

## **Suncorp Community Hub House Rules**

Thanks for visiting **Suncorp Community Hub**, owned or operated by the companies in the Suncorp Group. This site is an online research community where customers of the Suncorp Network can come together to take part in online surveys and discussion forums about various topics related to their common interests. You must be a customer of a Suncorp Network brand to be a member of Suncorp Community Hub, and we reserve the right to suspend or terminate your membership if you cease to be a customer.

**By participating in Suncorp Community Hub and using this site you agree to act in accordance with these House Rules.**

### **Your Privacy**

Your privacy is important to us. When you became a customer, you would have been provided with a Privacy Statement with details about how your personal information may be handled. You can find your relevant customer privacy statement here: [AAMI](#), [Apia](#), [GIO](#), [Suncorp](#).

Please also note the following additional details about how we handle any of your personal information collected through this site and in relation to your membership.

We may collect your personal information so that we can:

- set up, administer and manage your Suncorp Community Hub membership;
- inform you about and conduct market research surveys and member activities; and
- manage, administer and promote member competitions and, where applicable, publicise winners.

We may disclose your personal information to:

- a third party that we've contracted to provide services – for example:
  - the website host, Vision Critical, and other information technology providers,
  - administration or business management services,
  - marketing agencies and other marketing service providers,
  - print/mail/digital service providers; and
- prize suppliers and deliverers, competition service providers and gaming regulatory authorities.

Your personal information collected through this site will be stored in a secure database by this site's host, Vision Critical, in Vancouver, British Columbia.

### **Posting content on this site**

This is your space - we want you to feel free to engage in discussions with other members and encourage you to post constructive comments, but please be respectful. Please don't post (and we will remove) anything that is inappropriate or offensive, including the following:

- swearing, defamatory, offensive or violent language;
- deliberately disruptive statements meant to hijack comment threads or throw discussions off-track;
- trolling, spamming, and deliberately misleading posting;

- attacks on specific groups or any comments meant to harass, threaten or abuse an individual;
- hateful or discriminatory comments regarding race, ethnicity, religion, gender, disability, sexual orientation or political beliefs;
- links or comments containing sexually explicit content material;
- discussion of illegal activity;
- link baiting or files containing viruses that could damage the operation of other people's computers or mobile devices;
- acknowledgement of intent to stalk an individual or collect private information without disclosure;
- commercial solicitations or promotion of a competitor;
- unreasonable or inappropriate disclosure of someone else's personal information;
- violations of copyright or intellectual property rights;
- content that relates to confidential or proprietary business information; and
- content determined to be inappropriate, in poor taste, or otherwise contrary to the purposes of the forum.

Otherwise, we will leave what you share that relates to the subjects covered on the site. The user content posted to this site does not represent our opinion or the opinion of the Suncorp Group of companies, and we reserve the right to edit or remove all content deemed inappropriate or that does not meet the guidelines provided in these House Rules as soon as practicable. If you think someone's post infringes your legal rights, please notify us at [support@suncorpcommunityhub.com.au](mailto:support@suncorpcommunityhub.com.au)

You agree that we may reuse and display any content or information you provide us through this site for any purpose in any media (including, but not limited to, commercial brochures and/or other advertising material), without compensation, restriction on use, attribution or liability. If you choose to post a 'public' comment on the site (which will be clear by context), it will be visible by other site members. If you aren't sure whether you should be providing us certain content that involves someone else, you should first ask the person or company who may own that content or who is referred to in that content. If in any doubt we ask that you not upload that content to this site.

### **Promotions we may run**

We may run promotions for members through this site. Whenever we run a promotion we will tell you where you can read its full terms of entry.