

STA Group is committed to maintaining the highest standards of professionalism, confidentiality, and regulatory compliance across all our external communications, including social media. This policy outlines the standards and expectations for engagement on our official social media channels, ensuring that all interactions reflect our values and regulatory obligations.

1. Professional Conduct and Respectful Engagement

We require that all users engaging with our social media platforms do so in a professional, respectful, and lawful manner. Abusive, offensive, discriminatory, sexually explicit, or otherwise inappropriate content will not be tolerated. Posts violating these standards will be removed, and repeat offenders will be blocked from further engagement. Where necessary, serious breaches may be reported to law enforcement authorities.

2. Regulatory Compliance and Confidentiality

All communications on our social media channels must comply with relevant laws and regulations, including FCA guidelines and data protection requirements. We will never discuss or disclose confidential, proprietary, or personal information in public forums. Any attempt to solicit or share such information will be removed and may result in further action.

3. Truthfulness and Accuracy

We encourage open discussion and value feedback regarding your experience with STA Group. However, all statements must be truthful and not misleading. False, fraudulent, or defamatory claims that could harm the reputation of STA Group, our clients, or our employees will be removed.

4. Prohibition of Unauthorised Promotions and Spam

Our social media channels are not to be used for unauthorised promotions, advertisements, or the infringement of third-party intellectual property rights. Such content will be promptly removed.

5. Privacy and Appropriate Use

For all matters relating to debt collection or account-specific queries, we will only communicate through secure and private channels in accordance with industry best practices and regulatory requirements. We will never discuss individual debts or account details in public forums, and any attempt to do so will be deleted.

6. Representation and Endorsement

Only content published from our official STA Group accounts represents the views and positions of the company. Posts or comments made by third parties, including clients, suppliers, or employees using personal accounts, do not reflect the official stance of STA Group.

7. Monitoring and Response Times

Our social media channels are monitored during standard business hours (9:00am–5:00pm, Monday to Friday).

Please note that we do not respond to, or engage with, any messages or posts-whether public or direct-that relate to current STA Group matters, including ongoing or closed contractual work, investigative cost requests, or any communications made by us to businesses or individuals involved in our contractual activities. All such matters must be addressed through the appropriate official channels as outlined on our contact page.

8. Reporting and Escalation

If you have concerns about content or interactions on our social media channels, please contact us directly through our official contact page. We are committed to addressing all concerns in a timely and professional manner.

By adhering to these guidelines, STA Group ensures that our social media presence upholds the integrity, professionalism, and regulatory compliance expected of an FCA-regulated business.