

Golden Rain Foundation (GRF) Website and Online Communication Policy

The Community's website, lagunawoodsvillage.com is owned by the Golden Rain Foundation Trust (GRF) (1) for the benefit of its members and residents and (2) to promote the Community to potential residents. GRF also utilizes social media platforms to enhance its online presence. This Website and Online Communication Policy ("Website Policy") is the source for editorial decision making by the Managing Agent's Staff (Staff). The GRF Board is the final decision making body regarding online communication issues.

The Community website and other online communications enable residents and the general public to obtain information about:

- Governance: announcements, agendas, minutes, rules and regulations of the Laguna Woods Village Corporations;
- Community Activities: recreational, social, educational and cultural opportunities;
- Community News: project status, scheduled closures and on-going construction;
- News and communications from the City of Laguna Woods, the County of Orange, and other municipal organizations;
- Links to a small number of GRF approved commercial products and services such as the Towers dining room service company, and the current temperature display;
- Links to external websites such as selected government agencies and non-profit corporations, as approved by the GRF Board.

1. Guidelines. In the interest of providing information that is beneficial to the residents of the Community, and promote the Community to potential future residents and the general public, online communication must provide information to the Community that maintains a high level of consistent messaging.

- Online communications must contain:
 - A focus on information for community residents and potential future residents.
 - High editorial and creative quality information that will accurately reflect Board actions and policies.
 - Content that does not violate any section of California state law or federal law regarding obscenity and must otherwise comply with all laws including prohibitions against false, misleading or deceptive claims and defamatory or libelous content.
- Use of the Community's website in any way that is harmful to or interferes with the use of the website; results in the publication of any threatening or offensive material; is a security risk; or a violation of privacy or confidentiality is prohibited.
- The Community may be referred to online as "Laguna Woods Village," "The Village," or "The Community." At no time shall any information contain the words "██████" and "██████," abbreviation █████ or █████ consecutively as the community's name has been formally changed to Laguna Woods Village.
- Advertising is prohibited on the Community's website and other online and electronic communications, except in certain GRF approved instances.

2. Social Media Webpages. Comments are welcome and encouraged on the various Laguna Woods Village social media webpages.

- Comments must be civil. Comments containing profanity, vulgarity, racial slurs or personal attacks will be removed.
- Comments containing advertisements for products and services not endorsed by the Golden Rain Foundation, also known as “Spam,” will be removed.
- GRF is not responsible for comments made on social media.

3. Registered Laguna Woods Village Club/Organization Webpages. Registered Laguna Woods Village Clubs or other Registered Organizations are permitted to have a webpage on the Community’s website under the following conditions:

- Upon submission of a completed Website User Agreement (available at lagunawoodsvillage.com).
- Adherence to the Website Policy.
- Maintaining current and accurate information.

The information, opinions and all other content on Club webpages are solely the responsibility of the particular Club. Neither GRF nor Staff is responsible for the accuracy or content of information on Club webpages, and all responsibility therefore is hereby denied.

All statements, actions and failures to act by any Club or Club member shall be the sole responsibility of that Club and its members. GRF does not endorse, approve or authorize such conduct, and expressly disclaims all responsibility and liability therefore, without exception.

4. Right to Refuse Content. GRF reserves the right to refuse, edit or withdraw online content in violation of the Website Policy, and to terminate any person’s or organization’s right to post materials on GRF’s website.

5. Request Review Process. Online communications will be evaluated for conformity with these guidelines by Staff.

In those cases in which Staff determines that posted material violates the Website Policy, Staff shall advise the submitting organization that the advertisement or messaging is not acceptable and will remove the online content. If the organization wishes to challenge the decision, an appeal may be directed to the GRF Board of Directors for final resolution.