

### Trivett Social Media Guidelines

Trivett Automotive Retail Pty Ltd (“Trivett”) asks that our community members refrain from posting any of the following:

- Comments, links, images or videos that are deceptive, misleading, obscene, profane, pornographic, offensive, discriminatory, harmful or hateful in nature or that are unlawful or encourage illegal activity
- Posts that may be offensive to other community members
- Comments that (in our opinion) are intended to threaten any individual, organisation or company
- Comments that are intended to defame or harass an individual or that (in our opinion) are unsubstantiated or untrue about an individual, Trivett, a Trivett dealership or service centre, a Trivett Ambassador or any other person or entity associated with the Trivett brand
- Numerous successive posts on the same topic by a single member
- Repetitive posts copied and pasted or duplicated by single or multiple members
- Unauthorised solicitations or advertisements
- Any materials that infringe upon the right of any third party (for example, copyright)
- Posting of issues and commentary about individual customer circumstances which are actively under review by Trivett or our Customer Experience Team
- Posts illustrating or referring to products not endorsed by Trivett including, but not limited to, unauthorised parts and accessories and/or unauthorised modifications to our products

Trivett reserves the right to:

- Delete any posts falling within the categories listed above; and
- Wherever possible, limit the ability of any user to post comments on its social channels and/or block any entity that violates the above guidelines

Please be aware that all official Trivett social media channels are available to view by a wide range of users. Please take appropriate steps to protect your privacy. Never post any highly personal, confidential or sensitive information such as bank account or credit card details. Posts on official Trivett social media channels do not necessarily reflect the opinions of Trivett, nor does Trivett confirm their authenticity or accuracy.

By using or accessing an official Trivett social media channel, you also accept (and must comply with) the channel’s official terms and conditions (e.g. Facebook Statement of Rights and Responsibilities). To the extent they are relevant, those terms and conditions are incorporated into these rules by reference.

Please note that our social media channels are not intended to answer specific customer service questions. If you have questions or concerns about your vehicle, Trivett would love to hear from you so please either contact your local Trivett dealership or our Customer Experience Team on 07 3249 0020. If you see anything on our page that you feel violates these rules, please send an email to [WebEnquiryNRSC@inchcape.com.au](mailto:WebEnquiryNRSC@inchcape.com.au) and we will review as soon as possible.