



Coimisiún na Meán

What is Coimisiún na Meán?

Coimisiún na Meán is Ireland's agency for developing and regulating a thriving, diverse, creative, safe and trusted media landscape. We are the independent media regulator, responsible

for regulating broadcasters, video-on-demand providers and online platforms established in Ireland.

We are committed to promoting and upholding fundamental rights, ensuring that our media landscape contributes to an open, democratic society. Upholding the right to freedom of expression underpins all areas of our work.

We are responsible for Ireland's Online Safety Framework. This important framework will hold digital services accountable for how they protect people, especially children, from online harm.

We oversee the regulation of broadcasting and video-on-demand services in Ireland. Our regulatory functions include regulation of Public Service Media, licensing of broadcast services, handling complaints from viewers and listeners and the development of Codes and Rules.

We support Ireland's media sector through a wide range of activities to help develop content for Irish audiences that reflects and shapes Irish society. This includes funding schemes and the implementation of sectoral learning and development programmes and working with broadcasters to continually advance gender equality, equity, diversity and inclusion in the Irish media sector.

What is the CCPC?

The CCPC (Competition and Consumer Protection Commission) is responsible for competition, consumer protection, product safety law and has a new role in digital and data regulation.

Online shopping: We help consumers make informed choices when they shop online, and ensure online marketplaces follow the rules, like collecting trader information before they can sell on their platform. We act when traders mislead or exploit consumers, or when social media influencers do not disclose ads in their social media posts. We also enforce rights for digital purchases like streaming services. [See our website for more information.](#)

Product safety: We are responsible for the safety of non-food consumer products, such as toys, baby equipment and low voltage electrical appliances, including goods bought online. We let consumers know about illegal or unsafe products through our [database of product recalls](#) and on our social media channels.

Encouraging Data Sharing and Fair Online Platforms: We monitor fair, voluntary data sharing between businesses. Additionally, the CCPC promotes a predictable and fair environment for traders using online platforms to sell goods or services to consumers. We engage with the European Commission when needed on investigations related to large platforms like social media companies. We will be responsible for ensuring users can access and share data from connected products like smart-home devices.



Coimisiún um Iomparacht agus Cosaint Tomhaltóirí
Competition and Consumer Protection Commission

What is ComReg?

ComReg stands for the Commission for Communications Regulation. We are an independent public body responsible for the regulation of the electronic communications sector, which includes phone and broadband.

We have a wide range of responsibilities in electronic communications services and networks and we operate under Irish and EU Legislation. We protect consumers and provide impartial, fair advice and information.

We try to make sure you are treated fairly by your service provider by making sure:

- you're informed of your consumer rights;
- measures are in place for vulnerable and disabled consumers;
- a user-friendly complaints handling process is in place;
- service providers' practices comply with consumer protection laws, and taking enforcement action, where required.

Our website also has helpful Consumer Tools, including: [Broadband Availability Checker](#), [Outdoor Mobile Coverage Map](#), and [Compare](#) for phone broadband and TV plans.

What is the DPC?

The DPC (Data Protection Commission) is the national data protection authority in Ireland. We are responsible for making sure that your personal data is used by companies in compliance with data protection laws.

The most well-known law that we regulate is the General Data Protection Regulation, or the **GDPR**.

We also have powers related to other important regulatory frameworks including the Irish ePrivacy Regulations (2011) and the Law Enforcement Directive.

What does the DPC do?

The DPC specifically focuses on the protection of your personal data. Personal data is any piece of information that helps someone to know who you are, such as your full name, your email address, or a photo or video of you. It can even include information about what you search for online or the kinds of posts you like on social media.

The DPC's core tasks involve:

- handling complaints lodged by individuals who have concerns about how their personal data is being used;
- carrying out investigations and inquiries as to whether data protection laws are being complied with by companies;
- cooperating with data protection authorities in other EU Member States;
- providing guidance on best practices in data protection to organisations, companies and the public.



An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation



An Coimisiún um Chosaint Sonraí
Data Protection Commission

I have a complaint – who do I go to?



Coimisiún
na Meán

Our Contact Centre is available to advise members of the public on issues they have encountered on a platform online. You can email usersupport@cnam.ie or call the Contact Centre on +353 1 9637755 (Monday-Friday 8am-6pm).

- If you come across illegal or harmful content on a platform, you should firstly report the content to the platform in question.
- If you see content that you believe is a threat to the life or safety of a person you should contact the emergency services on 112.
- Examples of what you can report to CNAM:
 - > issues contacting, reporting content, or making complaints to a platform;
 - > issues regarding content being removed, suspended accounts;
 - > issues related to online advertising;
 - > recommender systems / "for you" feeds;
 - > terms and conditions of the platform which do not contain protection for children.

To learn more about what you can report to Coimisiún na Meán, please visit our website: www.cnam.ie

Our helpline channels help consumers understand their rights and we use it as intelligence for our enforcement and advocacy teams. Some examples of complaints we receive include:

- I bought a product online that caught fire when I plugged it in. What should I do?
- I bought a television online and they won't let me return it. They say it's not broken so they don't have to. What are my rights?
- I wanted to cancel my online subscription but it was renewed automatically. What can I do?
- I saw an influencer post talking about a makeup product which I bought. It was only later I realised that she owns the company and I felt misled as I thought it was a genuine review. What can I do?
- I bought something from a marketplace but I don't know who the trader is and the product page has no details online. How can I find out who to contact?



For more information, see our website: www.cpc.ie/consumers

Coimisiún um Iomparacht agus Cosaint Tomhaltóirí
Competition and Consumer Protection Commission

We deal with a wide range of issues including:

- **Billing:** Have you been overcharged for a service, or charged by two service providers for the same service? Or, have you been billed for a service that you don't recognise?

- **Contracts:** Have you received a notice that your bill is increasing? Were you given the wrong price for your contract when you signed-up?
- **Service issues:** Have you experienced a loss of service or mobile coverage?
- **Switching:** Have you experienced a delay in changing to a new provider? Have you lost your phone number and you are finding it difficult to get it back?

Want to learn more about consumer rights on mobile and broadband billing, contracts, switching?

Please visit our website www.comreg.ie for further information.

Our website also has helpful Consumer Tools, including:

- [Broadband Availability Checker](#)
- [Outdoor Mobile Coverage Map](#)
- [Compare phone broadband and TV prices](#)

If you have contacted an organisation about a personal data concern and are unhappy with the outcome, you can raise the matter with the DPC through our [online form](#) or by emailing info@dataprotection.ie.

Some examples of complaints we receive include:

- I requested a copy of all of the information a website I have used has about me, but they won't respond to me – what are my rights?
- I keep receiving unsolicited marketing emails from a company, but I never gave them my consent to contact me. I've tried to opt out but the company continues to send me marketing emails – what can I do?
 - I want to delete my social media account and all related personal data – what are my rights in this regard?
 - Pictures of my child have been posted online by a sports club without my knowledge – what can I do about this?
- My medical records were mistakenly shared with another patient – what can I do about this?

For more information, please visit: www.dataprotection.ie



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