Rules and Guidelines

The Rules and Guidelines are for your safety and to keep the platform a healthy and friendly environment for discussion.

The Hub provides a growing number of opportunities for members to interact, ask questions, discuss content we publish, or debate issues more generally. The Rules and Guidelines cover all aspects of community interaction and moderation on The Hub, including topics and replies, comments on classified postings, articles, avatars, photos and media and any form of correspondence / interaction made on or supported by our platform.

What you should be doing on The Hub:

- **Be friendly and polite.** Every member deserves to be treated with respect. Positive and polite posts create a friendly and welcoming environment that all members will feel comfortable in.

- **Think before posting.** Sensible, well thought-out and legible posts help other members understand what is being explained.

- **Post in relevant section(s).** Posting in the most relevant section will ensure threads are seen by members most interested in the subject. Threads posted in the wrong section will generally be moved by moderators.

- **Stay on topic.** Threads should remain on the topic that they are discussing, they should not be discussing other topics. A new thread should be made for a new discussion.

- **Report content.** Reported content is sent to moderators for review. If a post needs attention because it breaks the rules, needs to be modified or moved the report system is the correct way to alert the moderation team.
We will not tolerate comments and behaviour which:

1 **Is abusive or disruptive.**
   This includes:

   1.1 **Swearing** or otherwise foul language (including abbreviations or alternative spellings).

   1.2 **Harassment and threats:** Purposely intimidating a particular member, harassing them, sending them rude or unwanted private messages, etc. Any threat or intimidation of a threat.

   1.3 **Personal attacks / flaming:** You may dispute somebody's opinion but not attack/flame the person who stated it. This includes personal attacks on moderators for doing their jobs.

   1.4 **Use multiple accounts:** With the exception of members who have separate business / brand and personal profiles any member found to use duplicate profiles with the intent to cause trouble, evade negative ratings or troll will receive an immediate ban.

2 **Is offensive.**
   We will not tolerate sexually explicit, racist, sexist, homophobic or other forms of hate-speech or discrimination, or contributions that could be interpreted as such.

3 **Contains private information or the contents of private conversations.**
   Including the contents of Private Messages, emails, SMS or other personal communications, the private information of any individual (including identification numbers, phone numbers, postal, physical or email addresses). Unless for the purpose of enabling constructive connection of parties. Please do not reveal any unnecessary personal information about yourself or others as it might inadvertently put you or someone else at risk.

4 **May put The Hub in legal jeopardy.**
   Such as potentially defamatory postings, material posted in potential breach of copyright (e.g. entire articles, images or downloadable files) or the encouragement of participation in any illegal activity.
5 **Contain potentially defamatory statements.**
Defamation laws exist to protect individuals or organisations from unwarranted, mistaken or untruthful attacks on their reputation. Posting a defamatory statement in a comment is the same as publishing it in a newspaper or magazine and can result in a court case if a formal complaint is made. To avoid breaking defamation laws in your comments, please ensure that you verify the information in your comment, especially when presenting negative statements as facts. Also avoid jumping to conclusions, exaggerating or making subtle implications. Remember that adding the word 'allegedly' to a statement does not stop it being defamation.

6 **Risk breaking South African law.**
Contributing material to The Hub with the intention to commit a crime, break the law, or condone or encourage unlawful activity is prohibited. In addition we may remove comments which we consider could endanger other users - for example, offering medical and health advice, or encouraging drug or alcohol abuse or self-harm.

7 **Are obviously commercial or otherwise spam-like.**
We actively discourage commercial entities passing themselves off as individuals, in order to post advertising material or links.

8 **Contain advertisements / offers placed outside the Classifieds.**
All threads offering items for sale or trade or for free, or asking to buy or receive items must be posted in the Classifieds, which is accessible only to qualified members and subject to any applicable rules.

9 **Contact Classified sales feedback.**
Any forum discussion around a sale originating from the Classifieds or elsewhere on The Hub must be started by the buyer or seller through the Classified feedback mechanism and will abide by the rules applicable to this section. No discussion will be permitted in any other area of the platform.
10 **Are off-topic or irrelevant.**

10.1 Comments unrelated to the original topic ("off-topic") may be removed in order to keep the discussion on track.

10.2 Use the forums to discuss the topic of the thread, not as a substitute for Instant Messaging or Personal Messages in what should be private conversations.

10.3 Topic titles must describe the content of the original / first post. Vague or misleading topic titles will be moderated or removed.

11 **Contain frivolous and one-word posts.**

Do not bother making posts with only one or two words (e.g., "cool" or LOL) or a smilie, or post simply to have the first reply in a thread. Such posts waste everyone's time and will be deleted. Posts saying "I agree", "+1", "this", "me too", or the equivalent are also routinely removed, so don't post them. If you aren't interested in a thread, skip the thread; don't post to tell us you aren't interested. If you celebrate making the first post in a news thread, your post will be deleted. Use the appropriate feedback mechanism (+1 / -1) should you having nothing to add but wish to display your feeling regarding any topic, thread or comment.

12 **Create repeated problems.**

Any ongoing actions that make more work for the moderators and administrators or regularly annoy other members and require moderator action. We have thousands of forum members to serve and can't spend a disproportionate amount of time dealing with problems caused by any one member. If your membership is an ongoing detriment to our community then your membership may be terminated.

**Violation of Rules and Guidelines or any other unwanted behaviour**

We reserve the right to apply any punishment we deem necessary for the violation of the Rules and Guidelines or in response to any unwanted behaviour that may not necessarily be covered by the these Rules and Guidelines. Such behaviour will result in one or more of the following actions:

1. the offending content being removed,
2. a warning issued to the user,
3. the user being suspended,
4. or the user being permanently banned from The Hub,
5. pursue or cooperate with any legal action arising.
Disclaimer

Due to the real-time nature of discussion forums, it is impossible for us to review messages or confirm the validity of information posted. In this regard note that The Hub SA.co.za does not actively monitor the contents of and are not responsible for any messages posted.

We do not vouch for or warrant the accuracy, completeness or usefulness of any message, and are not responsible for the contents of any message.

The messages express the views of the author of the message, not necessarily the views of The Hub SA.co.za.

Any user who feels that a posted message is objectionable is encouraged to contact us immediately by email or using the "Report" button beneath the post. We have the ability to remove objectionable messages and we will make every effort to do so, within a reasonable time frame, if we determine that removal is necessary.

We reserve the right to remove any content and/or user that violate the Rules and Guidelines. The moderation team reserve the right to take appropriate action in cases where offences are of a severe nature. If your post has been removed or your account has been restricted and you do not agree that you have broken these rules, please email us at moderation@thehubsaco.za.

Each member is responsible for only his or her own posts. If another member breaks rules, you may ignore them or report the problem to the moderators, but you may not use it as an excuse to break rules yourself.

Volunteer moderators help us manage the forums and enforce the forum rules. The moderators cannot read every message, so they rely on members to report problem posts that they encounter. The point of moderation is not to limit discussion, promote or suppress points of view, or any other secret agenda. The goal of moderation is to keep the forums enjoyable and free from problems that detract from the experiences of our users.