



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

Limerick City and County Council Social Media Comment Policy

This policy outlines participation criteria by members of the public regarding postings and published commentary on any of Limerick City and County Council's social media channels.

Limerick City and County Council uses social media to share information, gather feedback and create a dialogue with our community. We welcome your input and thoughts, but will not engage with comments or content that includes:

- Abusive or threatening language
- Offensive, indecent or obscene language that could be discriminatory or promotes discrimination of any kind
- Posts of a defamatory or potentially defamatory nature
- Inciting, condoning or encouraging conduct which could result in a criminal offence, civil liability, or otherwise breach any laws
- Plagiarised material; any material in violation of any laws, including copyright
- Private, personal information published without consent
- Information unrelated to the content of the forum
- Commercial solicitation or solicitation of donations
- Spamming in nature
- Trolling or deliberate disruption of discussion

Limerick City and County Council's social media sites are monitored during office hours. While we may post outside of these hours, we are often not able to respond to posts or queries outside of these times.

We welcome feedback and ideas from our followers however we are not in a position to reply to all messages. Comments on our social media accounts will not be considered as contacting Limerick City and County Council for official purposes. Please recognise that these online communities may not be the best way for us to respond to questions you raise and we may ask you to use alternative ways of communicating with us where we think that will be the best way to answer your queries. We encourage individual queries to be submitted by registering for a My Limerick account on <https://www.limerick.ie/>, emailing customerservices@limerick.ie, or phoning +353 61 556000.

Content posted by other users on Limerick City and County Council's social media channels does not necessarily reflect the opinions or policies of Limerick City and County Council.

We may share information that we think will be of interest or use to our followers, but please do not be offended if we do not share something you ask us to; as a trusted organisation, any sharing of information could be seen as endorsement of a particular view,

individual or organisation, and it is important that we remain impartial. For this reason, we do not promote, share or engage with political events such as protests, marches, and rallies.

Limerick City and County Council is not responsible, liable for and does not endorse the privacy practices of Facebook, Twitter or any social media websites. Your use of Facebook, Twitter and any social media websites is at your own risk.

Social media websites may occasionally be unavailable and we accept no responsibility for this lack of service.

This policy may be revised at any time.