



Social media at the EDQM

The work of the EDQM concerns everyone in Europe and beyond. Everyone uses medicines, might need a blood transfusion or even organ transplantation at a certain point in their lives. On social media, the EDQM activities help Europeans better understand how public health is protected in Europe.

The EDQM relies on social media to disseminate information on its latest news, press releases, recruitment opportunities, campaigns and events. The presence of the EDQM on social media is mainly aimed at promoting and providing information on its topics of competence and achievements; whereas the EDQM connects more directly with its stakeholders, for instance to respond to specific questions on specific topics, through the channels and supports described here: <https://www.edqm.eu/en/EDQM-contact-685.html>

In particular, since the EDQM social media are aimed at sharing material of general interest to the public, any customer support enquiries should be submitted through the EDQM's Helpdesk service described under the link above.

Concerning the interaction with the general public, the EDQM can take no responsibility for the comments posted on its social media accounts and pages. While the EDQM strives to review post and respond to comments in a timely manner, it may not be in a position to respond to every comment. In particular, the EDQM reserves the right to delete posts that may violate its policies or are not relevant and will delete posts or comments that are spam or inappropriate.

The EDQM's social media

EDQM on Twitter [@edqm_news](#)

On Facebook [@EDQMCouncilofEurope](#)

On [YouTube](#)

On [LinkedIn](#)

Following and followers: the EDQM will not automatically follow back its followers and the social media accounts followed by the EDQM should not be considered as an indication of endorsement of any kind. Any content from other public or private accounts which is shared by the EDQM on its social media should not be considered as a form of endorsement either.

Account availability: the EDQM accounts are monitored and updated Monday to Friday between 09:00-17:00 (CET). These accounts may occasionally be unavailable, especially in case of service interruptions due to issues with the social media's own platforms.

@Replies and direct messages: the EDQM will not reply individually to messages received via social media. The EDQM is not in a position to engage in any discussion on technical or scientific issues, on political parties or on anything which does not comply with the [EDQM general comments policy](#). To engage in any official correspondence with us, or to discuss a technical or scientific issue, please use our [Frequently Asked Questions](#) and [HelpDesk](#). You can find more information about using the EDQM HelpDesk in our [HelpDesk User Manual](#).