



## SOCIAL MEDIA POLICY

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This document provides the guidelines on the use of social media and regulates the relationship between D-go and the users, recommending contents, terms and conditions they should foresee.

### SOCIAL MEDIA PRESENCE

D-go has officially established its social media presence with the following profiles:

Facebook: [D-go](#)

Twitter: [D-go Official](#)

LinkedIn: [D-go](#)

YouTube: [D-go](#)

D-go does not recognize any other Blog, page, profile or group that explicitly refer to the company. Those profiles will be promptly brought to the attention of social media networks, asking to remove them.

### AIM AND CONTENT

D-go uses the main social channels to communicate with users, market, media and stakeholders, in the attempt to build a participative and productive dialogue.

D-go social communication is based on native contents (statement, images, videos) with general and informative purpose. They concern company's offering, best practices, publicity materials and entertainment contents for the community.

D-go's video, graphic and textual contents can be used with **Creative Commons CC BYND 3.0** license. They can also be freely shared by users, quoting the source.

D-go might decide to share user-generated contents on its profiles, whether they concern company's activities and/or core business, in order to spread the message; they cannot be considered as endorsements. The same principle applies to *following* activity on the different social media networks.



## SOCIAL MEDIA MANAGEMENT

D-go social media channels are handled and managed **Monday-Friday**, from **9 a.m.** till **6 p.m.**, apart from specific situations that need a prolonged handling, such as public events.

Only the **Communication Management Team** is in charge of handling the social media channels. Access data are made available only to its members and, eventually, to collaborators and consultants working for D-go.

## APPLICABLE LAW

D-go uses social media channels in full compliance with **internal corporate policies**, **Ethical Code** and **national legal provisions**.

## SOCIAL MEDIA MODERATION

Each user can participate and comment on D-go social media channels **without undermining the dignity of other people and corporate reputation**. We invite the social community to interact with contents following these clear and simple rules:

- Respect the topic, adding comments in a coherent way;
- Post comments useful to improve the conversation;
- Argue with real facts and evidences useful for the community to increase its knowledge;
- Use a polite, respectful and responsible *tone of voice*;
- You always have the right to criticize; we will appreciate if you use it in a proper way and to improve the dialogue;
- Bring facts and circumstances to user's attention to support the dialogue.

We cannot tolerate:

- Offensive, threatening, bullying statements and any other opinion that might undermine the principles of freedom and equality;
- Aggressive, violent and discriminating acts towards any ground such as sex, race, color, language, religion, political or other opinion, national or social origin, sexual orientation, age, disability, association with a national minority, property, birth or other status;
- Information that could undermine the reputation of third parts or illegally spread personal data and/or threaten users and company's security;
- Spamming, political propaganda, hidden advertising and/or any other kind of aggressive marketing;
- Illegal contents, according to law;
- Pictures and/or videos about underage.

The above-mentioned contents will be **promptly removed**.

Social media moderation about user-generated contents is done **ex-post**.

# D-go

Users can freely post statements and comments on D-go's official social media channels, considering that they are not endorsed by the company.

## SANCTIONS

Without any prejudice to the right of criticism and trade union freedoms, D-go has the right to **cancel, hidden or remove** user-generated contents that violate this Social Media Policy.

D-go has also the right to **block and ban** users in case of serious violations, as well as the right to report serious unlawful acts to the competent authorities, as required by law.

D-go invites all users to interact with our contents in a coherent way. The company has the right to **moderate**, and eventually hidden, the following contents:

- **Off topic contents**
- **Fake news**
- **Click-bait contents**

## WEBSITE

D-go has established its official website ([www.soft.it/d-go/](http://www.soft.it/d-go/)) to provide the users with the main information on the company, our offering, products and careers.

## PRIVACY

The treatment of personal data is processed according to privacy policy used by the different platforms (Twitter, LinkedIn, Facebook). Users' personal data about particular conditions or related to crimes or criminal convictions posted in public comments and statements on our social accounts might be **removed**. Personal data sent by users through private message platforms on social media will be processed according to D-go's privacy policy ([Privacy Policy](#)).