

CARLIGHT - Caravans & Trailers (& associated brands) Social Media Policy

The social media policy for Cleanairflow Solutions Pty Ltd, trading as CARLIGHT (“the business”) is clearly titled “CARLIGHT - Social Media Policy”. The policy lists the following platforms; Facebook, Instagram, YouTube, Twitter and Google (plus) as social media channels.

These channels are to be used as constructive places, where the business can share related news about the business, pictures, videos and positive discussions, and where we can keep you updated with all the latest information about our caravans & trailers. Our social media (marketing) team is available from 9am - 5pm Monday to Friday (AEST) to answer any questions about our products and services. We’ll try our best to get back to you as soon as we can - contact details are phone: 1300 157 122 or complete the following [contact form](#).

While CARLIGHT does not restrict employees, affiliates, business partners and customers from using our social media platforms to communicate with the business. It is our policy not to communicate with our customers using public platforms, rather we work directly with them to resolve their questions, queries and concerns.

CARLIGHT reserves the right to remove comments, posts or reviews that it deems inappropriate or is breach of the policy itself. We’ll remove posts that fall into the following categories:

- Abusive, threatening, indecent, explicit or discriminatory language and content.
- Intentional interruption or disruption of discussion.
- Links that direct people to irrelevant sites or adverts.
- Not relevant to the business’ activities, practices, processes or policies.
- Spam or content that has no relevance to followers of CARLIGHT & associated brands.
- Repetitive content, including any content that we consider to be spam.
- Corrupt or illegal content.
- Commercial solicitation or requests for donations.

We’re always interested in hearing your thoughts and welcome all constructive feedback. We’d prefer to not delete any content from our social channels, but we will remove posts if we have to, especially those that are irrelevant to our community, offensive to others or that don’t comply with named social media platforms’ Terms of Use. In some circumstances, we may have to block repeat offenders.

Also, please remember that social media channels are public places, so anything you post on any of the CARLIGHT channels is visible to anyone who visits them. Photos of your vehicle are posted at your own risk and we recommend you do not make your number plate, phone number or address locations available publicly on these platforms.

Date: 1st Jan 2021