

Our Standards

We are committed to fostering a safe, friendly, and welcoming environment for everyone, regardless of gender identity, sexual orientation, ethnicity, age, disability, religion, or other similar characteristics.

As both contributors and admins, we pledge to make our community a harassment-free experience for everyone involved.

As you communicate with other community members, please be aware that the following guidelines apply equally to admins and contributors.

Here is a list of desirable behavior that can help all of us communicate effectively:

- Be respectful of different opinions and experiences. There is seldom one right answer.
- Use inclusive language and avoid making exclusionary jokes.
- Accept constructive criticism.
- Be mindful of how your words can affect other members of the community.
- Avoid using overtly sexual or derogatory nicknames and aliases.
- Be kind to others. There's no need to be rude.
- Avoid making prejudicial assumptions about others.

Unacceptable Behavior

Harassment and rude behavior come in many forms, including:

- Making offensive comments regarding a person's gender identity, sexual orientation, age, ethnicity, religion, or other characteristics.
- Posting graphic or sexually explicit images or making explicit or implied threats.
- Trolling, spamming, bating, and other similar behavior.
- Publishing private information about another community member without explicit permission.
- Exhibiting any behavior that excludes people from socially marginalized groups.

What we are

The Voucherify Slack Community is a dedicated space for professionals who come from all walks of life to enhance their knowledge of Voucherify and promotion marketing.

This community is a fantastic space for:

- Learning about best practices regarding the use of Voucherify and promotion marketing as a whole.
- Becoming a proficient user of the Voucherify platform.
- Networking with other professionals from and outside your industry.
- Staying updated about the newest product features, upcoming events, and other news.
- Getting quick support from fellow members and drawing inspiration from their successes (and failures).

What we are not

We are always open for conversation; however, there are several purposes that our community does not and will not serve:

- **Technical support** – our support team does not actively monitor the channel. Posting your technical queries or project issues on the community chat is not desirable. Instead, we recommend reading our [user manuals](#) and [developer documentation](#) first. If you cannot find an answer to your question, reach out to our support team directly by going [here](#).
- **Self-promotion space** – our community is not a marketplace. Please, refrain from activities targeted at self-promotion and your commercial interests.
- **Legal consulting** – as a member of a digital department, you are well-aware of the importance of data privacy regulations. You are free to discuss such topics; however, please refrain from using information communicated via chat as an official legal counsel.

Guidelines

To make your interaction with other community members as fruitful as possible, please follow the following guidelines when engaging with other members.

- Mind the channel purpose and avoid going off-topic.

- Avoid spamming.
- Use threads to organize conversations.
- Use mentions sensibly.
- Refrain from using @channel or @here.
- Don't post the same message on multiple channels. Instead, find the one that best suits your message. If you have an idea for a new channel, contact the community admin.
- Keep your post on a single topic to a single message.
- Use Shift+Enter to create paragraphs in your messages and make them more readable.
- Before opening a private chat with another community member, first, ask them (in a comment under their public post) whether they would like to talk to you in private.
- Never criticize anyone in a public Slack channel – feedback and criticism should be communicated 1-on-1.
- Use emojis as a sign of acknowledgment to reduce clutter.
- Turn off mobile notifications to avoid being drawn into work-related conversations during your time off.
- Mute or leave channels that are of little interest to your project and interests.

Enforcement

If you have noticed that someone violated the rules enumerated in this rulebook, or behaved in a way that you find offensive or inappropriate, please reach out to the community admin.

Currently, [Jagoda Dworniczak](#) and [Julia Krzak](#) serve the role of community admins. You can contact them on Slack or via email.

Your report will be reviewed, investigated, and will result in a response appropriate to the circumstances. We will do everything in our power to keep the reporter's identity anonymous.

Suppose you have been reported for violation of this rulebook. In that case, the community admin may take corrective action including a warning, deletion of offensive comments/post, or temporary/permanent removal from the community.

If you feel that you have been falsely accused of violating the rulebook, you should notify the community admin with a description of your grievance.

Feedback

We've created a #community-feedback channel where you are welcome to leave your feedback on how the community operates. If you find something missing or not working, please leave your feedback there.

If you don't want to provide feedback via a public channel, you can also reach out to the community admins.