



## SOCIAL MEDIA POLICY

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Interactions on digital channels undoubtedly offer enormous benefits to all parties involved, but at the same time they entail risks and responsibilities. Consequently, we have developed this Social Media Policy, with the aim of providing clear indications to consumers and stakeholders about the contents shared and the methods of interaction used by C.R. Technology Systems S.p.A. on social media. We also intend to illustrate and disseminate the rules of conduct in order to promote the formation of a welcoming, inclusive and safe community.

### **Social channels used by C.R. Technology Systems S.p.A.**

We use social media for institutional and general interest goals to inform, communicate, listen to, and encourage the participation, discussion and dialogue with customers and stakeholders. C.R. Technology Systems S.p.A. is currently active on the following social network:

- [LinkedIn](#), where you can join our community of employees and company stakeholders;
- [X](#), to receive real-time updates about our Company;
- [YouTube](#), to watch videos about events, stories, interviews concerning the Company;
- [Instagram](#), to discover our work and know CRTS people.

If you find any other unofficial accounts on social platforms, please report them by sending an email to [info@crtsgroup.com](mailto:info@crtsgroup.com).

All social profiles of managers, employees, partners and consultants of C.R. Technology Systems S.p.A. are managed exclusively on a personal basis and in accordance with the indications of the internal social media Policy. We invite you to follow the contents published on the pages of C.R. Technology Systems S.p.A., so that you can get to know us better.

### **Publication**

Through our corporate channels we share news and projects of C.R. Technology Systems S.p.A., we spread stories and comment on the main trends related to our sector.

Usually, the texts, photos, videos and other multimedia materials published by us are our property; therefore, they can be reproduced and distributed by citing the source. The comments and posts of other users who mention or tag C.R. Technology Systems S.p.A. represent the opinion of individuals and not that of the company itself, which cannot be held responsible for the contents published on third-party channels, nor be associated with them.

### **Interaction**

We would be glad to receive your feedback and opinions and to help you with useful and inherent information. We invite you to mention us in order to help establish an open dialogue and to support any statement sharing the link to the sources of information, when possible. We commit to answer to as many questions and comments as possible, but we reserve the right to select which messages to respond to at our discretion. For sales and product inquiries, please visit our website at <https://www.crtsgroup.com>.

## **Moderazione**

Our social accounts are managed by the Marketing Office of C.R. Technology Systems S.p.A. in collaboration with its external agencies.

Everyone is responsible for contents they publish, and their opinions expressed on social network. We ask you to express your opinions in a correct and appropriate manner, basing them as much as possible on verifiable concrete data and in compliance with the law, considering the netiquette.

### **Be kind and respectful, also when you don't agree**

- Offensive, misleading, alarmist, illegal, or inciting illegal activities, political or propagandistic violent or pornographic, incorrect or aggressive contents will not be tolerated. Furthermore, sexual harassment or other behavior that may offend people's feelings or undermine the dignity of individuals and institutions, the rights of minors and the principles of freedom and equality will not be permitted;
- Discriminatory and intimidating content based on gender, race, ethnicity, language, religious beliefs, political opinions, sexual orientation, age, personal and social conditions is not permitted;
- Content that violates copyright or uses trademarks without permission are not permitted.

### **Stick to the topic of the conversation and contribute to the dialogue**

- Off-topic contents and comments (OT), out of context or that involve spam or promotional messages will be carefully moderated;
- Posts from fake or anonymous profiles will be deleted as soon as they are identified;
- Comments and posts written with the aim of disturbing the conversation or offending the people who manage and moderate the social channels will not be accepted;
- C.R. Technology Systems S.p.A. reserves the right to remove content and comments that violate the law or this Social Media Policy. Moreover, it reserves the right to delete or block (after an initial warning) accounts that repeatedly violate these conditions to prevent further interventions, as well as to report them to the platform managers and, as a last resort, to the authorities in charge of law enforcement.

## **Protection of the privacy**

A crucial requirement for messages and discussions on our channels is that they are of public interest. These spaces can not be used to discuss personal issues.

We remind you that the processing of users' personal data occurs according to the policies in force on the platforms used. For this reason, we ask you to carefully read, in addition to this policy, the terms and conditions of the various social networks before participating. Please note that personal data such as email addresses, telephone numbers or private address posted publicly in the form of comments or posts on the social network profiles of C.R. Technology Systems S.p.A. could be removed in order to protect the interested parties and safeguard their confidentiality.