



Social Media Policy

This policy lists the social media channels that ISACS uses, what content to expect on each of them, and how ISACS interacts with members of the public on these platforms.

The use of social media platforms is intended as a method of providing information to, and where appropriate, engaging directly with the public. It is not intended, for example, as a means of contacting the Executive Director or any other staff member of ISACS directly or for submitting complaints, press queries, or other forms of official communication.

This policy applies to all social media accounts operated by ISACS even if a reference to those accounts has not been added to this policy. The four current social media accounts for ISACS are Twitter, LinkedIn, Instagram and Facebook.

The content for all of these accounts is managed by the employees of ISACS.

This policy may be amended and updated from time to time.

Twitter

With @ISACSIreland, Tweets can include:

- Press releases and statements from us.
- Important updates from us and alerts about new content on our website.
- Photos and videos from events, related engagements and activities regarding our work.
- Live tweeting from events.
- Other content as deemed appropriate.

If ISACS follows another Twitter account, it does not imply an endorsement. Likewise, content retweeted by @ISACSIreland does not necessarily imply an endorsement of the message tweeted or the individual or organisation who tweeted it. If an individual or organisation decides to follow the ISACS account, we will not automatically follow back.

LinkedIn, Instagram and Facebook

With the ISACS LinkedIn, Instagram or Facebook accounts, posts can include:

- Press releases and statements from us;
- Important updates from us and alerts about new content on our website;
- Photos and videos from events, related engagements and activities regarding our work;
- Other content as deemed appropriate.

Feedback is welcomed from our followers. However, ISACS may not reply individually to all messages received via social media and ISACS encourages contact via another channel of communication. The best means of communicating queries to ISACS is via our '[Contact Us](#)' page on the ISACS website or to email info@isacs.ie.

Acceptable Usage Policy

Comments posted on, and messages received through the ISACS social media channels pages are the views of individuals and do not represent the views of ISACS.

Contributions must:

- Be accurate (where they state facts).
- Where they state opinions, be genuinely held.
- Comply with applicable law in any country from which they are posted.

ISACS has no responsibility for content posted by other users of social media sites and may be unable to remove content uploaded by other users.

Without any obligation to do so, ISACS reserves the right and has absolute discretion to screen, review, filter, edit, refuse or remove without notice any contributions posted on any ISACS social media channel which in its view amounts to an inappropriate use of the channel for any reason. The types of content that may be deemed inappropriate include but are not limited to:

- Comments which include offensive, inappropriate or obscene language or content (including images, videos or links).
- Threatening, violent, abusive or insulting statements likely to stir up hatred.
- Personal attacks aimed at ISACS staff or others acting on behalf of ISACS.
- Comments that are not relevant to ISACS or to the item posted on the channel.
- Material infringing on any patent, copyright, database right, trademark or other intellectual property right of any other person.
- Material which is defamatory of any person.
- Material breaching the data protection, privacy or confidentiality rights of any person.
- Material promoting discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
- Material that constitutes spam.

ISACS reserves the right in its discretion to block any user of its social media channels that breaches the above requirements, applicable law, or otherwise engages in an inappropriate use of social media channels operated by ISACS.

Should any individual, organisation or stakeholder have a query as to why their comment(s) or post(s) have been removed, ISACS will make every effort to communicate the reasons with them on request. All requests are to be made via info@isacs.ie or through the '[Contact Us](#)' page on the ISACS website.

Updated June 2022.