

Influencer Marketing
Steering Committee

Disclosure Guidelines

Update: Fall 2020



From Ad Standards' Influencer Marketing Steering Committee

Ad Standards, in collaboration with an industry panel of influencer marketing companies, presents these Disclosure Guidelines to illustrate industry best practices. The guidelines that follow are meant to educate the influencer marketing industry about their disclosure obligations and to provide a practical framework for providing disclosure.

The members of the Ad Standards Influencer Marketing Committee have come together from across the influencer marketing sector to set out a practical set of guidelines and tools to provide clarity on how, when, and what to disclose when engaging in influencer marketing on any social media channel.

With rapidly evolving technology and marketing trends, it is impossible to predict every possible scenario. This is intended to be a living document that will be regularly updated. We invite your comments and feedback at info@adstandards.ca.

These guidelines do not replace or supersede regulatory requirements on influencer marketing that exist in certain sectors.

Further, the disclosure best practices that follow in this document do not constitute legal advice nor do they ensure compliance with the Canadian Code of Advertising Standards or the Competition Act on material connection disclosure; product performance representation not based on adequate and proper tests; nor false or misleading representations. The full context of any communication must always be considered to determine what may be required.

Application

Please encourage members of your team, from the inception of any influencer marketing campaign, to use these Disclosure Guidelines as a roadmap for providing truthful, fair, and accurate influencer marketing content.

The Disclosure Guidelines apply to anyone involved in influencer marketing practice. It is important to note that the same principles underling these industry best practices may apply in contexts outside of influencer marketing. For more information, see our discussion about the Canadian Code of Advertising Standards on Page 4 .

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Regulatory Landscape

In Canada, the Competition Bureau is the primary government body responsible for enforcing laws about misleading marketing practices. An arm of the federal government, the Competition Bureau oversees the Competition Act with the goal of preventing fraud and eliminating deceptive marketing practices.

Breaching the Competition Act can result in civil or criminal action by the Competition Bureau (see Sections 52 and 74.01 of the Competition Act). The misleading advertising and deceptive marketing provisions apply to influencer marketing just as they do to any other form of marketing. While nothing is wrong with advertisers compensating influencers, or with influencers accepting compensation, both parties to these relationships need to remember that they are making marketing representations to consumers.

Shared Responsibility for Compliance

The onus for mandatory disclosure compliance is on all parties involved in the influencer marketing collaboration. There is a shared burden on any agency, PR firm or company responsible for facilitating the sponsorship - in addition to the brand advertiser and influencers involved.

The Competition Bureau has a webpage dedicated to influencer marketing here:
[competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04512.html](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04512.html).

The Competition Bureau also published a detailed guide for influencer marketing in The Deceptive Marketing Practices Digest - Volume 4, available here:

<https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04372.html#sec01>

For additional resources, including the FTC's and other self-regulatory organization materials on influencer marketing, see the Further Reading section.

Self-Regulatory Framework

Ad Standards, the Canadian advertising industry's self-regulatory body, administers The **Canadian Code of Advertising Standards** (the Code). When a consumer complaint about influencer marketing gets evaluated by Ad Standards or is adjudicated by the Standards Council (Council), there are several provisions of the Code that come into play. Council meets once per month and is composed of representatives from the advertising industry and the public who volunteer their time to support the consumer complaint process.

Accuracy and Clarity

When considering a complaint about an advertisement and whether there has been a contravention under the Code, the general impression conveyed by the advertisement is assessed. Under **Clause 1, Accuracy and Clarity**, advertisements must not omit relevant information if the omission makes the advertisement deceptive or misleading. In the case of influencer marketing, omitting a disclosure of a material connection may be considered misleading advertising and could result in a violation of Clause 1(b) and 1(f).

Disguised Advertising Techniques

Clause 2, Disguised Advertising Techniques, states that an advertisement cannot be presented in a way that conceals the fact that it is an advertisement. In the Guidelines that follow, there are many examples given for a variety of platforms that demonstrate how to avoid contravening this Clause by using upfront disclosures.

Testimonials

And finally, the last relevant section of the Code is **Clause 7, Testimonials**, which requires that testimonials, endorsements or other representations of opinion or preference, must reflect genuine and current opinions and be based upon adequate information. To enhance industry and public understanding of how to interpret and apply the Code, Ad Standards develops Interpretation Guidelines. Interpretation Guideline #5 provides guidance on disclosure that is required in order for a testimonial, endorsement, review, or other representation (in any medium) to comply with Clause 7 of the Code. The Guideline states that a testimonial, endorsement, review, or other representation must disclose any material connection between the reviewer and the entity making the product or service available. If such a material connection exists, that fact and the nature of the material connection must be clearly and prominently disclosed. These principles apply to influencer marketing, as well as to any to other instance where there is a material connection between the reviewer and the entity making the product or service available, such as employer-employee relationships or family relationships. Similarly, affiliate marketing and refer-a-friend programs may also trigger disclosure requirements where the individual is receiving compensation or other benefits for making the referral.

Ad Standards is a member of **The International Council for Ad Self-Regulation (ICAS)**, a global platform which promotes effective advertising self-regulation. Canada is among the countries with self-regulatory codes and guidelines for influencer marketing. ICAS includes these Guidelines in its online overview of the many ICAS markets worldwide that have guidelines to ensure transparent disclosures in influencer marketing. For the complete list, see the Further Reading section.

Definitions

Term	Definitions
Advertising	<p>The disclosure guidelines apply to all exchanges of value between an advertiser—or a party working on behalf of an advertiser—and an influencer. This may include free products, monetary exchange, or other perks with the expectation—explicit or implied—that a promotion or inclusion of the advertiser’s products in a post occurs.</p> <p>"Advertising" and "advertisement(s)" are defined as any message where the content is controlled directly or indirectly by the advertiser and which is communicated in any medium to viewers with the intent to influence their choice, opinion, or behaviour.</p>
Affiliate Marketing (or network marketing)	<p>A marketing strategy whereby one party receives a commission (or something else of value) for generating traffic to the other party’s website, page, post or other content. This may be accomplished through links, tags, or through any other means that drives consumers to the promoted brand’s content.</p>
Brand	<p>This includes the professionals who work with the advertisers and their affiliated parties, which may include media agencies, PR agencies, creative agencies, or influencer marketing companies that work with them.</p>
Brand Ambassadorship or Exclusivity	<p>A material relationship for a long-term engagement, including employment, often with both defined and undefined content production and distribution expectations. This typically includes roles, responsibilities, deliverables, and a set time period outlined in a contract.</p>
Influencer	<p>Someone who possesses the potential to influence others, regardless of the number of followers or viewers they may have. The people whom influencers affect are defined as a person or group who take action or change opinion/behaviour as the result of exposure to information provided by an influencer. This may occur on a blog, social media website, or other media publications. Influencers may also be known as ‘Talent’ or ‘Content Creators’.</p>
Material Connection and any employment, personal, or family relationship	<p>Any connection between an entity providing a product or service and an endorser, reviewer, influencer or person making a representation that may affect the weight or credibility of the representation, and includes: benefits and incentives, such as monetary or other compensation, free products with or without any conditions attached, discounts, gifts, contest and sweepstakes entries, and any employment relationship.</p>
Payment	<p>Payment means any form of consideration, including financial compensation or other arrangements, such as provision of free products (see definition of Material Connection).</p>

The Do's and Don'ts of Disclosure

Upfront is best.

Disclosures are meant to provide transparency and honesty of all viewers of the sponsored post.

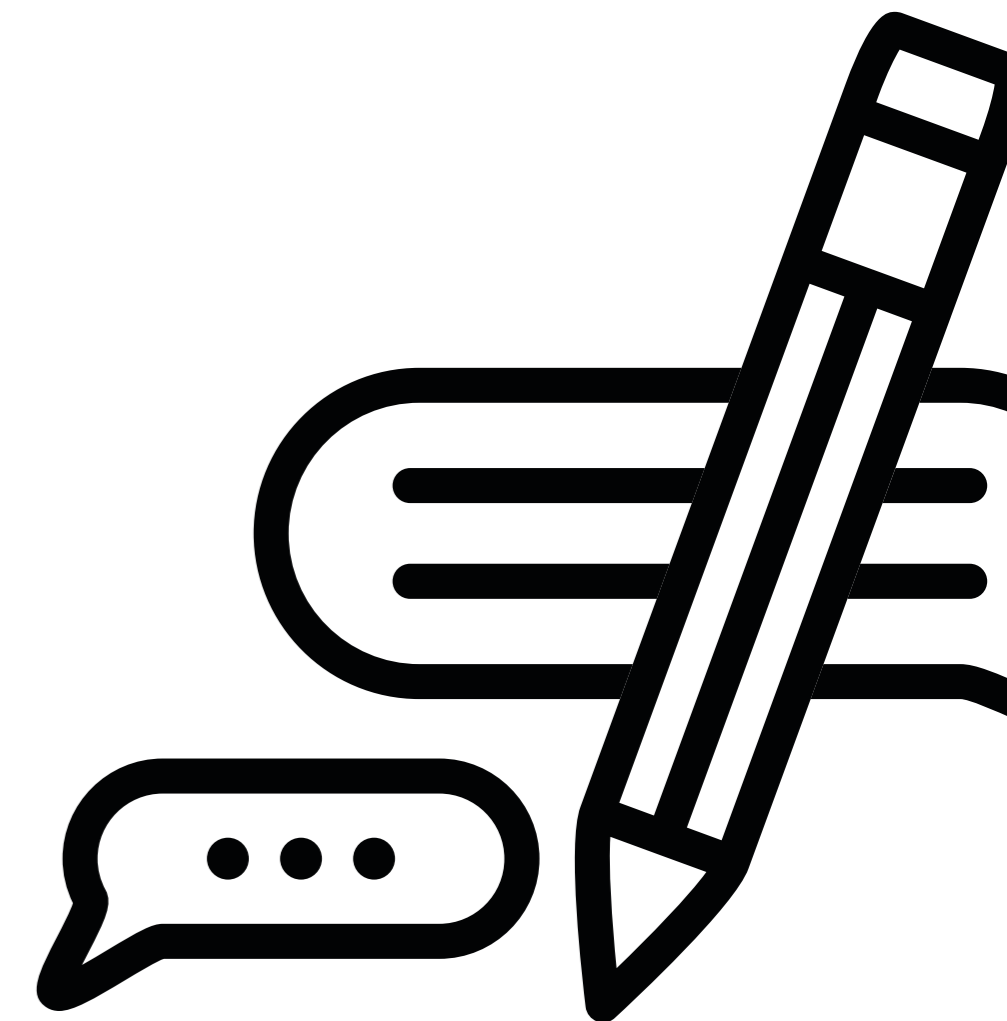
Each of these best practices are intended to catch the viewer's attention and ensure the disclosure is clear, conspicuous, and broadly understood.



When in doubt, spell it out.

The Disclosure Guidelines are not intended to be prescriptive, as it is difficult to keep up with rapidly changing social media platforms and viewer habits.

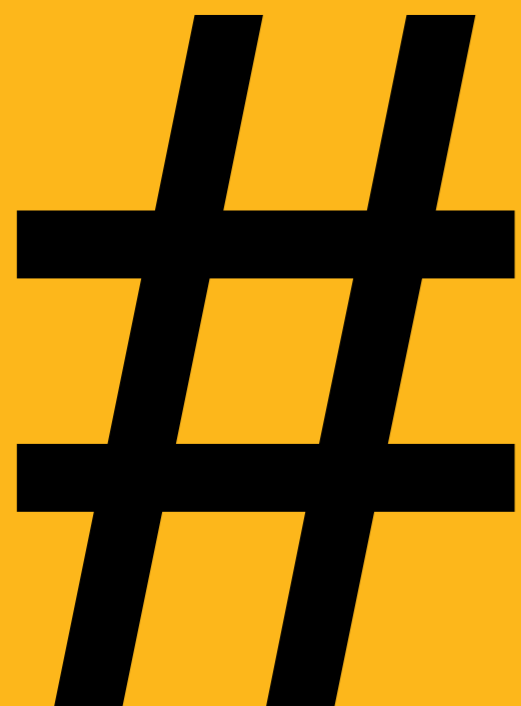
Should you be using a platform not mentioned in these guidelines, or encounter a situation outside its current scope, please continue to apply the principles that disclosure is necessary and must be clear, conspicuous, and broadly understood.



—
Do:



**Disclosures
should be clear
and use
widely accepted
hashtags**



Hashtags that have been recognized as clear and widely accepted include:

EN: #ad, #sponsored, #XYZ_Ambassador, #XYZ_Partner (where “XYZ” is the brand name)

In contrast, if a team combined a company name, such as “Cool Style” with “ad” to make “#coolstylead”, there is a good chance that viewers will not notice and understand the significance of the word “ad” at the end of a hashtag, especially one made up of several words combined like “#coolstylead.”

Other unclear hashtags include:

#Ambassador, #Partner, #Spon, #PR, #Promo, #PRHaul, #Brand, #Collab, #sp.

The nature of the material connection is not clear, and these terms are subjective.

Don't: Hidden Disclosure

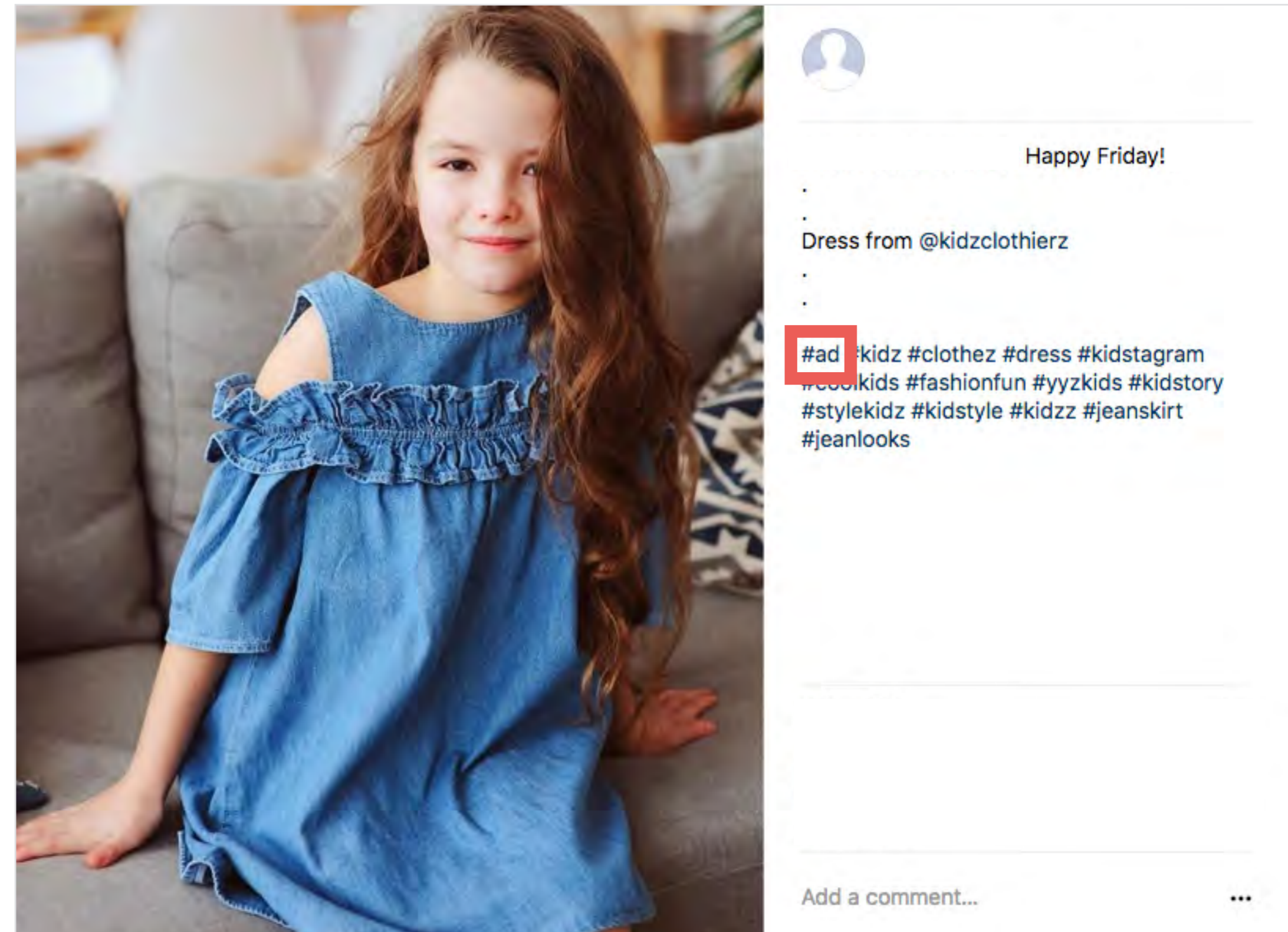


Effective Disclosure Tips

- If a creator uses a lot of hashtags/mentions at the end of their content, then the disclosure should always be prior to those hashtags/mentions.
- If disclosures are buried in a hashtag list; or are in overlays that are too small or faint, they could be considered hidden.
- Disclosures need to be clear and conspicuous.

Highlights in the Example

- While this endorsement included the disclosure #ad, it was buried below the main message of the post and included in a hashtag list that does not make the disclosure clear and conspicuous.



—
Do:



Disclosures should be independent of social media network or channel-specific settings



Many social media platforms offer a feature to disclose an advertising relationship, but there is no guarantee it is an effective way for influencers to disclose their material connection to a brand. It still depends on an evaluation of whether the tool clearly and conspicuously discloses the relevant connection.

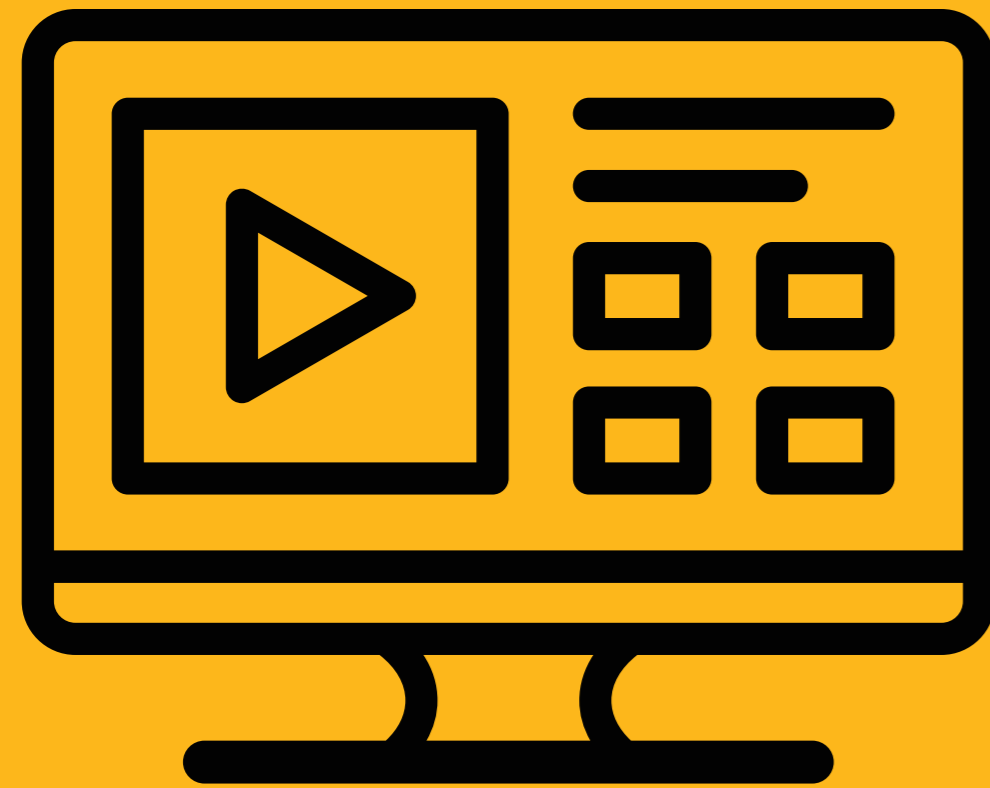
The disclosure should catch viewers' attention and be placed where they are not likely to miss it. A key consideration is how viewers see the screen when using a particular platform.

Social networks may require the use of their disclosure features, but those features should be used together with other disclosure best practices.

—
Do:



**In videos,
disclosures
should be upfront
and identifiable**



There is no guarantee that viewers will read, hear or see a message unless it is presented prominently at the beginning of a piece.

It is more likely that a disclosure at the end of the video will be missed, especially if someone does not watch the whole thing. Having it at the beginning is a more effective disclosure method. Having multiple disclosures during the video is most effective.

Disclose before the viewer needs to click for more (i.e. in the first couple lines of the post).

—
Do:



**Disclosures
should be made in
the language of
the endorsement**



The connection between an endorser and a marketer should be disclosed in whatever language or languages the endorsement is made, consistent with the viewer's interpretation. If the content and captions are in French, disclosures should be made in French. Likewise, if the content is in English, disclosures should be made in English.



Don't: Blanket Disclosure

Effective Disclosure Tips

- Blanket disclosures in a profile/bio/about section may fall below the recommended standards for disclosures because people visiting the site might read individual reviews or watch individual videos without seeing the disclosure on another page.
- Many readers may not see this blanket disclosure clause and may not clearly understand the relationship between the advertiser and influencer.

Example Highlights

- This blanket disclosure does not meet the standard of mandatory disclosures because each individually sponsored post is not connected to a specific brand or product, and does not describe the nature of the material connection.

“

Where I have received merchandise from a company, I make that clear in the copy of the post or in the outfit details by marking it “c/o”. Where I have received monetary compensation in return for promotion, I disclose that the post was sponsored in the body of the post. While I attempt to make this as clear as possible on my social media channels, the abbreviated nature of a medium may impact my ability to do so.”

—
Do:



Disclosures should be in close proximity to the endorsement



The disclosure should be as close as possible to each message and placed in such a way that it travels with the message. This means including a disclosure before a URL (clickable or non-clickable), ensuring that sponsored brand mentions are seen with the specific disclosure, and ensuring it makes contextual sense. Include the disclosure in each post, in the video (where applicable) and not just in the comments.

Conversely, a single blanket disclosure in a separate profile/bio/about section, such as “many of the products I discuss on this site are provided to me free by their manufacturers” does not meet mandatory disclosure criteria because people visiting the site might read individual reviews or watch individual videos without seeing the disclosure on another page.

—
Do:



Disclosures should be specific about the brand, product, and what was given



Influencers should state the nature of the material connection (i.e. free products, monetary compensation, exclusive invite to an event), name the brand, and list the specific products they are promoting. Blanket statements that are not product and brand-specific are not transparent for the viewers.

Don't: Simply “tag the brand”



Effective Disclosure Tips

- Some influencers only tag their sponsors, some tag brands with which they have no relationships, and some do a bit of both. Viewers cannot be sure that simply tagging a brand indicates material connection.
- If there is a material connection between the brand and influencer, it needs to be specifically mentioned.

Example Highlights

- Tagging a brand may not be viewed and interpreted by viewers as clearly indicative of a material connection between the brand and the influencer.
- Even if no monetary exchange occurred, an exchange of goods, services, or experiences may constitute as material connection.



—
Do:



Disclosures should be clearly communicated



Context matters. Viewers should be able to see or hear the disclosure in context with the brand mention.

Some mediums may require both visual and audio disclosures.

Disclosures should be written, said, and/or displayed somewhere it can be easily read, heard, or seen.

- For example, Facebook/Instagram videos often play without sound, so a visual disclosure would be required. For Instagram photo posts, inclusion in the caption should suffice.
- If a creator uses a lot of hashtags/mentions at the end their content, then the disclosure should always be prior to those hashtags/mentions.
- If disclosures are buried in hashtag lists, or are displayed in overlays too small or faint, they could be considered hidden.



Don't: Ambiguous Hashtags

Effective Disclosure Tips

- The use of ambiguous phrases or hashtags does not make it clear to the viewer that there is a material connection. Examples include using: #Ambassador, #Partner, #Spon, #PR, #Promo, #PRHaul, #Brand, #Collab.
- If disclosures are buried in hashtag lists, or are displayed in overlays that are too small or faint, they could be considered hidden.

Example Highlights

- Usage of hashtags like “#collab” are not clear indicators that this was a sponsored post or the product was gifted.
- The disclosure attempt was also buried in a list of hashtags, which is not be considered a clear indicator for viewers.



Don't: Fabricated Hashtags

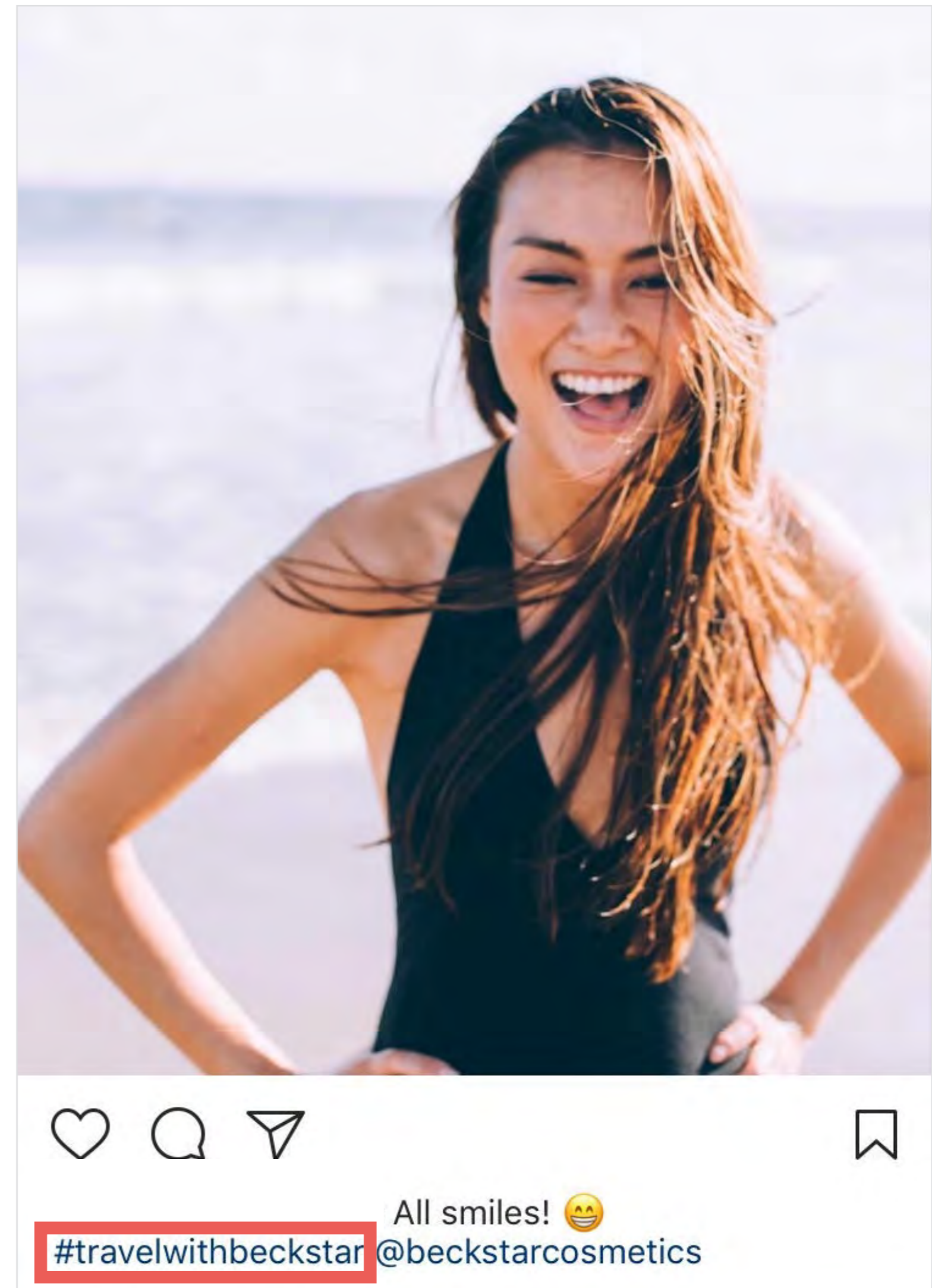


Effective Disclosure Tips

- Knowing that influencers received access to a private event, or free experience—sometimes including travel and accommodations—could affect how much weight readers give to influencers' thoughts about the product.
- Inclusions like “thanks to X brand for inviting me” or “I’m at X event with X brand” would suffice.
- A brand that were to create their own disclosure hashtag needs to ensure that the material connection is obvious.

Example Highlights

- Influencers should be transparent with their viewers about free trips they are gifted from brands.
- Fabricated disclosure hashtags from brands may not be clear about the nature of the material connection.





Don't: Ambiguous Phrases

Effective Disclosure Tips

- When creating disclosures (notices, hashtags, etc.), it is important to use clear and commonly understood language. Influencers and brands should not assume that viewers will understand industry-specific terms and jargon. Disclosures should be simple, straightforward, and easy to understand.
- Treating “Thank Company Name” as mandatory disclosures is not advisable. A “thank you” to a company or a brand does not necessarily communicate that the endorser got something for free or that they were given something in exchange for an endorsement.
- Simple disclosures like “Company X gave me this product to try . . .”, “XYZ Resort paid for my trip”, or “Thanks to XYZ Resort for the free trip” are just as accurate as “sponsored by XYZ Resort” and will usually be effective.

Example Highlights

- Usage of “a week away with @travelagogo” does not make the material connection clear to the followers of this influencer.
- The “#partner” disclosure attempt does not clear that there is a material connection between the influencer and brand.



Piña collada life! Just got in to Punta Cana for a week away with @travellaogogo and some awesome bloggers from Canada! Follow my instax stories for more #partner #experiencetravelagogo

—
Do:



Disclosures should be written with unambiguous language









Influencers and brands should not make any assumptions that the viewer will interpret language as a disclosure of a material connection.







Treating “Thank Company Name” as an effective disclosure is not advisable. A “thank you” to a company or a brand does not necessarily communicate that the endorser received something for free or that they were given something in exchange for an endorsement.

The person posting could just be thanking a company or brand for providing a great product or service. But “Thanks XYZ for the free product” or “Thanks XYZ for the gift of ABC product” would be good enough – if that is all you got from XYZ.

Do I Need to Disclose?

Example	Do I need to Disclose?	Guidance
<p>Gifted items: “I was gifted an item from a brand for me to try out, but there wasn’t an agreement or obligation for me to post about the brand or product.”</p>		<p>Viewers may assess the review differently if they knew the product was gifted or discounted, so it is advised that disclosure be included.</p>
<p>Employees: “I’m an employee at company XYZ, a clothing retailer, and am excited to be at XYZ’s concert, so I post about it.”</p>		<p>It is a relevant material connection that the person posting is an XYZ employee, even if s/he does not post specifically about the retailer’s products. The employee is promoting XYZ’s brand and a disclosure is required, such as #XYZemployee.</p>
<p>Tagging brands: “I received products from a brand, so I’ll tag the brand in my Instagram post and assume my audience knows it was given to me.”</p>		<p>Some influencers only tag their sponsors, some tag brands with which they have no relationship, and some do a bit of both. If there is a material connection between the brand and influencer, it needs to be specifically mentioned.</p>
<p>Experiences/Events: “I got invited to a private event by a brand to see some of their new products.”</p>		<p>Knowing that influencers received access to a private event, or free experience—sometimes including travel and accommodations—could affect how much weight readers give to influencers’ thoughts about the product. Inclusions like ‘thanks to X brand for inviting me’ or ‘I’m at X event with X brand’ would suffice.</p>
<p>Non-contractual brand mentions: “I’m doing a photoshoot with a brand and want to show my audience a sneak peek of me on set with the brand.”</p>		<p>If the influencer is working in a material relationship with the brand and creates content, even if it was not the contractually obligated post, they are obligated to disclose.</p>
<p>Paid, but genuine endorsements: “I’m getting free products from the brand but I REALLY like them and would post about them even if I wasn’t paid.”</p>		<p>The viewer has the right to know that there is a material connection between the brand and the influencer, even if the influencer genuinely loves and endorses the brand.</p>

Do I Need to Disclose?

Example	Do I need to Disclose?	Guidance
<p>Replies or Direct Messages to a “follower”: “One of my followers asks me questions about the brand I just posted about. Do I need to include disclosures in my reply?”</p>		<p>When responding to someone’s questions about a specific endorsement via email, text, or direct message, that person should already have seen the disclosure on the post—thus, a disclosure is not necessary (this is context dependent).</p>
<p>Testimonials with no material connection: “I didn’t receive any product, compensation, or experience from the brand, but I want to endorse a product.”</p>		<p>If no material connection exists between a brand and the influencer, no disclosure is needed.</p>
<p>Code Exception: “I’m a professional athlete with a high-profile partnership with a brand. My audience and the public knows about my ambassadorship, do I need to disclose every mention?”</p>		<p>When the material connection is one that viewers reasonably expect to exist due to widespread exposure in other media, such as when a celebrity endorses a product or service, then a disclosure may not be necessary. It depends on whether his/her followers understand that mentions about products are paid endorsements. <u>This can be difficult to determine, so when in doubt, spell it out.</u></p>
<p>Informative Blast to Influencers: “I received information about an upcoming event, with nothing else included in the package (i.e. no swag, no tickets). If I go to the event and post about it, is there a material connection that requires disclosure?”</p>		<p>A brand can give an influencer a gift. If the nature of the gift is clear, and there is no endorsement, then no additional disclosure would be required if it is a pure gift.</p>
<p>Gifted Product but no Endorsement: “I was surprised by a gifted snowboard and posted a video of me receiving it from the brand.”</p>		<p>A brand can give an influencer a gift. If the nature of the gift is clear, and there is no endorsement, then no additional disclosure would be required if it is a pure gift.</p>
<p>Posting beyond contractual obligations: “What if I post beyond the contract range, do I need to disclose every mention.”</p>		<p>The viewer has the right to know that there is a material connection between the brand and the influencer, even if the influencer genuinely loves and endorses the brand.</p>

Affiliate and Refer-a-Friend Marketing

Affiliate Marketing

The same legal and self-regulatory principles apply to affiliate marketing as to other forms of advertising. This means that consumers should understand through clear and conspicuous disclosures when there is a material relationship between the person posting the content and the brand. It is material, for example, if:

- A third party paid to curate or be on a list of recommended products; or
- If the person who posts a link receives compensation (or something else of value) for each click through to a link provided; or
- If the person who posts a link receives compensation (or something else of value) for products purchased at the link provided.

Sample disclosure might be:

- “Thanks to [brand X] for sponsoring this list.”
- “I receive compensation for each click.”
- “I receive a percentage back from each product sold on the following site.”

Writing or saying “thanks” on its own would not be a sufficient disclosure.



Refer-a-friend

When asking a consumer to make a post on behalf of a brand, the reader of that post should understand if the consumer received something of value. In other words, if the consumer will get a discount for posting, or a discount for each new customer who signs up using that consumer's code, the reader should understand this. It is material to know that the consumer chose to post in order to get something in return, and not just because of their love of the product.

The text to be posted by the consumer could include:

- "I'll get \$1 off future purchases for each person who signs up."
- "If you sign up using my code, I get a \$5 credit."
- "When I post this, I'm saving \$5 off my bill"
- "Woohoo! For posting this, I get one contest entry."

Depending on the content of the post, it may also be appropriate to include #ad. When in doubt, spell it out.



The image shows an Instagram post from the account 'northmedical' (North Medical Spa). The post features a photograph of several women relaxing on lounge chairs at a spa, wearing white towels on their heads and reading magazines. The post includes a caption that reads: 'northmedical Refer a friend to NMS! 🐱 They will receive \$25 off their first treatment 🩺 and you will get \$25 added to your account 🙌! •'. The post also shows interaction icons for likes, comments, shares, and a bookmark, along with the text 'Liked by traceyballard_cosmeticinjector and others'.

Specific Media Channel Disclosure Examples

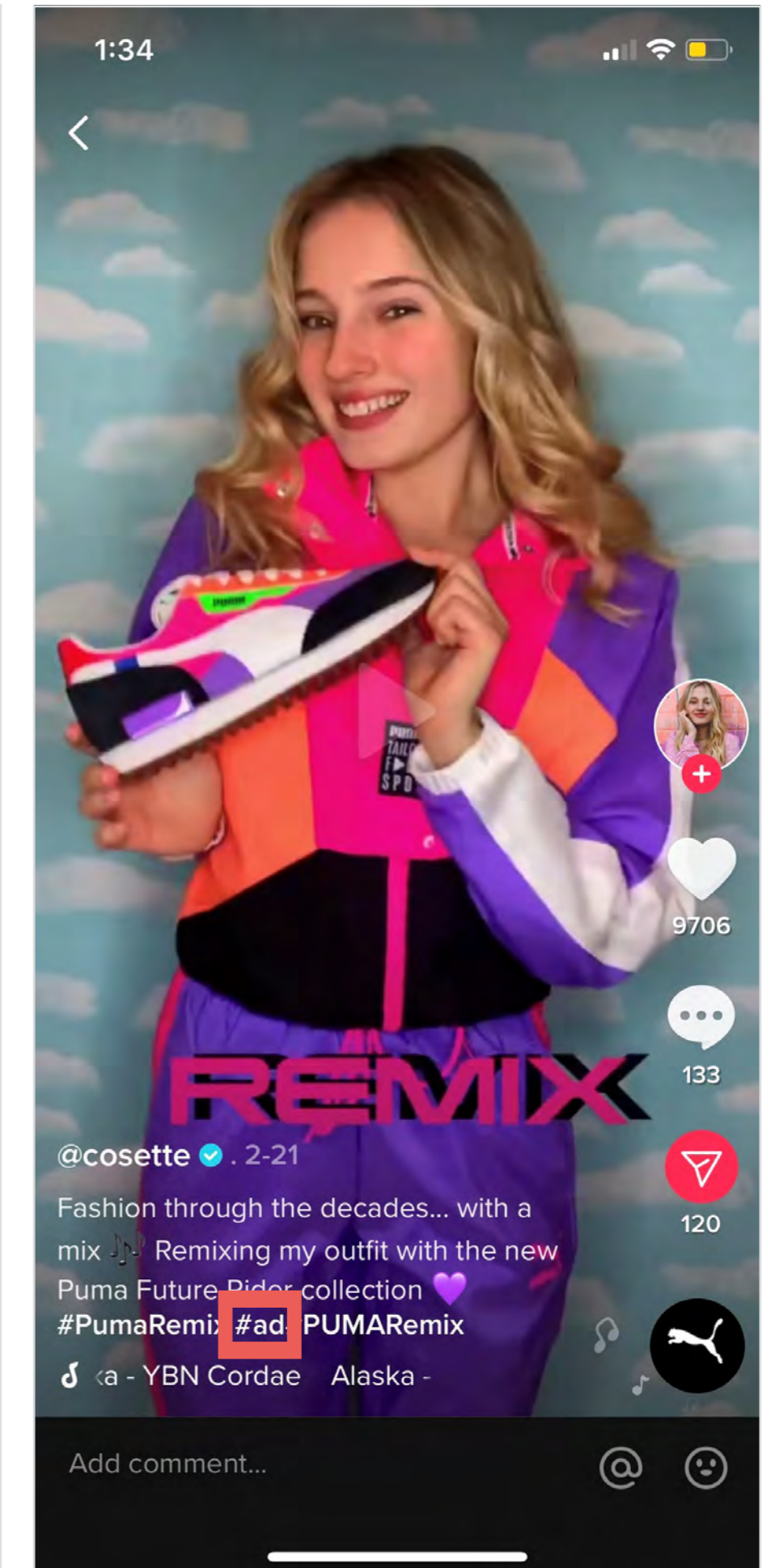
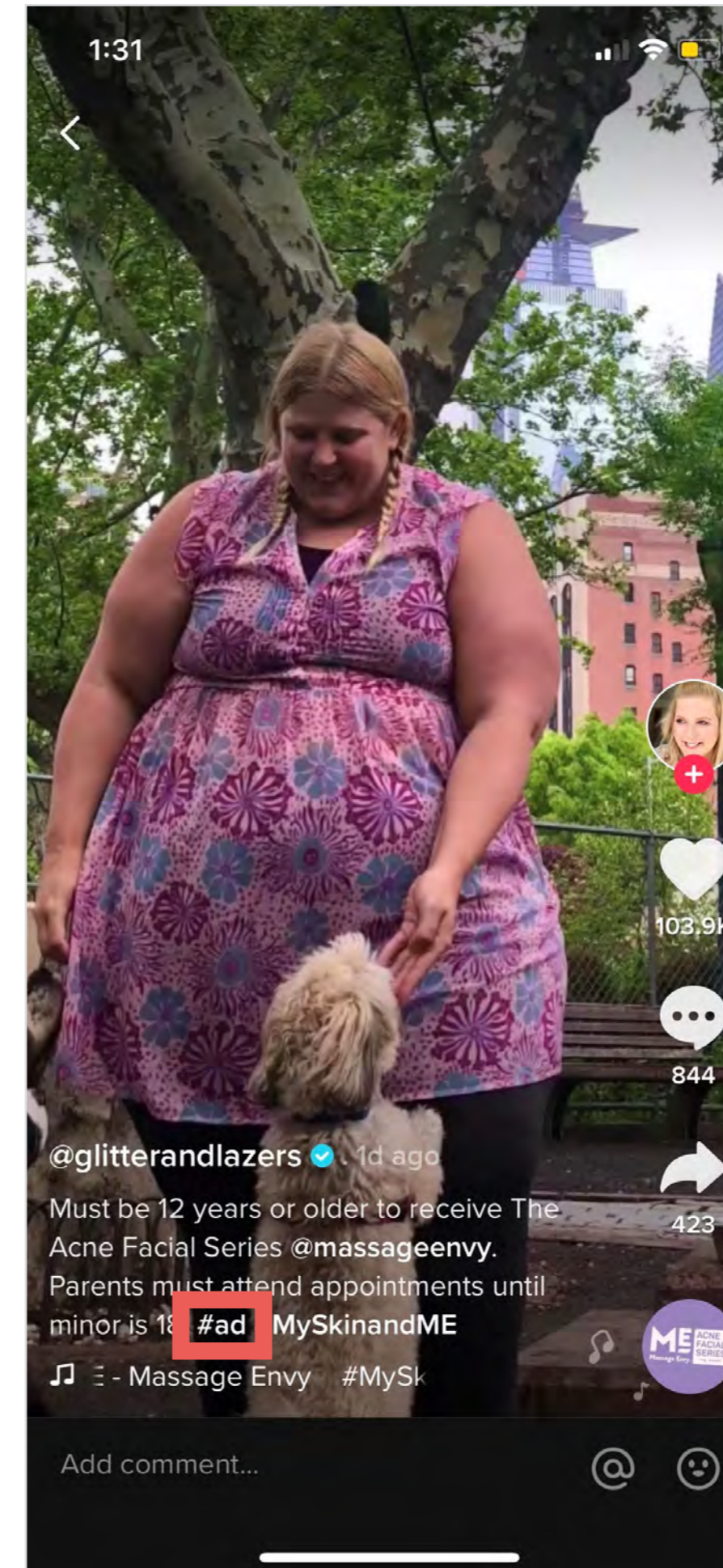
TikTok

Best Practices for Disclosing Paid Collaborations

- Disclosure should appear in the caption as part of the main message and it should not be buried amongst hashtags
- The brand with the material connection should be clearly indicated.

Example Highlights

- Disclosures are made in the main message and not buried in the comments or buried amongst hashtags.



YouTube

Best Practices: YouTube Disclosures

- Disclosure should appear at the beginning of the video and be verbally mentioned or displayed visually in the video itself (within the first 30 seconds).
- Disclosure should also be included in the video description.
- Having multiple disclosures throughout the video is most effective.
- Disclosures should indicate that a brand paid for a collaboration and helped shaped the content (i.e. Thank you to X for sponsoring and collaborating with me on this video).
- Do not just rely on platform disclosures like “Paid Promotion”, include your own disclosures.

Example Highlights

- Disclosures are made through both audio (in the first 30 seconds) and visual cues (above the fold, in the description) in both natural language and an explicit call out in the description.

GET SPRING BREAK BODY READY | Workouts & Skincare

3,216 views 110 likes 12 comments

Published on Feb 18, 2018

SUBSCRIBED 195K

Hey guys! Spring break and vacations are just around the corner so I partnered up with NIVEA Canada to show ya'll how to get your body ready! Workouts and skincare to make it so soft and so ready. #SpreadTheSoft

▶▶ LET'S BE FRIENDS

> Instagram:

> Twitter:

> Facebook:

This video is sponsored by NIVEA Canada. All my opinions are 100% honest!

Category: Howto & Style

License: Standard YouTube License


YouTube

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- Disclosure should also be included in the video description.
- Having multiple disclosure throughout the video is most effective.
- Disclosures should indicate that a brand paid for a collaboration and had a hand in shaping the content (i.e. Thank you to X for sponsoring and collaborating with me on this video).
- Do not just rely on platform disclosures like “Paid Promotion”, include your own disclosures.

Example Highlights

- Usage of YouTube’s “Paid Promotion” feature.



Includes paid promotion

What's In My Chanel Backpack?

16,814 views

126 11 SHARE

Published on Oct 3, 2017

SUBSCRIBE 195K

Hey guys! Here's a peek into what's in my new Chanel backpack that I got in Japan. Filled with stuff that I take with me on a long, busy day, to keep me feeling refreshed!

Check out Cottonelle: <http://bit.ly/2jHQ6Gf>

▶▶ LET'S BE FRIENDS

- ▶ Instagram:
- ▶ Twitter:
- ▶ Facebook:

This video is sponsored by Cottonelle. All my opinions are 100% honest!

Category	Howto & Style
License	Standard YouTube License

YouTube

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- Disclosures should indicate that a brand paid for a collaboration and had a hand in shaping the content (i.e. Thank you to X for sponsoring and collaborating with me on this video).
- Do not just rely on platform disclosures like “Paid Promotion”, include your own disclosures.

Example Highlights

- Disclosures are both superimposed during the video and in the description.
- Video description includes written notice “we’ve teamed up with Campbell’s” and includes #ad.



EASY DINNER RECIPE Mac & Cheese Bites

23,953 views

61 29 SHARE



Published on Sep 22, 2017

SUBSCRIBE 4.4K

#ad We want everyone to win at dinner so we've teamed up with Campbell's to create quick and simple recipes like these tasty Mac & Cheese Bites! They're perfect for the entire family, even your pickiest eater will love them. So pick up a can of Campbell's Condensed Cream of Bacon Soup and get ready to get cooking! #windinner#cookwithcampbells For more information and recipes, click HERE: <http://bit.ly/2xeKuGA>.

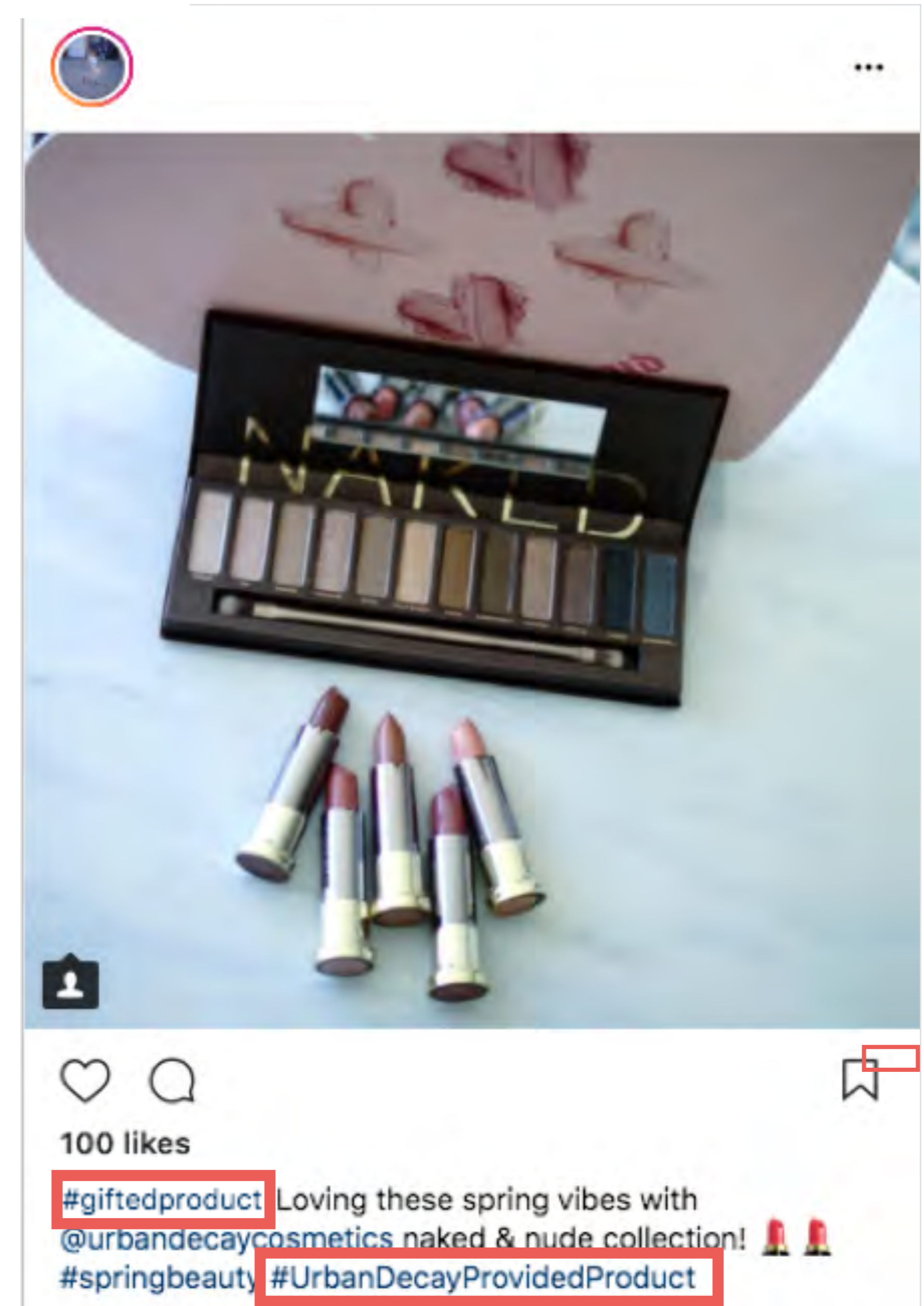
Instagram: Gifted Product

Best Practices for Disclosing Gifted Products

- Disclosures should be made, even if the exchange is gifted products and no monetary compensation is provided.
- Disclosure should appear in the caption as part of the main message. Disclosure should not be buried amongst hashtags.
- Hashtags are not mandatory; clearly communicated written or audio disclosure may suffice.
- A recommended disclosure hashtag: #giftedproduct, #productreçu.

Example Highlights

- Clearly articulates the material connection to the viewer.
- For free products, a clear hashtag indicating the nature of the material connection, can be used.



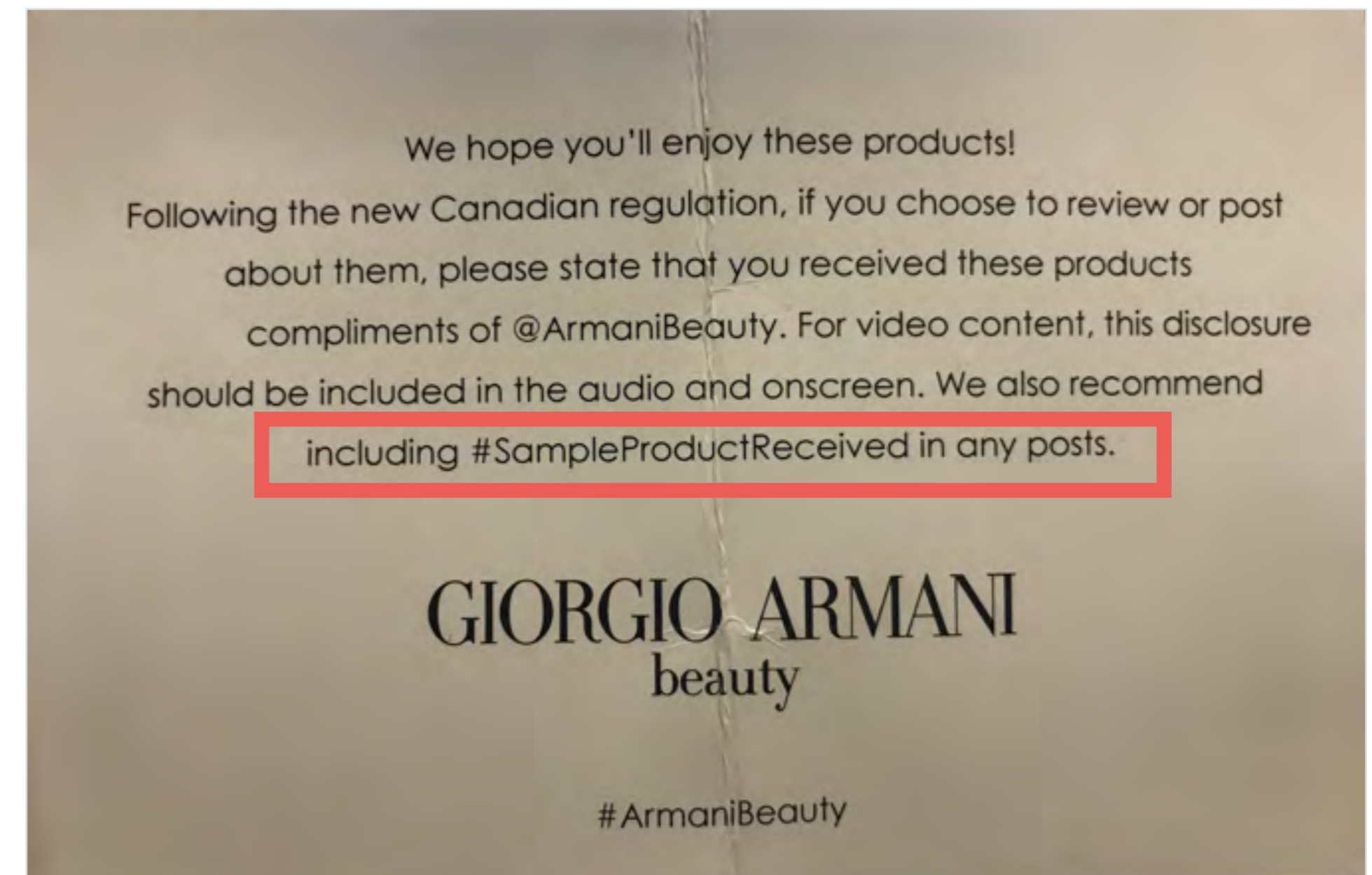
Instagram: Gifted Product

Best Practices for Brands Sending Free Products

- Often, free product comes with a product information card or note from the party who sent it. In this copy, encourage the recipients of gifted product to disclose that they have received the product for free.
- Disclosure is a shared responsibility—brands can take the initiative to recommend that influencers disclose the material connection.

Example Highlights

- The brand card includes a reminder for influencers to disclose that they have received the products as a gift.
- Using the following copy is best practice when encouraging disclosure: “Please disclose you received these products as a gift.”



Instagram: Events

Best Practices for Events and Experiences on Instagram

- Disclosures should be included, even if the post is about a gifted experience or private event, and no monetary compensation was provided.
- Recommended hashtags are not mandatory; clearly written or audio communication may suffice.

Example Highlights

- The influencer clearly indicates that she was invited by the two brands hosting this event.
- Disclosures are made in the main message and not buried in the comments or buried amongst hashtags.



Instagram: Paid Collaborations

Best Practices for Disclosing Paid Collaborations

- Disclosure should appear in the caption as part of the main message. Disclosure should not be buried amongst hashtags.
- The brand with the material connection should be clearly indicated.
- Usage of the “Paid partnership” tool is recommended if the influencer has access to that feature. It should be used in addition to, not instead of, disclosing in the caption.
- Recommended hashtags are not mandatory; clearly written or audio communication may suffice.

Example Highlights

- The influencer utilizes Instagram’s built-in “Paid partnership” tool to indicate the material connection.
- Disclosures are made in the main message and not buried in the comments or buried amongst hashtags.



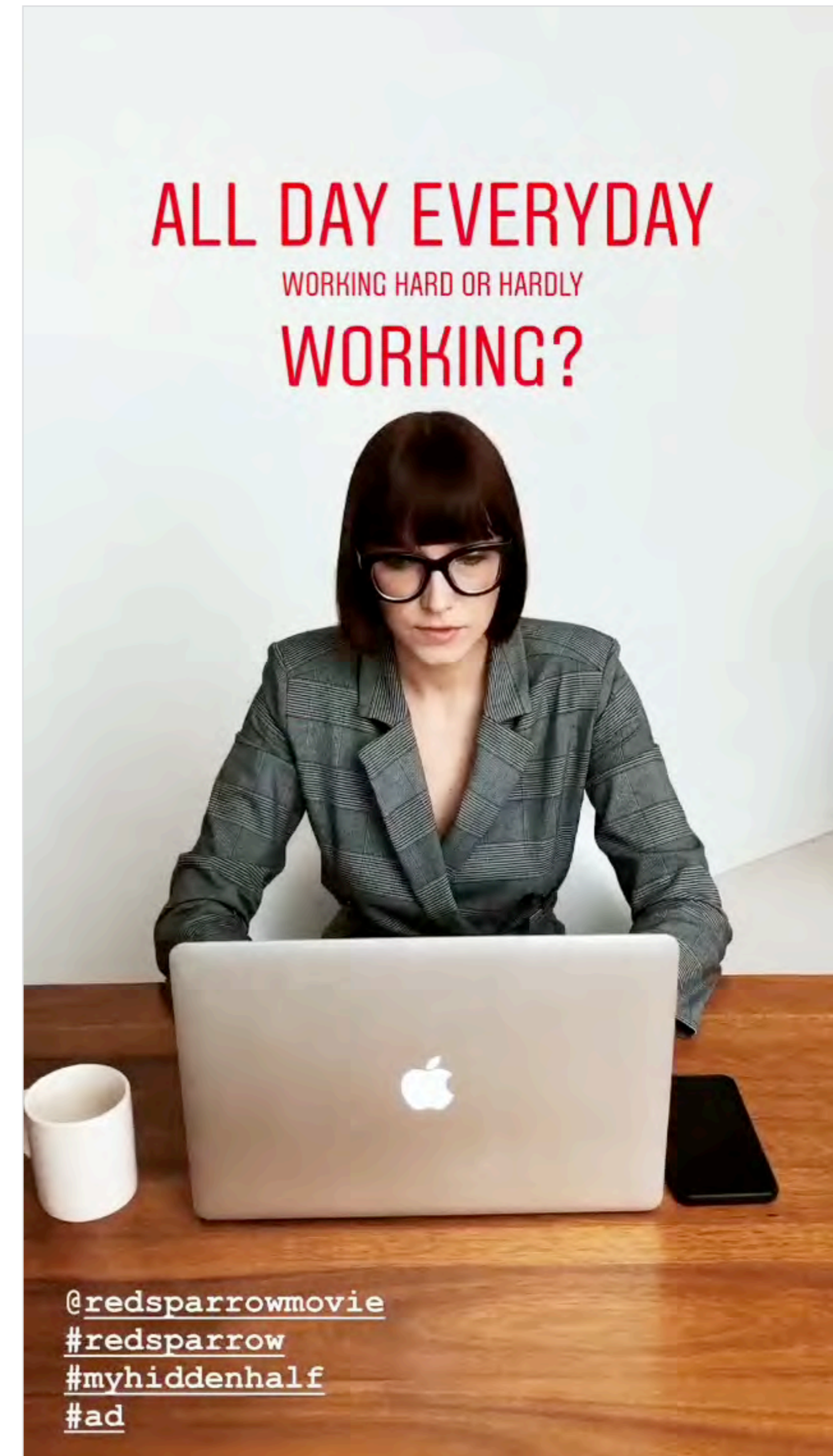
Instagram: Stories

Best Practices for Disclosures in Instagram Stories

- Disclosure should appear at the beginning of the story and be verbally mentioned or displayed visually.
- If an Instagram Story has a set of Stories meant to be consumed consecutively, disclosure is necessary at the beginning of the series. For multiple Stories posted independently, each story should have its own disclosure.
- Disclosures should indicate that a brand paid for a collaboration and helped shape the content (e.g. Thank you to X for sponsoring and collaborating with me on this video) or include one of the recommended hashtags.

Example Highlights

- Brand and disclosure are clearly visible in the Story with proper contrast between the text and the background.
- Disclosures are mentioned consistently throughout the Story.
- Usage of #ad makes it clear that this is sponsored content.



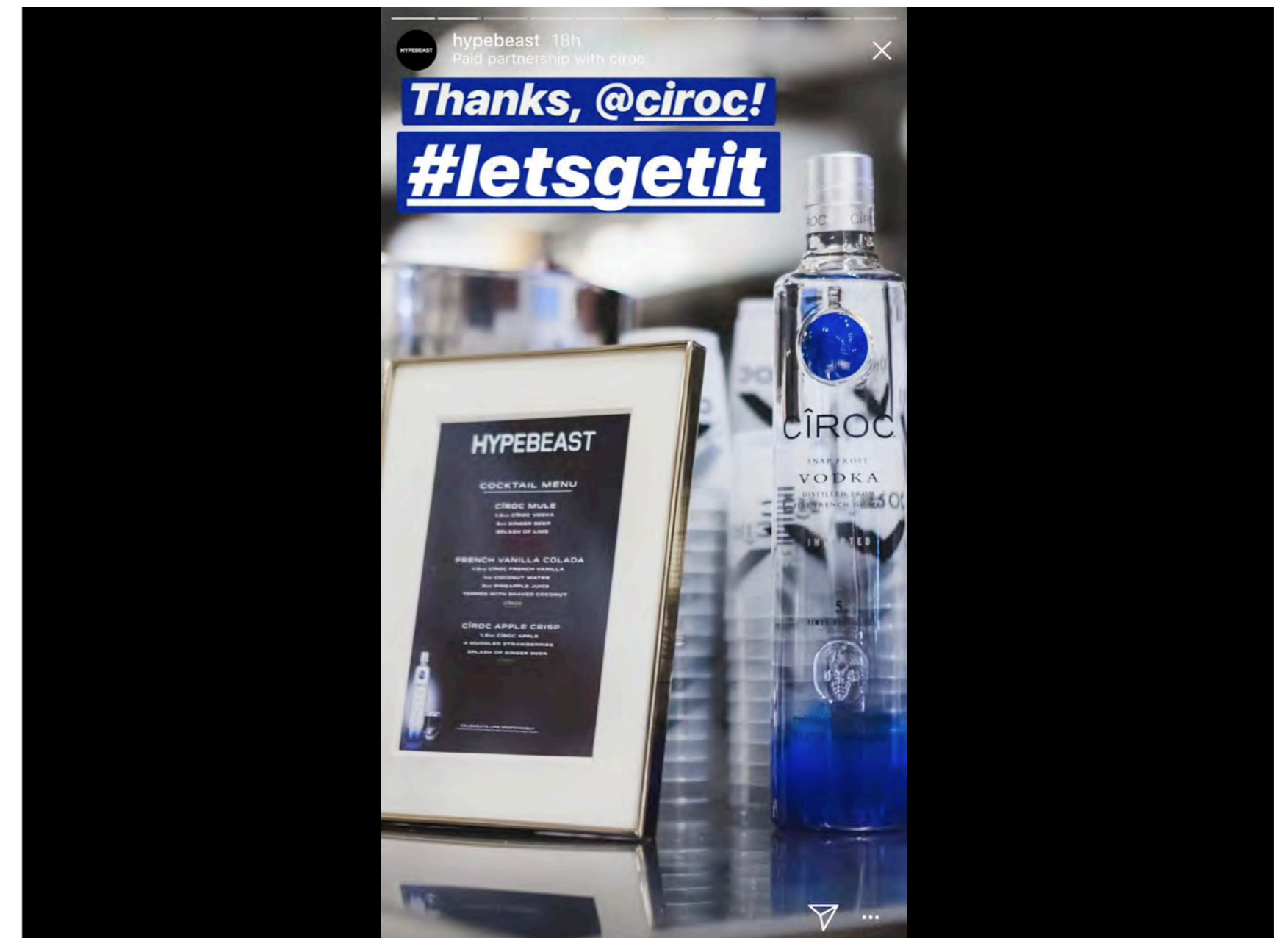
Instagram: Stories

Best Practices for Disclosures in Instagram Stories

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Example Highlights

- Relationship with the specific brand was verbally stated at the beginning of the Story.
- Verbal disclosure is made upfront at the beginning of the Story.



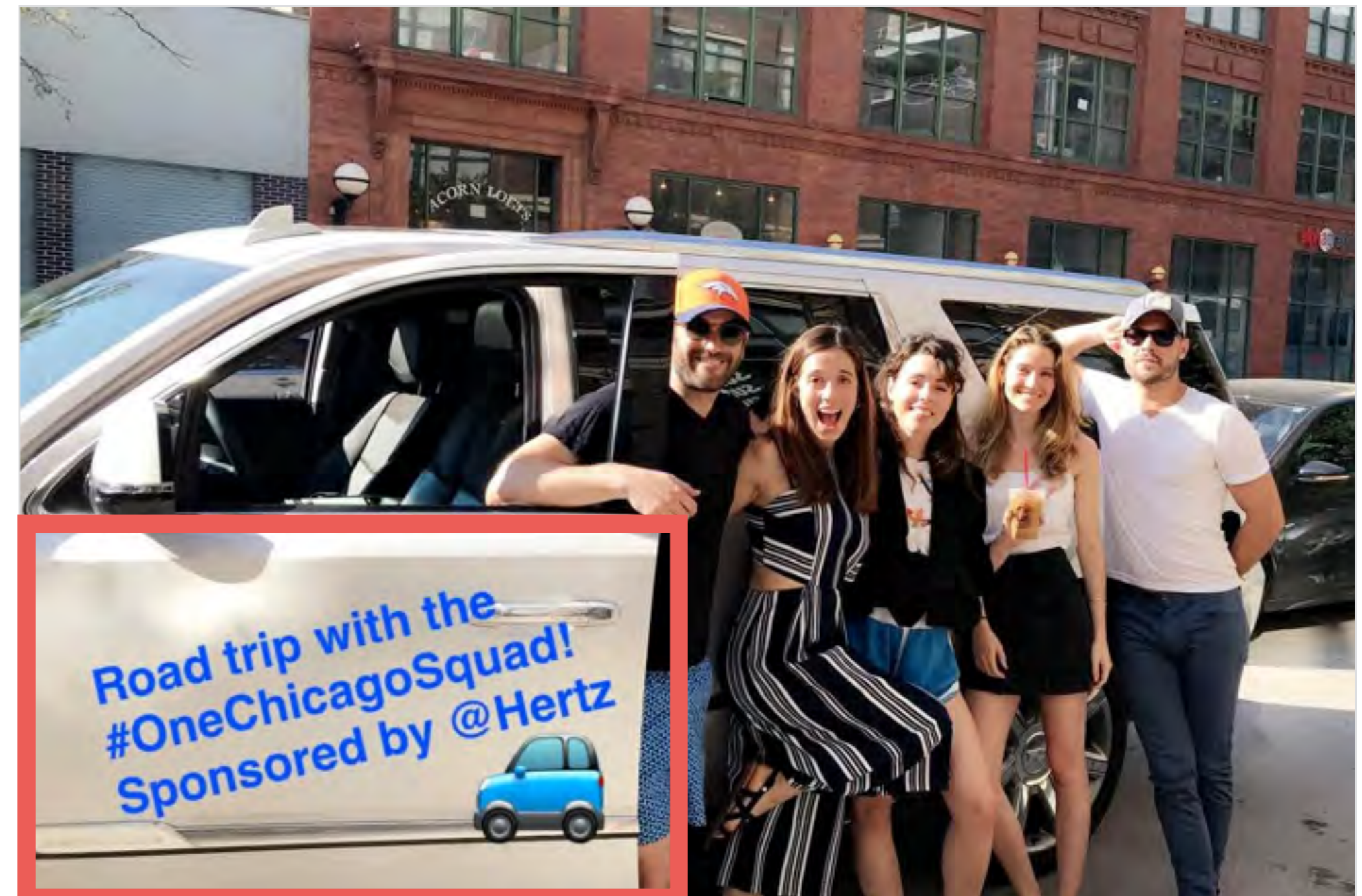
Snapchat

Best Practices: Snapchat Disclosures

- Disclosure should appear at the beginning of the story and be verbally mentioned or displayed visually.
- If a Snapchat Story has a set of Stories meant to be consumed consecutively, disclosure is necessary at the beginning of the series. For multiple Stories posted independently, each story should have its own disclosure.
- Disclosures should indicate that a brand paid for a collaboration and helped shape the content (e.g. Thank you to X for sponsoring and collaborating with me on this video) or include one of the recommended hashtags.

Example Highlights

- Brand and disclosure are clearly visible in the Story with proper contrast between the text and the background.
- Use of “Sponsored by” makes it clear that this is sponsored content.



Twitter

Best Practices: Twitter Disclosures

- Given character limitations, recommended hashtags are most commonly used: #ad, #sponsored.
- Each tweet should have its own disclosure, as they can be consumed independently.
- The sponsoring brand must be clear in the tweet.

Example Highlights

- Brand and disclosure are clearly visible in the text of the tweet.
- While the tweet may link to another piece of content, the disclosure can be consumed independent of the linked content.



Blog

Best Practices: Disclosing Paid Collaborations on Blogs

- Disclosures should be made before a URL (clickable or non-clickable).
- The description of the material connection can be written out, as hashtags do not have functionality on a blog.
- The brand with the material connection should be clearly indicated.

Example Highlights

- The influencer clearly outlines the material connection in the main body of the blog post.
- Disclosures are made before any links to sponsoring brands.

The image shows a screenshot of a blog post. At the top, the title "QUICK AND EASY PEACH SALSA" is displayed in red. Below the title is a red circular icon with the number "10". A row of social media sharing buttons follows, including icons for Twitter, Facebook, a share icon with the number "27", YouTube, Google+, and LinkedIn, along with a share count of "27 SHARES". The main text of the post reads: "Salsa from scratch during winter can seem like a tough order to fill but it doesn't have to be! This quick and easy peach salsa recipe takes advantage of canned peaches and citrus season to bring sunshine to your snack table." Below this text is a photograph of a bowl of peach salsa with a red circular overlay containing the text "PEACH SALSA". A red-bordered box highlights a disclosure: "This post is sponsored by California Cling Peaches. You can follow California Cling Peaches on Facebook, Twitter and Pinterest for more canned peach recipe inspiration!". Below the disclosure, the text continues: "Salsa is one of those recipes that's so incredibly easy to make on your own and that's really hard to screw up. Which is why this peach salsa recipe is a perfect one to have on hand year round - whether it's for game day snacks or to liven up an omelette or give an extra little zip to a pork chop."

Current Influencer Marketing Steering Committee Participants

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STRATEGIC/OBJECTIVES
We make news.

STUDIO71



DULCEDO
MANAGEMENT



MSL
Influence. Impact.

Ad Standards' mandate is to support the advertising industry and we are proud to work with the influencer marketing sector to support this project.

Learn More

For further reading, please see:

The Canadian Code of Advertising Standards:
<http://adstandards.com/en/Standards/theCode.aspx>

The Competition Bureau Deceptive Marketing Practices Digest, Volume 1 (2015)
<http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03946.html>

Word of Mouth Marketing Association Influencer Marketing Guide to Influencer Marketing
<https://womma.org/wp-content/uploads/2017/08/The-WOMMA-Guide-to-Influencer-Marketing-2017.compressed.pdf>

Federal Trade Commission Enforcement Guide
<https://www.ftc.gov/tips-advice/business-center/guidance/ftcs-endorsement-guides-what-people-are-asking>
https://www.ftc.gov/system/files/documents/plain-language/1001a-influencer-guide-508_1.pdf

ICAS (International Council for Ad Self-Regulation)
<https://icas.global/advertising-self-regulation/influencer-guidelines/>

International Consumer Protection and Enforcement Network (ICPEN)
<https://www.icpen.org/>

Global Influencer Guidelines

Australia - [Ad Standards guidelines for influencers](#) and [AANA Clearly Distinguishable Advertising Industry](#)

Belgium - [Advertising Council Recommendations for online influencers](#)

Canada - [Ad Standards Influencer Marketing Steering Committee Disclosure Guidelines](#)

France - [ARPP Recommendation on Digital Communication Ads](#)

Ireland - [ASAI Guidance Note on the Recognisability of marketing communications](#)

Italy - [Social Network and Content Sharing Section of the IAP Digital Chart](#)

The Netherlands - [Social Media & Influencer Marketing Code](#)

New Zealand - [ASA Guidance Note on Identification of Advertisements](#)

Peru - [Guía de Publicidad para Influencers](#)

Philippines - [ASC Digital Guidelines for Regulated and Non-Regulated Categories](#)

Romania - [Code of Advertising Practice](#)

Sweden - [Swedish Consumer Agency Guidance on marketing in blogs and other social media](#)

United Kingdom - [An Influencer's Guide to making clear that ads are ads](#)

USA - [FTC Guide on the Use of Endorsements and Testimonials in Advertising](#)