



An Rialálaí
Carthanas

Charities
Regulator

Social Media Policy

1.0 Background – Who we are and what we do

The Charities Regulator was established as an independent Authority on a statutory basis in October 2014 in accordance with the Charities Act 2009. The Charities Regulator is responsible for maintaining the public register of charitable organisations in Ireland. We also ensure charities comply with their legal requirements, supporting best practice in governance and administration. Additionally, where necessary, we carry out investigations and take appropriate enforcement.

Our Mission:

‘To regulate the charity sector in the public interest to ensure compliance with charity law and support best practice in the governance and administration of charities’.

Our Values:



Our Functions:

- Increase public trust and confidence in the management and administration of charitable trusts and charitable organisations.
- Promote compliance by charity trustees with their duties in the control and management of charitable trusts and charitable organisations.
- Promote the effective use of the property of charitable trusts or charitable organisations.
- Ensure the accountability of charitable organisations to donors and beneficiaries of charitable gifts, and the public.
- Promote understanding of the requirement that charitable purposes confer a public benefit.
- Establish and maintain a register of charitable organisations.
- Ensure and monitor compliance by charitable organisations with the Charities Act 2009.
- Carry out investigations in accordance with the Charities Act 2009.
- Encourage and facilitate the better administration and management of charitable organisations by the provision of information or advice, including in particular by way of issuing (or, as it considers appropriate, approving) guidelines, codes of conduct, and model constitutional documents.
- Carry on such activities or publish such information (including statistical information) concerning charitable organisations and charitable trusts as it considers appropriate.
- Provide information (including statistical information) or advice, or make proposals, to the Minister on matters relating to the functions of the Regulator.

2.0 Statement of Policy

The Charities Regulator is Ireland's national statutory regulator for charitable organisations. This policy lists the social media channels that the Charities Regulator is using, what content you can expect on each of them, and how we interact with members of the public on these platforms.

We use social media platforms as a channel (and not our only channel) to provide information to, and where appropriate, engage directly with the public. It is not intended, for example, as a means of contacting the Chief Executive or any other staff member of the Charities Regulator directly or for submitting complaints, press queries, or other forms of official communication.

The best way of communicating queries or feedback to the Charities Regulator is via our ['Contact Us'](#) page.

Our social media platforms are not the appropriate way of either communicating concerns to the Charities Regulator or highlighting your concerns about any organisation.

If you have a concern that a charity or organisation is in breach of the Charities Act 2009, please read our [concerns policy](#) and complete our online [concerns form](#).

The Charities Regulator is not responsible, or liable for, and does not endorse, the privacy practices or other policies of any social media platforms or other linked websites. Your use of social media websites is at your own risk. The Charities Regulator assumes no responsibility or liability for any injury, loss or damage incurred as a result of any use of social media platforms or use or reliance upon the information and material contained within or downloaded from social media platforms or other linked websites. These websites may be occasionally unavailable, and the Charities Regulator accepts no responsibility or liability arising as a result of such downtime.

3.0 Scope

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

The content for all of these accounts is managed by the Charities Regulator's Communications and Stakeholder Engagement team and they are reactively moderated. We manage social media accounts Monday to Friday, 9am to 5pm (not including public holidays). This policy may be amended and updated from time to time.

4.0 Social media channels and accounts

4.1 Twitter

If you follow [@Charities_Reg](#), you can expect our Tweets to include:

- Press releases and statements from us;
- Important updates from us and alerts about new content on our website;
- Information to help charities to understand and better meet their obligations under charity law;
- Photos and videos from events, related engagements and activities regarding our work;
- Live tweeting from events; and

- Other content as deemed appropriate.

Following and Retweets

If we follow another Twitter account, it does not imply an endorsement. Likewise, content liked or retweeted by [@Charities_Reg](#) does not imply an endorsement of the message tweeted or the individual or organisation who tweeted it. If you follow our account, we will not automatically follow you back.

@Messages and Direct Messages

We welcome feedback from our followers. However, we may not reply individually to all messages we receive via Twitter. We will direct messages or helpful suggestions to colleagues. We will not comment on, or respond to any questions about ongoing inquiries. The best means of communicating queries or feedback to the Charities Regulator is via our ['Contact Us'](#) page.

4.2 LinkedIn

If you follow our [LinkedIn account](#) you can expect our posts to include:

- Press releases and statements from us;
- Recruitment opportunities at the Charities Regulator;
- Important updates from us and alerts about new content on our website;
- Information to help charities to understand and better meet their obligations;
- Photos and videos from events, related engagements and activities regarding our work; and
- Other content as deemed appropriate.

Content liked or shared by our LinkedIn account does not imply an endorsement of that content or the individual or organisation who posted it.

We welcome feedback from our followers. However, we may not reply individually to messages we receive via LinkedIn. We will direct messages or helpful suggestions to colleagues. We will not comment on, or respond to any questions about ongoing inquiries. The best means of communicating queries or feedback to the Charities Regulator is via our ['Contact Us'](#) page.

4.3 YouTube

If you visit our [YouTube account](#) you can expect videos about the Charities Regulator's work.

Comments on YouTube page and moderation policy

Comments are disabled on the Charities Regulator's YouTube page. The best means of communicating queries or feedback to the Charities Regulator is via our ['Contact Us'](#) page.

4.4 Facebook

If you follow our [Facebook account](#), you can expect our posts to include:

- Press releases and statements from us;
- Important updates from us and alerts about new content on our website;
- Information to help charities to understand and better meet their obligations under charity law;
- Photos and videos from events, related engagements and activities regarding our work; and
- Other content as deemed appropriate.

Content liked or shared by our Facebook account does not imply an endorsement of that content or the individual or organisation who posted it.

We welcome feedback from our followers. However, we may not reply individually to messages we receive via Facebook. We will direct messages or helpful suggestions to colleagues. We will not comment on, or respond to any questions about ongoing inquiries. The best means of communicating queries or feedback to the Charities Regulator is via our ['Contact Us'](#) page.

5.0 Acceptable usage policy

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

We welcome informative respectful discussion and we expect that contributions will:

- Be accurate (where they state facts);
- Respect other comments and individuals (comments should not constitute a personal attack, be malicious or offensive in nature);
- Be relevant to the topic;

- Where they state opinions, be genuinely held; and
- Comply with applicable law in any country from which they are posted.

The Charities Regulator has no responsibility for content posted by other users of social media sites, and may be unable to remove screen content uploaded by other users.

Without any obligation to do so, the Charities Regulator reserves the right and has absolute discretion to screen, review, filter, edit, refuse or remove without notice any contributions posted on any Charities Regulator social media channel which in its view amount 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 Charities Regulator staff or others acting on behalf of the Charities Regulator or other members of the public;
- Comments that are not relevant to the Charities Regulator or to the item posted on the channel;
- Material that relates to complaints made to the Charities Regulator or ongoing investigations by the Charities Regulator;
- Material infringing on any patent, copyright, database right, trade mark 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 gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community;
- Material that impersonates or falsely claims to represent a person or organisation; and
- Material that constitutes spam or promotes or advertises products or services.

The Charities Regulator reserves the right in its discretion to block any user of its social media channels who breaches the above requirements, applicable law, or otherwise

engages in an inappropriate use of social media channels operated by the Charities Regulator.

Should you have a query as to why your comment(s) or post(s) have been removed we will make every effort to communicate the reasons with you on request. Please contact press@charitiesregulator.ie.

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