

Sage Partner Community Participation Guidelines



(Last updated: June 2016)

These guidelines contain information about the Sage Partner Community, how it is moderated, what constitutes inappropriate content and how to report it. We hope you will enjoy using the Sage Partner Community and actively participate. We ask that everyone who uses the Sage Partner Community employs their own self-moderation and acts considerately of others' views and opinions at all times.

1. Top tips for using the Sage Partner Community

We want you to have a rewarding and positive experience when using the Sage Partner Community, so here are some of our top tips:

- **Be relevant** – People like relevant information. The Sage Partner Community is specifically provided to allow partners of Sage access to knowledge and support, and to allow them to interact by exchanging ideas and information. We encourage you to ask any questions that you have about products and business topics.
- **Be courteous** – Everyone wants to have a positive experience while using the Sage Partner Community so please make sure you are not detracting from any other user's experience.
- **Be cautious** – Most people are willing to offer advice and help in an online community but remember that the advice is theirs only and that you are responsible for deciding whether to follow it. If the advice given by a community member sounds wrong to you, do not try it without further investigation. You should exercise discretion about posting personal information on the Sage Partner Community including your name and contact details. If any community member asks for any personal information, such as an account number, address or password, do not provide it.

2. What constitutes inappropriate content?

You must use the Sage Partner Community in a way that is appropriate, legal and honest. It is impossible to provide an exhaustive list of everything that may be inappropriate but some examples are:

- **Inappropriate language** – The use of indecent, profane or inappropriate language is not permitted. This also includes deliberately masking such language by using an asterisk or other punctuation.
- **Illegal content** – It is unacceptable to post any material (i) that would infringe any third party's patent, trademark, copyright or other proprietary rights; (ii) that contains software viruses or computer code or files that are designed to disrupt, damage, or limit the functioning of any software or hardware; (iii) that is deemed to be illegal by any applicable law or regulation; or (iv) that suggests or encourages illegal activity.
- **Confidential content** – You are not permitted to use Sage Partner Community to discuss or share any confidential information about you, your company, Sage software or any other person or entity. This includes any proprietary information, trade secrets and the terms or existence of Sage related agreements, nondisclosure agreements, or any other information that may be deemed confidential.
- **Spamming** – Spamming of any form is not permitted. This includes the posting of non-relevant content, URL links, promotion of surveys, contests, chain letters, or junk email or repetitive posting of nonsensical posts and unauthorised advertising within the Sage Partner Community.
- **Advertising or promotions** – Any unauthorised advertising, promotion or solicitation of any business, company, product or service on the Sage Partner Community is strictly prohibited without Sage's prior written consent.
- **Jobs and opportunities** – Sage Partner Community must not be used to post adverts for jobs or vacancies which you or another person or organisation may have.
- **Offensive or threatening behaviour** – Personally attacking another community member with belittling, offensive, insulting, harassing or threatening content or behaviour is strictly prohibited. So too is any posting of offensive, derogatory or libellous material about any third party, whether a user of the Sage Partner Community or not. We do not tolerate harassment, or denigration based on age, gender, race, religion, national origin, sexual orientation or disability.
- **Trolling** – Trolling is generally understood to be posting content that is deliberately designed for the purpose of angering or insulting other community members. We do not tolerate any form of trolling.
- **Arguing and 'ranting'** – We encourage community members not to engage in one to one arguments, disagreements or disputes of a personal nature. Community members should not publish long, aggressive posts that serve to aggravate other community members. Both arguing and ranting are not welcomed and we will take such action as we consider appropriate if this situation occurs.
- **Abusing our people** – Sage moderators and other staff work hard to make the Sage Partner Community enjoyable to use. If you are abusive in any contact with the moderators or other Sage staff or direct abuse at a moderator thread, we will take appropriate action.

3. **Reporting inappropriate content or behaviour**

The Sage Partner Community uses technical profanity filters to automatically identify and block inappropriate content.

We will also monitor the Sage Partner Community from time to time but we don't automatically (via technical means) or persistently monitor it so we do rely on you to inform us if you identify any abuse or inappropriate behaviour, in which case we will review the relevant postings, content or behaviour. If you are concerned about any behaviour on the Sage Partner Community, please contact us at partnercommunityadmin@sage.com so we can investigate the matter.

While every report is managed by Sage moderators, we can't always guarantee an individual reply.

4. **The moderation process**

We may from time to time issue reminders to community members about how best to use the Sage Partner Community and how to interact with others. We may also issue warnings to community members about their postings, content or behaviour where we consider it necessary to do so. If you receive a reminder or a warning, please read the message carefully as it will generally contain advice on how to avoid any issues in the future.

If we receive and uphold a complaint about a piece of content or about an individual user's behaviour on Sage Partner Community which we consider serious enough to warrant further action, we will automatically suspend or permanently remove that user's access to the Sage Partner Community.

If we become aware of any posting or content containing advertising or promotions or of any community members using any information within the Sage Partner Community to contact any community members to advertise or promote their products or services or the products or services of any third party then we may, without any prior notice, immediately and permanently revoke any access to the Sage Partner Community for that particular user, unless that user has the prior written consent from Sage to conduct such advertising or promotions within the Sage Partner Community.

We reserve the right to immediately suspend or permanently remove any posting or content or a community member's access to the Sage Partner Community if we consider it breaches these guidelines or we think it is otherwise appropriate to do so. We also reserve the right to exercise our discretion in any circumstances where we consider that a change in our approach to moderation is required.

We do not actively monitor any communications between our community members (e.g. private messaging) on the Sage Partner Community. However, we may record and use particular communications that are posted in connection with any investigation of any possible misuse of the Sage Partner Community.

5. **Queries and appeals**

If you have a question about our moderation process or a particular decision we have made, please do not discuss it openly on the site. Privacy is important to our community members and Sage moderators and we would like the opportunity to make sure all matters are addressed appropriately. Any queries or requests for action will be reviewed according to Sage best practice guidelines and principles and we will always try to act reasonably and objectively in reaching our decisions.

If you have a query, question or complaint about the moderation process please contact us at partnercommunityadmin@sage.com and we will get back to you as soon as we can.

Please note our decision is final in all matters relating to moderation.

We look forward to seeing you in the Sage Partner Community!