CQUNIVERSITY OFFICIAL SOCIAL MEDIA PROFILE RULES

CQUniversity maintains social media profiles on a variety of platforms in order to communicate to a diverse range of students, alumni, staff and prospective students, as well as the wider community. We intend for these spaces to reflect our vision and values as an organization and provide safe, inclusive environments for anyone to communicate with and about CQUniversity. To ensure this is maintained, users who interact on any CQUniversity official social media activity must adhere to these rules.

What constitutes inappropriate or offensive activity and behavior?

1. Zero Tolerance to Bullying and Harassment
CQUniversity takes a Zero Tolerance approach to bullying and harassment and will adhere to this approach on all social media channels. We reserve the right to enforce Zero Tolerance by requesting users remove content that is deemed unsuitable. We also reserve the right to remove this content ourselves and will take action in banning repeat offenders.

2. Participant Conduct
Activity with CQUniversity Official Profiles will be monitored on a regular basis to ensure adherence to the CQUniversity Social Media Policy and Official Social Media Channel Rules. While we understand that social media is a 24/7 medium, our moderators can only operate within their own capabilities. See the about section for our business hours and if you need to contact the university urgently, please send the CQUniversity Australia page a message or call 13 27 86.

3. Shared Content
Comments, messages and posts containing any of the following forms of content may be removed or requested to be removed:
- Comments not related to the post being commented upon.
- Profane language or content.
- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.
- Sexual content or links to sexual content.
- Solicitations of commerce.
- Conduct or encouragement of illegal activity.
- Information that may tend to compromise the safety or security of the public or public systems.

- Content that violates a legal ownership interest of any other party.
- Name calling and/or personal attacks.
- Spam comments, including the same comment posted repeatedly.
- Personal information about you or another individual (including identifying information, email or home addresses or phone numbers).
- False representation of another individual or organization.

What is considered official social media activity?

CQUniversity maintains a presence on various social media channels and interacts with users in line with the university's Policy, Governance and Social Media Strategy. These platforms are also used by the Marketing Directorate to promote targeted study options and information. A [full list of CQUniversity's social media profiles](#) is available via the CQUniversity website.

Social Media activity can be defined as:
- Posts to CQUniversity Official Profiles
- Liking, commenting or sharing posts by CQUniversity Official Profiles
- Liking, commenting or sharing advertisements and promoted content by CQUniversity Official Profiles
- Liking, commenting or sharing posts within CQUniversity Official Facebook Groups
- Direct messages to CQUniversity Official Profiles
- Mentioning or tagging CQUniversity on social media
- Using official CQUniversity Hashtags

How to report inappropriate content

CQUniversity Official Social Media Profiles are moderated from 8:45 am – 4:45 pm, Monday to Friday (excluding public holidays). If users see content that violates these rules and wish to report this to the university, please submit a [Student Feedback Form](#) online or send a direct message to CQUniversity Official Social Media Profiles with the following information:

- Context to this content including time, location and any other comments/initial post
- Provide a link or screenshot with as much information as possible
- A link to the profile of the offending user
- Which rules you believe this user has violated

Please note, if the content you are reporting is deemed 'not safe for work' (i.e. featuring pornographic, violent or highly prolific content), please note this as part of your message to CQUniversity as a warning for our moderators.

If you are reporting content that involves the safety of someone or involves legal ramifications, we encourage you to contact local authorities directly to report this.

Questions about admissions and application status

If users have questions about study at CQUniversity, we strongly encourage reaching out to CQUniversity and either sending a direct message to a CQUniversity Official Social Media Profile or contact us online.

Our recruitment team receives and handles requests from prospective students through our CQUniversity Australia Facebook page. If you message us on other channels about application-related questions, you will likely be directed to the Facebook page so that this team can assist you.

We request that you refrain from messaging individual staff profiles, including moderators of Official Facebook Groups, as these requests will only be handled by the Digital Experience and Student Recruitment teams on Official Social Media Profiles.

Safety and security of private information

We recommend users avoid sharing personal or identifiable content on public social media forums. CQUniversity will only ever request this information in secure private communication channels, such as social media direct messages, and only in order to assist with an enquiry regarding study or application to study.

Please only provide your personal information, including student number, to verified CQUniversity accounts. If you see something that seems suspicious and you want to verify this, please confirm with our Official Social Media Profiles.

To assist our Recruitment Team in best answering your enquiries, you may be asked to provide your name and contact details. These details will not be shared outside of the social media platform or our Customer Relationship Management software. This software is protected and used to connect user journeys from various communication platforms.

If you feel uncomfortable sharing information on social media direct messages, please contact CQUniversity on 13 27 86 or via our online contact form. You can find more information about Privacy at CQUniversity on our website.