



**AIR ACCIDENT  
INVESTIGATION UNIT**

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## AAIU Social Media Policy

The AAIU operates a Twitter account to enable public notice of AAIU activities and sharing of information where appropriate for the purpose of enhancing aviation safety. (Note: The AAIU does not operate a Facebook page.)

PLEASE NOTE: The AAIU Twitter News Feed is not permanently monitored and is not interactive. Twitter should **not** be used to report an accident/incident to AAIU.

To Report an accident/serious incident, call + 353 1 604 1293, or [info@aaiu.ie](mailto:info@aaiu.ie).

Full details can be found at <http://www.aaiu.ie/reporting-an-occurrence>.

If you follow @aaiu\_ireland on Twitter, you can expect tweets covering some or all of the following:

- Information on the work of the AAIU.
- Updates on Investigation Activities by the AAIU.
- Notification of release of Preliminary Reports, Interim Statements, or Final Reports.
- News & Events information.
- Alerts about new content on the AAIU website.
- Requests for public assistance.

A *Retweet* (RT) or *Like* is not an endorsement or agreement with the content of a tweet. If the AAIU *RTs* or *Likes* something, it is because we feel it is of potential interest to our followers, or has the potential to contribute to the improvement of aviation safety. By posting or re-posting comments, photos, visuals, videos, or other materials ('*Your User Content*') to social media web sites and applications operated by the AAIU, including, but not limited to, Twitter, you agree that the AAIU can use '*Your User Content*' - including any names, voices, images and performances that content contains - for any purpose. Furthermore, by posting '*Your User Content*' on an AAIU Page, you grant the AAIU a perpetual, non-exclusive, irrevocable, fully-paid, royalty-free, sub-licensable and transferable worldwide license in any and all media (now known or hereafter devised) to use, reproduce, distribute, display, perform, modify and create derivative works based upon '*Your User Content*' for any purpose, without notice, attribution or payment. You also waive any moral rights associated with '*Your User Content*'. You certify that you are the original author, creator, or owner of '*Your User Content*', and that you have the right to post it. You also certify that you have acquired and hereby grant to the AAIU all necessary rights for the AAIU to depict anyone who appears in '*Your User Content*', and that the AAIU's use of '*Your User Content*' in accordance with this license will not violate or infringe upon anyone else's rights.

Furthermore, by posting '*Your User Content*' on the AAIU Twitter site, you grant permission to the AAIU under the GDPR to retain and use your personal data (contact details) to communicate with you, in relation to '*Your User Content*', or as part of an Investigation being conducted in accordance with ICAO Annex 13, Regulation (EU) 996 of 2010, or Statutory Instrument No. 460 of 2009.

### Who We Follow:

If you follow us, we will **not** automatically follow you back. This is to make it easier for our followers to identify other Twitter accounts that the AAIU is following, including accounts of particular relevance to our followers.

### @Replies and Direct Messages

We welcome feedback from our followers and will try to join the conversation, where possible. However, we will not be able to reply individually to all the messages we receive via Twitter, and it should be understood that the AAIU does not comment on the progress of on-going investigations conducted by the AAIU or other Safety Investigation Authorities (SIAs). The best means of communicating a query to the AAIU is by emailing: [info@aaiu.ie](mailto:info@aaiu.ie). There is a zero tolerance approach to bad behavior by any user of the AAIU Twitter feed. Anybody found to be sending inappropriate or offensive tweets will have their content removed, will be blocked without notice, and, if necessary, will be reported to An Garda Síochána.

### Availability

Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to this.