
1. Social Media Policy – External

Purpose

This policy outlines the social media platforms which the Workplace Relations Commission, (WRC), currently engages with, what you can expect from each of our accounts and how we interact with members of the public on these platforms. The principles underpinning this policy apply to any other social media platform that the WRC may choose to engage with now or in the future.

The policy applies when utilising all types of online social media sites and networks and all devices.

Social media and other digital media help us to communicate our message to the public. We use social media to help keep the public informed about our services and policies and to promote key content at key times including press releases, events, consultations, publications and campaigns.

WRC social media plan is to get the message right: in the right place, at the right time, and for the right audience.

The current Workplace Relations Commission social media profiles, Twitter and LinkedIn, are managed by the WRC Communications team. The accounts are accessible from our WRC website.

Communicating our message

Twitter @WRC_ie

STAFFING AND ORIGIN OF TWEETS

The @WRC_ie account is managed by the WRC's Communications team. Tweets are usually posted by the staff of the Communications team but may occasionally be posted by other WRC staff, who are given appropriate authorisation and permissions by Communications team to do so. Postings can be done by such staff at an Executive Officer level or higher.

CONTENT

If you follow @WRC_ie, you can expect our tweets to include:

- Information relevant to employees, employers, members of the public, key stakeholders, representative bodies and businesses in Ireland.
- Information on new Legislation.
- News stories, press releases and useful facts and figures.
- Speeches and statements from the Ministers.
- Photos and videos from WRC events and Ministerial engagements.
- Live tweeting of Government and WRC events.
- Campaign messages, consultations, and other relevant publications.
- Emergency communications, for example, during extreme weather events; and
- Other content as deemed appropriate.

FOLLOWING AND RETWEETS

We follow accounts which are of relevance to the WRC and its remit. If we follow another Twitter account, it does not imply an endorsement of any kind. Likewise, content retweeted or liked by @WRC_ie does not imply any 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. We do not have a policy about following staff members.

Tweets from other accounts which are directed at the @WRC_ie Twitter account are the views of individuals and do not represent the views of the WRC, the Department or Government. While we welcome comments and feedback from other users, we do not accept responsibility for their content and @WRC_ie reserves the right to block, unfollow and report accounts that:

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

@MESSAGES AND DIRECT MESSAGES

We welcome feedback from our followers, and we may join conversations where possible. However, we may not reply individually to all messages we receive via Twitter. The best means of sending queries to the Workplace Relations Commission is via https://www.workplacerelations.ie/en/contact_us/ or by telephone at 0818 80 80 90.

AVAILABILITY

We regularly update and monitor our Twitter account during normal office hours Monday to Friday (not including public holidays). We may also update and monitor the account outside of these hours. Twitter may occasionally be unavailable, and we accept no responsibility for lack of service due to Twitter downtime.

LinkedIn

STAFFING AND ORIGIN OF POSTS

The official Workplace Relations Commission (WRC), LinkedIn profile is <https://www.linkedin.com/company/workplace-relations-commission/>. The account is managed by the WRC's Communications team. LinkedIn articles are usually posted by the staff of the Communications team but may occasionally be posted by other WRC staff, who are given appropriate authorisation and permissions by Communications team to do so. Postings can be done by such staff at an Executive Officer level or higher.

CONTENT

If you follow Workplace Relations Commission on LinkedIn, you can expect our posts to include:

- Information relevant to employees, employers, members of the public, key stakeholders, representative bodies and businesses in Ireland.
- Information on new Legislation.
- News stories, press releases and useful facts and figures.
- Speeches and statements from the Ministers.
- Photos and videos from WRC events and Ministerial engagements.
- Live tweeting of Government and WRC events.
- Campaign messages, consultations, and other relevant publications.
- Emergency communications, for example, during extreme weather events; and
- Other content as deemed appropriate.

COMMENTS ON LINKEDIN PAGE AND MODERATION POLICY

Comments posted on and messages received through our LinkedIn page are the views of individuals and do not represent the views of the Workplace Relations Commission, the Department or 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.
- constitute spam or promote or advertise products; and
- 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.

AVAILABILITY

We update and monitor our LinkedIn account during normal office hours Monday to Friday (not including public holidays). We may also update and monitor the account outside of these hours at our own discretion. LinkedIn may occasionally be unavailable, and we accept no responsibility for lack of service due to LinkedIn downtime.

Contact Us

Our use of social media platforms is not intended as a means of contacting our Minister, Director General, or for submitting general queries.

The main way to contact us is through the following link:

[Contact Details - Workplace Relations Commission](#)

Data Protection

We fully respect your right to privacy. Any personal data which you provide to us will be treated with the highest standards of security and confidentiality. For further information on the way we use your personal data, please read our notice about [Data Protection - Workplace Relations Commission](#) which is available on our website. Our Data Privacy Notice explains how and when we collect your personal data, why we do so and how we treat these data. It also explains your rights in relation to the collection of your personal data, rights in relation to your personal data and how you can exercise those rights.

Disclaimer

The Workplace Relations Commission is not responsible, liable for, and does not endorse any linked sites from any of the platforms we use. Your use of social media sites is at your own risk. The Workplace Relations Commission assumes no responsibility or liability for any injury, loss or damage incurred as a result of any use or reliance upon the information and material contained within or downloaded from these sites.

If you have any questions about this social media policy, please contact the Workplace Relations Commission Communications team at Customerservice@workplacerelements.ie.

This Policy will be subject to regular review.

WRC Communications Team,

July 2023.