



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

Social Media Policy



This policy outlines how the Financial Services and Pensions Ombudsman (FSPO) engages with its stakeholders using social media and how we communicate using these platforms.

What to expect

If you follow us on social media, you can expect videos and posts covering some or all of the following on YouTube and Facebook:

- Information which aims to increase awareness and understanding of the role and function of the FSPO and deepens engagement with relevant stakeholders, including videos and leaflets
- Press releases
- Announcements of new publications including Digests of Decisions, the Annual Overview of Complaints and our Annual Report
- Information on updates to our Database of Decisions
- Recruitment competitions at the FSPO
- Shared posts from other users that we think will interest our followers, particularly those from Government bodies

Following, liking and sharing posts

We follow relevant accounts and pages, including those of Government bodies. If you follow us, we will not automatically follow you back. Likes, shares, and follows do not imply endorsement of any kind by the FSPO.

Comments and Direct Messages

We welcome feedback on our services and queries in relation to our role. However, our use of social media is not intended as a means for our customers and stakeholders to contact the FSPO or submit personal or press queries. Sending a message via social media is not considered as contacting the FSPO for official purposes. Our contact details are available on our website and media queries should be directed to media@fspoi.ie. Sending a message via Facebook will not be recognised by the FSPO as contacting this organisation for official purposes.

Comments are generally disabled on our Facebook and YouTube pages. This is due to the sensitive nature of our business and to protect the privacy of our service users. The FSPO cannot accept complaints made to it via social media. Complaints will only be accepted when made using the methods outlined in "[Making a complaint](#)" on the FSPO website.

Moderation

The FSPO does not accept responsibility for the content of any comments by third parties posted to social media platforms. While comments are generally disabled, we will delete comments that include or link to:

- Discriminatory, obscene, offensive, abusive, bullying, defamatory or harmful language about people or organisations
- Anything that negatively targets people or groups based on race,

ethnicity, religion, gender or any other protected status under Ireland's equality legislation

- Political commentary or debate
- Factually incorrect, fraudulent, deceptive or misleading information
- Private or personally identifiable information such as names, email addresses, addresses, phone numbers, PPS numbers
- Complaint reference numbers, names of providers involved in a complaint with us and details of a complaint you may have with the FSPO
- Anything that infringes on another person's intellectual property rights or copyright
- Unrelated information or links
- Commercial promotions or spam

Hours of Operation

Our social media sites are managed by authorised staff of the FSPO.

The FSPO updates and monitors our social media accounts Monday to Friday, during normal office hours.

The FSPO does not accept any responsibility for lack of service due to downtime of any social media platforms.

Privacy

Our social media accounts are hosted by Facebook and YouTube. You can find their privacy policies online:

[Facebook privacy policy](#)

[YouTube privacy policy](#)

Any personal information is treated in accordance with this social media policy and the FSPO's [Privacy Policy](#).

The Data Protection Commission has produced [guidance to assist you in safeguarding your privacy](#) when using social media, which you may find useful.



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