

Our Social Media Terms and Conditions

We're keen to engage with as many of our stakeholders as possible, and we hope that our Facebook and Twitter presence supports this.

We think that Social Media is a great way to communicate and share our experiences in a less formal, more open fashion. It's also a good opportunity for you to share your experiences and views with the Regulator and, through us, the wider sector.

But, as a public body, we also have to have some guidelines so that we all understand what is and isn't appropriate. So these terms and conditions are intended to provide a framework that allows open discussion and sharing of views, while protecting everyone concerned.

What you can expect from us

If you follow us on Twitter or 'like' us on Facebook, you can expect to read about our policy announcements, publications, news, events and consultations, as well as items of more general interest to the charity sector in Scotland.

We typically check our Social Media feeds through the day between 8.30am and 4.30pm Monday to Friday, but sometimes at weekends as well. And occasionally on Bank Holidays, depending on what we're up to in our spare time.

We're a small team and we'll try to answer any points or questions as soon as we can –but please bear with us, particularly if your interest is a technical matter where we'd need to consult our colleagues. For any enquiries of an urgent matter, you should visit the [Contact Us](#) page on our website.

We choose to Retweet, Favourite, Like or Share content where we feel it's of interest to our followers– it isn't endorsement or approval.

We read all Direct Messages and ensure that any emerging themes or helpful suggestions are shared with our colleagues.

We won't comment on, or respond to, any questions about our ongoing inquiries.

What we expect from you

Our social media channels aren't for normal business – if you need to contact us on matters such as status applications, complaints about charities, or submissions of returns or accounts, you need to email info@oscr.org.uk or call us on 01382 220446.

We welcome lively and informative discussion. But we will step in and may remove your Tweets/comments or block you if:

- Your comments may offend anyone – so no racist or sexist comments; no personal attacks; and no offensive language, or rude or insensitive remarks.

- You publish personal information about yourself or others that could be abused by a third party.
- Your post is commercial.

In addition to the above points, if we feel that your posting is persistent, vexatious, or is crowding out other users' comments, we reserve the right to take the conversation offline, or to otherwise address your comments off our feeds.

We hope that these T's and C's are appropriate, but we may update or add to them from time to time – feel free to visit this page regularly to keep up to date.

Happy posting!

OSCR Engagement Team