



Social Media Policy

MerrionStreet.ie is the Irish Government News Service. This policy shows the social media that we are currently making use of, what you can expect on each of them, and how we interact with members of the public on these platforms.

The MerrionStreet social media channels allow us to connect with citizens in a timely and efficient manner. We can share news and information easily and quickly, delivering on our commitment to transparency. Given the size of the social media audience, there exists an onus to communicate with citizens where they choose to consume media.

Our use of social media platforms is not intended as a means of contacting the Taoiseach directly or of submitting press queries. Contact details for the Government Press Office are here: <https://www.gov.ie/taoiseach>

At the time of this writing, the MerrionStreet team manages Twitter, Facebook, Instagram and YouTube accounts.

STAFFING AND ORIGIN OF POSTS

The MerrionStreet Social Media Accounts are managed by the MerrionStreet staff who are part of Government Information Service (G.I.S.). Posts will usually be published by staff of MerrionStreet but may also be posted by staff of G.I.S.

The staff who work on MerrionStreet.ie adhere to the [Civil Service Code of Standards and Behaviour](#)

We do not use any automation to post content.

When following our social media accounts, you can expect information covering some or all of the following:

- Press releases and speeches relating to the activities of An Taoiseach, Cabinet Ministers, Ministers of State and Government Departments.
- Event information and occasional live tweeting of events including text, photography and video.
- Communications around Government Information Campaigns
- Emergency communications – for example, severe weather warnings and updates and advice around same.
- Live streams of press conferences from the Government Press Centre and other locations on occasion.

AVAILABILITY

- Social media platforms may occasionally be unavailable and we accept no responsibility for lack of service due to such downtime.
- We update and monitor our social media accounts account during normal office hours Monday to Friday. We may also update and monitor the accounts outside of these hours at our own discretion.

Twitter

TWITTER IS OUR MAIN SOCIAL MEDIA PLATFORM.

Follows and RTs ≠ Endorsement

We frequently retweet other Government Departments and Agencies as well as the accounts of An Taoiseach and other cabinet members.

WHO WE FOLLOW

We follow other Government Departments and Agencies, Government Ministers and Ministers of State, International Government organisations, news organisations and other bodies relevant to our function.

Following us on Twitter will not automatically result in us following you back.

@REPLIES AND DIRECT MESSAGES

Where possible, we will respond to requests for information. However, we may not be able to reply individually to all the messages we receive via Twitter.

The best means of communicating a query to us is via: editor@merrionstreet.ie or to the press office via the contact details linked above.

Please do not include personal/private information in your tweets to us.

ABUSIVE/SPAM TWEETS

Abusive or spam tweets may result in followers being blocked and reported directly to Twitter.

Facebook and Instagram

COMMENTS ON FACEBOOK PAGES INSTAGRAM POSTS AND MODERATION POLICY

Comments posted on and messages received through our Facebook page are the views of individuals and do not represent the views of the Government.

While we welcome comments and participation on this page, we do not accept responsibility for the content of any comment and reserve the right to remove comments that:

- contain abusive, obscene, indecent or offensive language, or link to obscene or offensive material
- are completely non-relevant to the item posted on the wall
- constitute spam or promote or advertise products
- are designed to cause nuisance to the page administrator or other users

For serious and/or persistent breaches of the moderation policy, we reserve the right to prevent users from posting further comments.

YouTube

When visiting our YouTube page, you can expect videos posted there to include:

- Coverage of events attended by the Taoiseach or Government Ministers
- Messages to the public from the Taoiseach and Government Ministers
- Information campaigns and features
- Live streams of press conferences from the Government Press Centre and other locations.
- Other content as deemed appropriate

Comments are generally disabled on the Merrion Street YouTube page. We reserve the right however to allow comments on occasion. Comments posted on videos are the views of individuals and do not represent the views of the Government. We do not accept responsibility for the content of any comment and reserve the right to remove comments that:

- contain abusive, obscene, indecent or offensive language, or link to obscene or offensive material
- are completely non-relevant to the video posted
- constitute spam or promote or advertise products
- are designed to cause nuisance to the page administrator or other users