

# CRO Social Media Policy

2018 - 2019



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## **Social Media Policy – Companies Registration Office**

The Companies Registration Office (CRO) uses a variety of social media platforms. This policy covers our current use of social media, what you can expect on each platform and how we interact on each platform.

### ***Twitter @cro\_ie***

#### *Content*

If you follow CRO Ireland you can expect:

- News stories and press releases
- Alerts about new content on our website
- Important information and reminders in the CRO calendar
- Photos and videos from CRO events
- Content celebrating various holidays
- Links to the CRO YouTube channel
- Other content deemed as appropriate

#### *Following and Retweets*

If you follow us it does not mean we will necessarily follow you back. Any follow by us does not imply any endorsement of any kind. Retweets also do not equal endorsement.

#### *Messages and Direct Messages*

We welcome feedback from our followers and will try to join the conversation where possible. 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 by using the “Contact Us” section of our website:

<https://www.cro.ie/About-CRO/Contact-Us>

#### *Availability*

We update and monitor our Twitter account during normal office hours Monday to Friday. We will also update and monitor the account outside of these hours at our own discretion. Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

**YouTube** [www.youtube.com/channel/UCkvQn-QKT1bRaSmL3SPAJDg](https://www.youtube.com/channel/UCkvQn-QKT1bRaSmL3SPAJDg)

### *Content*

If you visit the CRO YouTube channel you can expect:

- Instructional and tutorial videos explaining a wide variety of CRO functions and documents
- Messages from the CRO to the public
- Updates to CRO systems
- Promotional material about the CRO
- Alerts about new content on our website
- Important information and reminders in the CRO calendar
- Videos from CRO events
- Content celebrating various holidays
- Other content deemed as appropriate

We generally disable comments on the CRO YouTube channel. At times we may allow comments, and reserve the right to do so. 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
- contain abusive language towards an individual
- constitute spam or promote or advertise products are designed to cause nuisance to the page administrator or other users

***LinkedIn [www.linkedin.com/company/companies-registration-office/](http://www.linkedin.com/company/companies-registration-office/)***

### ***Content***

If you follow the CRO on LinkedIn you can expect:

- News stories and press releases
- Alerts about new content on our website
- Important information and reminders in the CRO calendar
- Photos and videos from CRO events
- Content celebrating various holidays
- Links to the CRO YouTube channel
- Other content deemed as appropriate

### ***Comments on LinkedIn page and moderation policy***

We accept an open platform on LinkedIn, however comments posted on and messages received through our LinkedIn page are the views of individuals and do not represent the views of the CRO. 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
- contain abusive language towards an individual
- 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.

If you follow us it does not mean we will necessarily follow you back. Any follow by us does not imply any endorsement of any kind. Shares also do not equal endorsement.

### ***Availability***

We update and monitor our LinkedIn account during normal office hours Monday to Friday. We will 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.

### ***Future Social Media Platforms***

We may in the future adopt new methods of social media interaction. If or when this takes place we will update our policy to include such platforms.

