



**MR D.I.Y. GROUP (M) BERHAD**

**SOCIAL MEDIA HOUSE RULES**

Dear valued customers,

Our social media channels are aimed at keeping you updated on our activities, promotions, and products. In addition, we also use them as listening and engagement tools to get your feedback and suggestions on our products, service, promotions, and activities.

At MR D.I.Y. GROUP (M) BERHAD ("MR D.I.Y."), we believe in freedom of expression. We also believe that views must be expressed in a respectful manner, and will not condone any abusive or illegal acts or content on our social media channels. We'd appreciate if you abide by this.

## **OUR COMMITMENT**

On our part, we commit to managing and promoting our social media channels in the following manner:

- **We are responsible:** We act responsibly and ensure the platforms that we work with act the same, complying with local laws and regulations.
- **We stay relevant:** We ensure our content is up-to-date and relevant to our business and offers value to you, our customers, and our audiences.
- **We respect our community:** We hide or remove any offensive or irrelevant content. Users who repeatedly post inappropriate content on our platforms may be reported, banned, or removed.
- **We value your privacy:** We respect your right to data privacy and apply them to our Privacy Policy.
- **We keep it transparent:** We ensure our ads are transparent, factual and comply with all applicable laws and regulations of the governing country and the policy of the individual social media channels.
- **We keep a watchful eye:** We actively monitor our platforms for violations of this policy and require the same of our vendors and partners.

## YOUR ACTIONS MATTER

To ensure we maintain a happy community engaged in constructive and productive conversations, we have some house rules for those wishing to engage on our social media channels:

- **Be respectful:** Of everyone, regardless of race, religion, gender, or political views. Stay clear of posts that are libelous or that threaten, harass, bully, defame, or belittle anyone.
- **Keep it true, keep it legal:** Feel free to share useful information and content, but please ensure it is fact-checked and truthful. Avoid misleading, irrelevant, and deceptive posts; do not spam public platforms. Check your facts, 'Jika Tidak Pasti, Jangan Kongsi' (If not sure, don't share).
- **Be original:** Share interesting facts, pictures, videos, and tips that you think our community will enjoy, but only if you have the right to them. If you don't own it, don't post it.
- **Uphold privacy laws:** Do not share your personal information on public platforms, and respect the information, rights, and data of other users as well.
- **Be our eyes and ears:** We need your help. If you see any content that violates these rules or is abusive, offensive, or illegal, please help us by reporting it to [enquiry@mrdiy2u.com](mailto:enquiry@mrdiy2u.com) or call us at +603-8961 1338.

Thank you for keeping our social media channels fun, engaging, respectful and inclusive!