Social Media Terms and Conditions

Before you engage with us through social media, we encourage you to read our terms of use for social media, so you know what to expect.

If you follow us or Like us on Facebook and/or Twitter, or any other platform, you can expect information, news and events of interest to members and the wider public and posts/tweets that raise awareness about issues generally affecting all members.

Our Policy

We typically check our social media channels between 9.00am and 5.00pm Monday to Friday.

We aim to respond to any posts or relevant comments within 24 hours, but please bear with us. We may need longer depending on your query and we can’t promise we’ll be able to reply individually to every post. For queries of a personal nature, we recommend you contact us by email or phone instead.

We choose to Favorite, Like or Share content where we feel it is of interest to our members. However, we do not endorse or guarantee the accuracy of this information. We share content in good faith.

We reserve the right to take the conversation offline if we think we can provide you with better service one on one, keeping in mind social media is not an appropriate medium to have a conversation about personal issues.

What we expect from you

Our social media channels are not for normal business.

If you need to contact us about addressing a personal matter, please email inquiry@MedicAlert.co.nz or call us on free phone 0800 840 111.

We ask that you are respectful when engaging with us and each other and act in a supportive and encouraging manner towards other members and the Foundations staff.

We may remove any posts or comments that include:

- Any explicit or unrelated content or personal information – such as addresses, phone numbers, email addresses or other online contact details
- Language or content that is harmful, defamatory, racist, sexist or discriminatory, misleading, false, insulting or offensive (including swearing and obscene or vulgar comments).

Content we deem is not accurate or relevant:

We will not tolerate inappropriate behavior on our page. If you have a grievance about another party or the Foundation, our page is not the place to name and shame. If you have concerns a Health Service Provider is in breach of the Health Information Privacy Code 1994, or the HDC Health and Disability Services – Consumer Rights 1996, while the Foundation may be able to assist and advocate off-line, this is generally not the responsibility of the Foundation, nor the purpose of the Foundations online service.

Any comments or users that breach any of our Terms and Conditions, Facebook’s Terms and Policies, Twitter Rules or YouTube Community Guidelines may be removed or blocked from our page.

Disclaimer: The content of our social media accounts is intended for informational purposes only. The Foundation shall in no event accept any liability for loss or damage suffered by any person or body due to information provided on our page or linked sites.

The information on our social media accounts is provided on the basis that persons accessing the information undertake responsibility for assessing the relevance and accuracy of its content.

Please email inquiry@MedicAlert.co.nz, if you any questions, comments or concerns.