

GLENCREE CENTRE FOR PEACE & RECONCILIATION

SOCIAL MEDIA POLICY



Glencree Social Media Policy

For almost 50 years, Glencree has worked to end conflict in all its forms by facilitating dialogue and providing safe spaces for individuals and groups to come together. Our belief in dialogue and providing a safe environment for all of our stakeholders extends to our use of, and engagement in, social media.

For the purposes of this policy, social media is any type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes Facebook, Twitter, YouTube and LinkedIn. We encourage you to engage with us on these platforms in the spirit of peace and reconciliation. In instances where it is more appropriate to contact us privately, please email info@glencree.ie.

Glencree engages on social media in order to:

- Promote awareness of Glencree, our public programme work, events and activities
- Engage in a two-way dialogue with our stakeholders
- Contribute to relevant conversations taking place on social media
- Learn / share information about activities and events of other parties that relate to our work

What you can expect from us on Social Media and what we would appreciate from you:

- We will adhere to the terms of use of the relevant social media channel and we ask you to do likewise
- We will engage in a polite and courteous dialogue that is respectful of all individuals, cultures, ethnicities, social groups and faiths and we ask you to take this approach also, even if you disagree with an opinion or comment
- From time to time we will lend our voice to certain issues related to our work as independent, impartial facilitators
- Grounded in our mission and ethos, our opinions will be reasoned and based on good judgement. We hope yours are too and that you contribute constructively and stay relevant to the topic
- We will follow / retweet / share messages at our discretion from other social media accounts that have a synergy with our work but in doing so are not endorsing these accounts/posts
- We will endeavor to respond to questions and comments when it is possible or appropriate to do so. As a not-for-profit organisation we do not have a dedicated social media team so it may not always be possible to respond or a response may be subject to delay
- Given the sensitive, confidential nature of much of our work, and as a non-advocacy organisation, we also reserve the right to use our judgment in selecting the messages we respond to
- We use the hashtag #glencree4peace to spread the word about our work and we invite you to help us champion peace by appropriately using this hashtag on your own posts.

In cases of misuse/abuse of social media

We reserve the right to block users, take a screenshot of the post, report this/user profile to the relevant social media channel and delete content that:

- contributes to conflict in any form
- is discourteous or disrespectful
- is considered discriminatory, harassment, racist, bullying or inappropriate
- is off topic or out of context
- is spam or from fake or anonymous profiles
- links to third party sites or contains / links to libellous, defamatory or harassing content
- constitutes promotional material
- does not adhere to the terms of use of the relevant social media channel
- infringes copyright, data protection and other legislation