-party websites are provided for convenience only, and you are responsible for evaluating whether you want to use them.

We endeavour to keep all social media presences up to date, however, our website torquayrsl.com.au should be regarded as the source of up-to-date information.

Journalists seeking an official statement from TRSL should contact torquayrsl@gmail.com

PUBLIC INTERACTION WITH RSL AUSTRALIA SOCIAL MEDIA PLATFORMS

We encourage our community to comment on posts and to send us messages.

Users are asked to take responsibility for content posted on TRSL social media platforms as it is publicly viewable and searchable. Comments on our social media platforms may remain there indefinitely and can be found through search engines and online archives.

By posting content to TRSL social media platforms you acknowledge and agree that:

- when you publish content publicly you are allowing everyone, including other users, to access and use that information and to associate it with you,
- you own or have obtained all necessary rights to use and publish your content on each page/network,
- you provide content at your own risk and you are personally liable for your content,
- you are not entitled to any payment from us in respect of your content or our use of it, and
- your name and your content may be collected, stored, and used by us to respond to your feedback, communicate with you, and to help us research the needs of our users in order to improve our services.

COMMENT MODERATION

TRSL expressing views, comments, ideas, insights and personal opinions. We do not wish to stifle conversation on social media sites, however, there are several instances where comments will be removed.

These instances are when comments:

- Are unlawful
- Are defamatory
- Are discriminatory
- Are offensive
- Are intimidating
- Are of a sexual nature
- Contain threats
- Are of a violent nature
- Constitute 'trolling' or are deliberately disruptive or provocative
- Infringe on copyright or other intellectual property rights
- personally, and negatively identify a member of the League.
- Vilify a person or section of the community on account of race, ethnicity, nationality, gender, age, sexual preference, religion, disability, mental illness or political belief.

TRSL reserves the right to moderate comments and may remove any comments that, in TRSL's opinion, are inappropriate.

When you use the TRSL social media platforms to present your opinion we ask that you show courtesy and respect to others.

Comments and messages on our social media presences are 'post-moderated' in accordance with the Australian Government Information Office Web 2.0 guidelines. This means that comments will be published automatically and reviewed by TRSL after publication. While TRSL reviews public comments on a regular basis, there may be times when inappropriate or offensive posts or comments that do not meet the terms of use appear before they can be removed. Where inappropriate material is identified it will be removed from public view, however, a record of it will be retained by TRSL. Comments that violate the terms of use will be removed or not published. We do not edit user comments.

ACCOUNT BLOCKED

TRSL does not inform users when their comments and posts are hidden.

Should a user persistently make comments that are inappropriate or send direct messages that are of a harassing or inappropriate nature, TRSL reserves the right to block this user from accessing our social media platforms indefinitely.

DIRECT MESSAGES

We welcome our community to send direct messages to us via our social media accounts. Social media inboxes are checked several times a week. Messages are passed on to the most appropriate member of staff to respond. We may request an email address to allow a staff member to respond to you directly. If your request is urgent, send an email to torquayrsl@gmail.com

TRSL reserves the right to determine whether a message requires a response.

SOCIAL SHARING

TRSL may retweet or repost, 'like' and 'share' third-party content. Please note that this does not imply endorsement of the content and the content provider by TRSL in any way.

PRIVACY POLICY

Torquay RSL Sub-Branch (TRSL)

1. We respect your privacy

(a) TRSL respects your right to privacy and is committed to safeguarding the privacy of our members, customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

(b) "Personal information" is information we hold which is identifiable as being about you.

2. Collection of personal information

(a) TRSL will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

(b) You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

(c) Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

(a) TRSL collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

(a) The Returned & Services League of Australia Ltd may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

(b) TRSL may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

5. Disclosure of your personal information

(a) We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

(b) We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

(c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of TRSL, torquayrsl.com.au, its customers or third parties.

(d) Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

(e) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

(a) TRSL is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

(b) The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

7. Access to your personal information

(a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that

any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at torquayrsl@gmail.com.au.

(b) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

(a) If you have any complaints about our privacy practises, please feel free to send in details of your complaints to torquayrsl@gmail.com.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. Changes to Privacy Policy

(a) Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

(a) When you come to our website (torquayrsl.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

(b) We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

(c) Our site may contain links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. TRSL is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

21 November 2023

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