



**An Roinn Gnóthaí
Eachtracha agus Trádála**
Department of
Foreign Affairs and Trade

Our Ref: FOI/Req/20/018

21 January 2020

Dear Mr Woods,

I refer to the request which you have made under the Freedom of Information Act 2014, in which you requested the following:

- A list of all Twitter accounts/users blocked by the Department's Twitter account @dfatirl

- A list of all Twitter accounts/users muted by the Department's Twitter account @dfatirl

I am the Deciding Officer in this case.

The Department of Foreign Affairs and Trade uses social media to increase understanding of and engagement with the work of the Department and Missions abroad. Our social media accounts aim to provide information on the Department's work, improve the transparency of DFAT, share insights into our policy and provide accurate and reliable information in a crisis.

Our @dfatirl account has been in place since August 2011. It has 50.2K followers and 700,000-1,100,000 impressions per month.

Under our social media policy guidelines, abusive or spam tweets will result in followers being blocked and reported directly to Twitter. Our social media policy can be found here: <https://www.dfa.ie/news-and-media/media-services/social-media-policy/>

Since 2011, 13 Twitter accounts had been blocked and 3 Twitter accounts had been muted. Following a review of our account we continue to block 8 accounts and mute 3 accounts.

Please find the list below.

Blocked

@TheLiberal.ie
@pztor1
@MephistOphelian
@MrWhistleblower
@9AMMonday
@osammaapplehead
@ashotog
@comegyskjopt

Muted

@euniceh2019

@BTuatha

@LiamK1916

Yours sincerely,

Elizabeth O'Malley

Press Officer