



**Tithe an
Oireachtais
Houses of the
Oireachtas**

2021

Social Media & You

EXTERNAL SOCIAL MEDIA POLICY OF THE HOUSES OF THE
OIREACHTAS SERVICE

COMMUNICATIONS UNIT

Social Media Policy

The Houses of the Oireachtas Service social media accounts are managed by the Social Media Team which is part of the Communications Unit. This policy details the type of content we publish on all our official accounts as well as how we interact with others on these platforms. The Houses of the Oireachtas has four official social media accounts on; Twitter, Facebook; Instagram and LinkedIn. We also use flickr and YouTube for specific projects from time to time.

Our social media accounts allow the Houses of the Oireachtas to communicate news and updates, in a timely manner, on the work of Dáil and Seanad Éireann and their Committees. Other content we produce relates to historical information, the Library & Research Service, the Parliamentary Budget Office, and Oireachtas Education Programme. Please note that our social media accounts are not to be used as a means for submitting press queries; contact details for our press office are available on our [website](#).

Content

If you follow the Houses of the Oireachtas on social media, you can expect content covering some or all of the following:

- Press releases, statements and/or news about the Houses of the Oireachtas Commission.
- Public engagement event information i.e., Culture Night, Open House
- LIVE coverage of events and sittings on Oireachtas TV.
- Important updates from the Houses of the Oireachtas Service.
- News and information about the Oireachtas Education Programme.
- Alerts about new content on our websites – www.oireachtas.ie, www.dail100.ie.
- Other information on services available to staff, TDs and Senators and the public; and
- Any other information that is seen as relevant for our followers.

Who we follow?

If you follow us on any of our social media accounts, we will not automatically follow you back. The Houses of the Oireachtas Service account follows accounts from time to time for various reasons and it should not be seen as an endorsement of the followed accounts' content. We follow other Government Departments and agencies, relevant European institutions, and accounts of relevance to Ireland and the work of Parliament.

Replies and Direct Messages:

We welcome feedback and ongoing engagement from our followers and will try to join the conversation where possible, appropriate, and relevant. However, we may not be able to reply individually to all the messages, comments, and replies we receive on our official accounts.

Please do not include private or personal information when contacting us via social media. It is always best to contact the Houses of the Oireachtas with queries using the contact details provided on our website – [Contact Us](#).

[Likes, Retweets, Shares](#)

Likes, retweets and or shares do not equal endorsement. Spam posts or malicious communications within replies or comments will result in followers being blocked and reported directly using the platform specific complaint processes.

[Abusive Language](#)

Abusive content, posts, replies and or comments made to us will be deleted or hidden. Depending on the level of abuse it might also result in followers being blocked and/or reported directly through the dedicated complaint processes on the relevant social media platform.

[Availability](#)

A Social media platform may occasionally be unavailable, and we accept no responsibility for lack of service due to a platform's downtime. Typically, we update and monitor our account during normal office hours – 9am – 5:30 pm Monday to Friday and as necessary during late sittings of Dáil and Seanad Éireann. We may also update and monitor the accounts outside of these hours at our own discretion.

[Our Social Media Presence](#)

The primary accounts used by the Houses of the Oireachtas Service are:

[Twitter](#)

[Facebook](#)

[Instagram](#)

[LinkedIn](#)

[Contact Us](#)

Please feel free to contact us at - socialmedia@oireachtas.ie.