

Venu at Grayhawk Social Media Policy

Purpose

Venu at Grayhawk Condominium Association ("Association") recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, LinkedIn, Twitter, Instagram, Pinterest, Tumblr, blogs, Nextdoor, and wikis. To that end, the Association hosts various social media and digital communication platforms. This Social Media Policy ("Communications Policy") has been approved by the Association's Board of Directors in order to provide guidance to the Boards of Directors, committee members, volunteers, residents, Members, and managing agents with regard to the use of the Association's electronic and media communications.

Authorizations

It is the Board of Director's duty to oversee the management of activities that affect the Association's property owners. In that the Association's official website, social media tools, electronic boards, e-mail programs, blogs, and media communications affect the Owners, the Board shall maintain and fund such communication tools and any other future tools. The Board of Directors shall appoint administrators for each of the following areas ("Administrator"):

- Website
- Social Media
- Blog

The Administrator shall maintain administrator privileges for all electronic media in the case that it is needed.

Website Usage

The Association operates and maintains Vision Community Management website, Venu at Grayhawk <https://www.visioncommunitymanagement.com/current-homeowners/community?name=Venu+at+Grayhawk> and Concierge Plus

<https://venu.conciergeplus.com/dashboard> internet website, in order to provide property owners and visitors with information about the Association and its programs, services, projects, issues, events, and activities, etc. The website is administered and maintained through the contracted management company or designated agent of the Board of Directors. Authorized agents update the website regularly and make every effort to ensure the accuracy of the information provided on the site. The information is provided as a service to the members and the Association assumes no liability for any inaccuracies the website may contain.

Social Media Usage

Official Association social media sites and web blasts (i.e. Facebook, Twitter, and YouTube) are intended for use by the agents designated by the Board to communicate Association programs, information related to official meetings, services, projects, issues, events, status updates, and activities to the Association's Members. The Association operates and maintains the official Venu at Grayhawk and Venu Concierge Facebook pages, www.facebook.com/venu.concierge/ and www.facebook.com/venuconcierge2. Venu at Grayhawk related social media content (posts,

photos, etc.) require pre-approval by the Venu at Grayhawk Board of Directors or the community manager/community manager designee. Residents may apply to the Association to have a post considered and included on the Association's social media sites by submitting a written request to the Association. Comments will be turned off. However, the Association may permit comments under the following guidelines:

- Comments believed to be unrelated to the original posting, or topic shall be deleted.
- Comments or posts should not be political in nature or specifically endorse one political party or another. Such posts shall be deleted.
- Comments that are deemed offensive or inappropriate by the Administrator or the Board, such as comments that include profanity; hateful, racially or ethnically offensive or derogatory statements; threats or harassing statements; or provocative, obscene or sexually explicit language shall be deleted. The Association shall not endorse social media sites that do not allow for the deletion of inappropriate content nor shall the Association be held responsible for the time frame under which deletions may occur.
- Comments that contain personal information may be deleted at the sole discretion of the Association, its officers, employees, agents, Administrators, or representatives. To protect your own privacy and the privacy of others, please do not include phone numbers, email addresses, or other private and personal information of any kind in the body of your comment.
- Comments that violate the platform's terms of use shall be deleted.

The Association, its officers, employees, agents, Administrators, or representatives reserve the right to delete or block users, fans, or followers for non-adherence to any of the above guidelines.

Venu at Grayhawk Board or Committee members should not post information regarding Venu at Grayhawk community information, Venu at Grayhawk event information or any other Venu at Grayhawk related information on their personal social media sites. No board member or committee member may respond to a homeowner post or responses on social media, unless a response is expressly authorized by the Board of Directors. The Board of Directors also has the discretion, but not the obligation, to appoint a Board liaison to monitor social media sites pertaining to the Association.

E-mail Communications

The primary method of communication to Venu at Grayhawk residents will be via eBLAST. The Managing Agent shall have restricted capability to disseminate e-mails to Members using authorized internal software. E-mails sent through internal means shall use e-mail addresses collected by the Managing Agent during its normal course of business. Some communication may be provided by third-party e-mail services. Receiving such communication shall be voluntary and initiated by the individuals electing to subscribe. Any board member can compose an eBLAST, but such communication shall not be disseminated unless approved by the Board of Directors/Board liaison and the community manager or community manager designee before sending to Venu at Grayhawk residents.

Privacy Policy

The privacy of visitors to the Association's website is of paramount importance to the Board of Directors. As such, the Association shall exercise the utmost caution and discretion with the use of personal information. Personal information obtained shall be used to respond to a request or be retained in the database utilized to serve the Association in order to improve communications with its residents. Users acknowledge the risk behind sharing any information via the internet and are encouraged to use discretion when sharing personal information electronically.

Legal Notice

Communication made through electronic means shall in no way be deemed to constitute legal notice to the Association or any of its officers, employees, agents, or representatives where notice to the Association is required by any law, rule, regulation, or contract.

Conduct Not Prohibited by This Policy

This Communications Policy is not intended to restrict communications or actions protected or required by state or federal law.

This Social Media Policy was adopted by the Board of Directors at a duly called meeting on 5/18, 2021.

J. M. Warty
Board Member

5/28/21
Date