



Coimisiún
na Meán

**How Coimisiún na Meán can help
protect your child online**

Parent information pack
June 2025

What is Coimisiún na Meán?

The role of Coimisiún na Meán



Coimisiún na Meán is Ireland's media regulator

Previously the Broadcasting Authority of Ireland (BAI), one of Coimisiún na Meán's updated jobs is to ensure that Irish-based online platforms are following the rules of the Online Safety Framework.

If it is found that online platforms are not following the rules, Coimisiún na Meán can issue fines of up to €20 million.



Coimisiún
na Meán

Vision: *for a thriving, diverse, creative, safe and trusted media landscape.*

Ireland's Online Safety Framework = new rules online



The era of self-regulation is over – it is being replaced by statutory regulation.

What online services do these laws apply to?

Digital Services Act (DSA)

Online Safety Code (OSC)

Terrorist Content Online (TCOR)

VLOPS

Very Large Online Platforms
(Irish-based only)

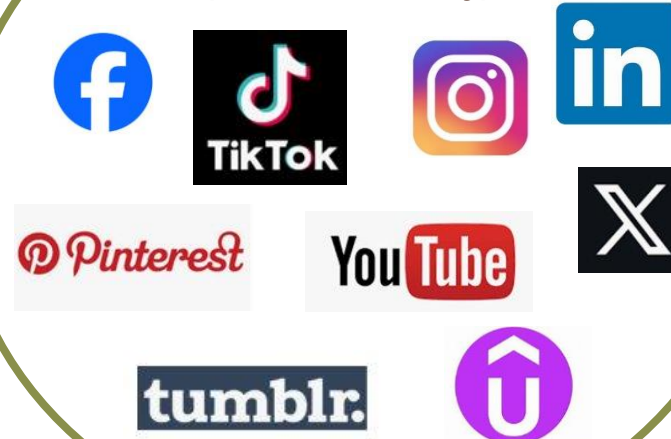


VLOSEs

Very Large Online
Search Engines
(Irish-based only)



Video-sharing
platforms
(Irish-based only)



HSPs – Hosting
Service Providers
(Public only)

Services that enable
the storing and sharing
of data online



Other ISPs and
platforms
Platforms with
under 45 million
users
(Irish-based only)

NOTE: The remit of Coimisiún na Meán does not cover print media. That is regulated by the Press Ombudsman.

How do these new rules help my child online?

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Your children's rights online

The Right to Report

There should be an easy to find and easy to use reporting mechanism.



The Right to Express Yourself

If a platform removes your child's content, they have the right to know why and the right to appeal this decision.



The Right to Privacy

When platforms know a user is under 18, they are not allowed to use targeted advertising on them.

Your children's rights online



The Right to Information

Terms and Conditions should contain information on restrictions on content, e.g. illegal and harmful content.

The Right to be Protected from Harm

Platforms must have clear information in their Terms and Conditions about how their recommender systems (e.g. 'for you' feeds) work.



What can I do to help my child online?

How to hold platforms accountable

If you see harmful or illegal content online, **always report** the issue to the platform first. This puts an obligation on platforms to deal with the problematic content.

Know you and your children's rights: If you think platforms are not following the rules, get in touch with Coimisiún na Meán's contact centre. If you're not sure how to report, please let us know too.

The more queries and information Coimisiún na Meán receives from the public, the better it can do its job of making sure the platforms are following the rules.



*Coimisiún na Meán's public awareness campaign,
Spot It, Flag It, Stop It.*

Help your child report **illegal content** online

1

You should **report illegal content to the platform** where you saw it using the **form for reporting illegal content**.

You may need to share your email address and the reasons why you think the content is illegal.

2

Once **illegal content** has been reported, the platform must reply and provide you with a **decision** on how it has dealt with your report, setting out reasons for its decision.

The decision must be timely.

3

If you are unhappy with **a platform's** decision following a report, or **their removal** of content, you can **appeal** that decision on the platform.

It should be clear to you how to do this, and the appeal mechanism should be easy to find.

4

If you think the platform has **not met its obligations**, you can **complain** to Coimisiún na Meán.

Help your child report **harmful** online

1

If something is **harmful**, but not illegal, it may be in breach of the Online Safety Code or platform community standards (i.e. the platform's rules or terms and conditions), so you should **report it to the platform**.

2

Once harmful content has been reported, platforms may reply to acknowledge the report, but you may not get reasons as to why they are removing the content or not.
The decision must be timely.

3

If you are unhappy with **a platform's** decision following a report or their removal of content, you can **appeal** that decision on the platform.

It should be clear to you how to do this, and this appeal mechanism should be easy to find.

4

If you think the platform has **not met its obligations**, you can **complain** to Coimisiún na Meán.

How to report harmful content or illegal content on the platforms

	Procedures for reporting content that goes against the community rules/terms and conditions	Procedures for reporting illegal content
	How to report on Facebook	How to report on Facebook
	How to report on Instagram	How to report on Instagram
	How to report on X	How to report on X
	How to report on TikTok	How to report on TikTok
	How to report on LinkedIn	How to report on YouTube
	How to report on YouTube	How to report on Google
	How to report on Google	How to report on Bing
	How to report on Bing	
	Other platforms: see link here for further information	

Top tips for parents



Report harmful
and illegal
content online



Consider
parental
controls



Allow access
only when
old enough



Talk to
your child

Read more on our website –
<https://www.cnam.ie/general-public/guides-resources/for-parents/>

What and when do I report to Coimisiún na Meán? **Scenarios**

1

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?

1

Under the Online Safety Framework, it is not permitted to target ads at children.

Children who have declared their correct age shouldn't receive targeted ads online. The OSC also makes clear that advertisements should be clearly labelled.

If your child sees posts on a platform with advertisements that are 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.

1

What else you can do to help your child:

- You can help them block or mute the post/account
- You can help them adjust their 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.

2 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 also saw some comments like this too. Is this illegal? Can I report to Coimisiún na Meán?

2

Death threats online and in person are illegal. However, context is important and unfortunately sometimes communities online can be toxic.

If you know the username of the people who were making these comments, you have the option to report them. In many games online, 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 met – for example, you couldn't find a way to report to the platform – Coimisiún na Meán could have a role to play.

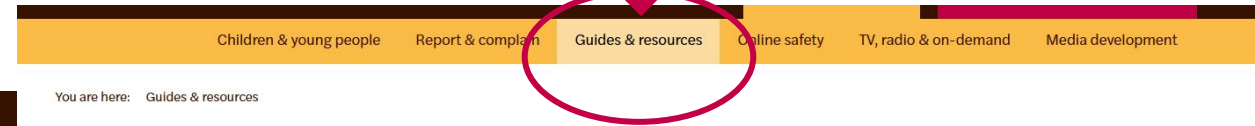
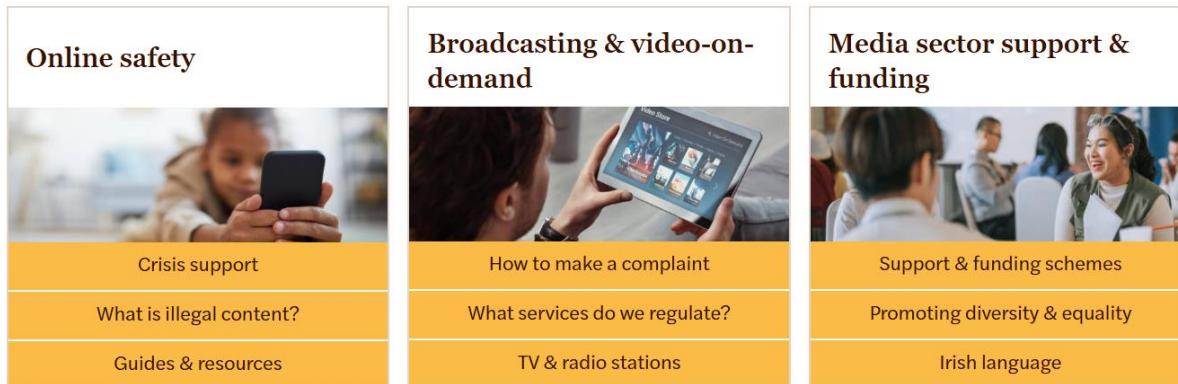
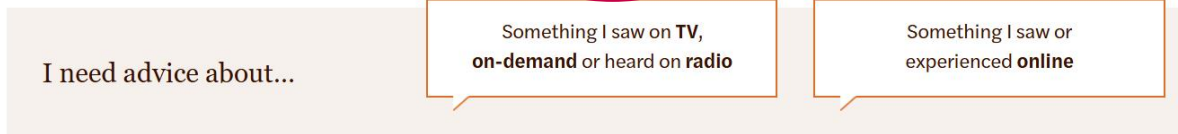
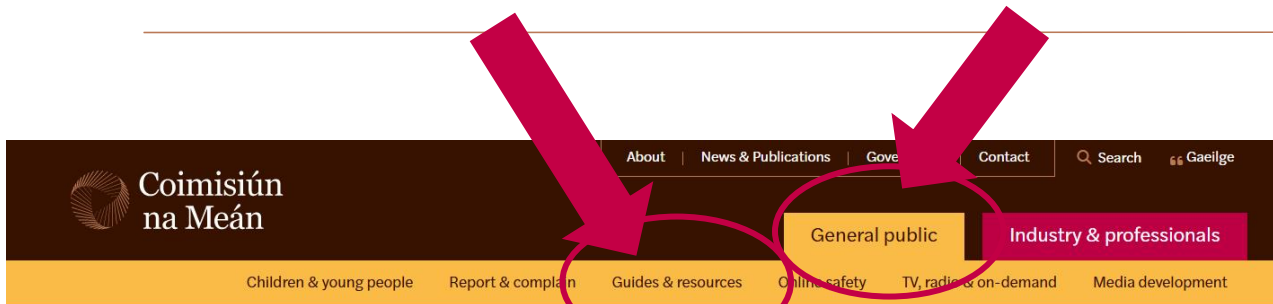
2

As a media regulator, we are not a content moderator, but we want to know if organisations are following the rules they are required to follow.

You can also help your daughter in the following ways:

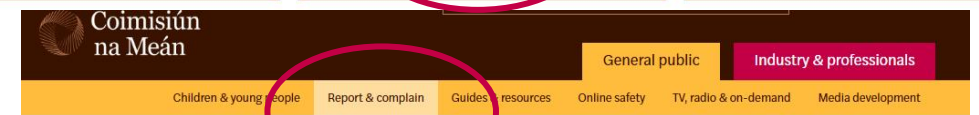
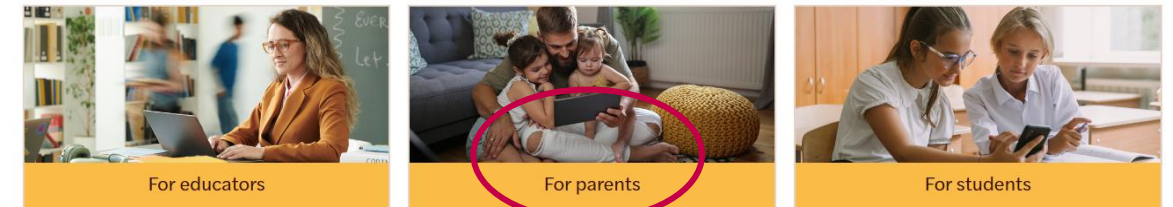
- You can help her mute or block the user
- You can encourage her to leave the game
- You can ensure she only plays online games with friends and family, or people she knows in real life

Further resources on our website



Guides & resources

We want to empower young people, as well as their parents and teachers, to discover how they can protect themselves online. Below, you'll find a range of guides, FAQs, videos and lesson plans about children's rights online under our Online Safety Framework.



You are here: [Report & complain](#) / [Something I saw or experienced online](#) / [How can I report to platforms?](#)

How can I report to platforms?

Platforms must have accessible, user-friendly ways to report illegal content.

When reporting illegal content, you will need to submit the following information so that the platform has sufficient information to process the report:

- Why you believe the content is illegal
- The location of the content, e.g. the exact URL(s)
- Your name and email address, except in cases of content involving Child Sexual Abuse Material (CSAM)
- A statement confirming your honest belief that the contents of the notice are accurate and complete

To report content that is in breach of the platform's terms and conditions, you will usually need to submit a different type of report and will need to specify what terms and conditions/community standards have been breached. Sometimes harmful content might not be illegal but can be reported when it is breach of the platform's terms and conditions.

Guides on reporting and contact details

We have developed detailed guides (PDFs) on reporting to the following platforms:



Platforms must have a single point of contact that is user-friendly and allows users to choose means of communication, which cannot be fully automated. The single point of contact must be made public, easy to access and kept up to date.

[View platform contact details](#)

In this section

[Something I saw on TV, on-demand or heard on radio](#)

[Something I saw or experienced online](#)

[What can I report?](#)

[What platforms can I report about?](#)

[How can I report to platforms?](#)

[- Major platform contact details](#)

[Report to us](#)

[- How we deal with reports/queries](#)

Key takeaways

- You and your child(ren) have **rights online under** the Online Safety Framework.
- Coimisiún na Meán **doesn't have the power to immediately** remove individual pieces of harmful content or force platforms to remove this content.
- **Always report** to the platform first if you have a problem online.
- If you are unsure of anything, or want help reporting, please **get in touch** with our contact centre by using the form at the link below.

[**www.cnam.ie/reporttous**](http://www.cnam.ie/reporttous)



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www.cnam.ie