

## When to Report to Coimisiún na Meán

### 1 Online hate

My child showed me an awful video that came up in their recommender systems about someone saying racist and insulting things about immigrants. Can I report this? What do I do here? Is this illegal?



Seeing this type of content can be upsetting and, for those whom it is directed at, can cause them to feel excluded or othered in society. Depending on the severity of the video, this may be illegal under an Irish law called the 'Prohibition of Incitement to Hatred Act' and you may report this post as illegal content.

Platforms also have their own community standards or terms and conditions. Depending on the platform, this type of content may not be allowed under the platforms' own rules. You may report this video to the platform where you saw it first. You should get an acknowledgement of your report and if you don't like their decision on whether to remove the content or not, you should be able to appeal this decision.

However, you should note that 'awful but lawful' content exists online, and while you may not agree with other people's views, if they are not breaking the law or the rules on the platforms, this content often may not be taken down.

### What else you can do to help your child

- You can help them block or mute the person sending this video.
- You can help them adjust their recommender systems by saying 'I don't want to see this'.
- By law, you can help them appeal a decision made by the platform.
- You can help them use an ['out-of-court disputes settlement'](#).

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### 2 Influencers/ Advertisements/ Weight loss

I came across an influencer who was promoting a very dangerous diet, as well as diet pills. I didn't see a label on this post. I'm worried my child might see this. What can I do?

Under the Online Safety Framework, it is not permitted to target ads at children. When children have declared their correct age, they shouldn't receive targeted ads online. The Online Safety Framework also makes clear that advertisements should be clearly labelled.

If your child sees posts on a platform with advertisement not clearly labelled, you can report this. If you can't find how to report, you can contact Coimisiún na Meán. We would like to know if platforms are adhering to these rules or not.

### What else you can do to help your child

- You can help them block or mute the post/account.
- You can help them adjust your recommender systems by saying 'I don't want to see this'.
- Influencers may also be subject to consumer laws. The [CCPC](#) is another organisation that may be able to help. If it isn't clear whether a product is being sold or if it is a 'sponsored ad' or if this is not clear, you may help them contact the CCPC.
- You could suggest they look at other great resources on the [HSE](#) and [SafeFood](#) websites about healthy eating.

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### 3 Should I report?

I saw a video about someone who is against the government. I'm not sure if it they were 'promoting' terrorism but they were definitely asking people to get involved in their cause and it appeared they were suggesting violence. Do I report this? It didn't seem to fall under the categories.



In general, it is always better to report, even if you're not too sure what category it should fall under. This post could potentially be encouraging terrorist activity, which can be illegal. If you need help reporting, or if you'd like help reporting illegal content, you can look at the [Coimisiún na Meán website](https://www.coimisiunna-meán.ie/).

If you do get in touch with Coimisiún na Meán, we may direct you to An Garda Síochána or sometimes Hotline.ie as well, as they may be the competent authority.

Under the Online Safety Framework, when you report (harmful or illegal) content, you should get a reply from the platform, and you should be given the opportunity to appeal their decision. If this doesn't happen, you can contact Coimisiún na Meán.

#### What else you can do

- You can look at the various terms and conditions of the platforms to see what can and can't be reported.
- You can block the person who posted this content.
- You can unfollow the person who posted the content.

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### 4 Violence/Privacy



My teenage son was in a fight in school and someone uploaded the video online. He is clearly identifiable and is named. How can I get it taken down?

It is best that your son reports this video himself to the platform as it relates to him and may raise other concerns such as privacy.

Often times, platforms may have certain rules for videos including minors (under 18s) so he might be able to report this video under terms and conditions and get it removed this way. Some platforms' policies prioritise reports from young people aged 13–17.

If your son needs help reporting, he can look at the Coimisiún na Meán website.

#### **What else you can do to help your son**

- You can help block the user who uploaded the video.
- You can advise your son to ask the person who uploaded the video to remove it.
- He can 'untag' himself so his name is not clearly visible.
- He can contact the Data Protection Commission about his data protection rights.
- He can contact his school as there may be school policies about uploading images or photos taken on school grounds.



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### 5 Freedom of expression

I'm part of a group who post publicly and have strong views on children's health. Some people don't like our messages and our posts keep getting banned. I feel this is censorship. Can I report to Coimisiún na Meán?



Under the Online Safety Framework, if your post gets removed, you may be entitled to reasons why this happened. You must also receive a chance to appeal this decision. This is important because the Online Safety Framework protects freedom of speech and unless content is illegal or harmful under terms and conditions, it may not be content which should be removed.

If you weren't given an explanation and/or an opportunity to appeal, you can contact Coimisiún na Meán. We do not have the powers to reinstate your post or to lobby on your behalf, but we would like to know if platforms are following the rules.

#### **What else you can do**

- Read the community standards (or terms and conditions) of the platform to understand exactly what is allowed and what isn't on the platform.
- Go to an [out-of-court dispute resolution body](#) if you're not happy with the decision the content moderator gave you.

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### 6 Why I am seeing this content?

My child has come out with some views recently and I'm worried about the information he is reading online and who he is getting these views from. Some of them were about the role of women or were about conspiracy theories. How do I stop him from going down rabbit holes? Do the new rules prevent this?

Under the Online Safety Framework, the platform's rules, or terms and conditions, should be easy to understand. You should also have the ability to choose what you see, by reporting 'I don't want to see this' or 'this is not relevant to me'.

If you notice a change in behaviour in your child, it is important to talk to them about who they follow online and encourage them to Stop, Think and Check before sharing information online. You can suggest he looks at the [www.bemediasmart.ie](http://www.bemediasmart.ie) website and factchecker websites.

### What else you can do to help your son

- Regularly check in with your child about the content they see online.
- Have open conversations and take an interest in your child's online life.
- Establish and agree some rules with your child regarding their online activities.

## When to Report to Coimisiún na Meán

### 7 Non-consensual sharing of intimate images

My daughter broke up with her boyfriend but he didn't take it well. He is really angry and is threatening to share naked pictures she sent to him online. Isn't this illegal? How can I stop him? Can I report to Coimisiún na Meán?



Threatening to share intimate images of others, especially minors, can be illegal. You have the option to go to An Garda Síochána and report this with the evidence (screenshots) that he threatened to do this. If your daughter's boyfriend has shared these images already, you can also contact [www.Hotline.ie](http://www.Hotline.ie) and they may seek to remove these images for you.

You may also report these images as illegal content on the platforms that you saw it. If you've reported these images and platforms have not removed them or given you a reply, it would be helpful to also share this information with Coimisiún na Meán so we're aware if platforms are following the rules or not.

### What else you can do to help your daughter

- This could be very upsetting for your daughter. Be there for her and support her.
- If you're not sure how to report illegal content, you can contact the [contact centre in Coimisiún na Meán](#) and they can try to help.

## When to Report to Coimisiún na Meán

### 8 Cyberbullying in online gaming



My nine-year-old daughter plays games online. I recently overheard her conversation with others online and I was shocked. People were telling her to kill herself and to leave the game. I saw some comments like this too. Is this illegal? Can I report to Coimisiún na Meán?

Death threats online and in person are illegal. However, context is important and unfortunately sometimes communities online can be toxic. Firstly, if you know the username of the people who were saying these comments, you have the option to report them. In many online gaming platforms there are community standards or rules and this type of behaviour is generally not acceptable.

With regards to reporting this to Coimisiún na Meán, it depends where the headquarters of this game is based. If they are based in Ireland and if other requirements of the Online Safety Framework are not met – for example, you couldn't find a way to report – Coimisiún na Meán could have a role to play. However, as a media regulator, we are not a content moderator, but we are interested in understanding and seeing if organisations are following the rules they are required to follow.

#### What else you can do to help your daughter

- You can help her mute or block the user.
- You can suggest she leave the game.
- You can encourage her to only play online games with friends and family, or people she knows in real life.