Annex 6: Glossary

Additional Safety Measures Statement

Glossary

This glossary sets out definitions of terms used throughout the statement.

Terms	Definition
Abuse and hate content	Content, described in section 62(2) of the Act, which is abusive and which targets any of the following characteristics— (a) race, (b) religion, (c) sex, (d) sexual orientation, (e) disability, or (f) gender reassignment and/or content, described in section 62(3) of the Act, which incites hatred against people— (a) of a particular race, religion, sex or sexual orientation, (b) who have a disability, or (c) who have the characteristic of gender reassignment.
Act	The Online Safety Act 2023.
Active United Kingdom user	Any United Kingdom users who has accessed the user-to-user part of the service.
Age assurance	A collective term for age verification and age estimation.
Age assurance method	The particular system or technology that underpins an age assurance process.
Age assurance process	The end-to-end process through which the age assurance method or combination of methods are implemented to determine whether or not a user is a child.
Age estimation	A form of age assurance designed to estimate the age or age range of the user.[1]
Appeals (Search)	A complaint by an interested person if the provider of a search service takes or uses measures in order to comply with the illegal content safety duties, that result in content relating to that interested person no longer appearing in search results or being given a lower priority in search results.
Appeals (U2U)	A complaint by a user about any of the following actions, if the action concerned has been taken by the provider on the basis that content generated, uploaded or shared by the user is illegal content or content harmful to children (or a proxy for either): a) the content being taken down; b) the user being given a warning; c) the user being suspended, banned, or in any other way restricted from using the service.

[1] Section 230(3) of the Act.

Terms	Definition
Application-specific machine learning technology	Technologies based on models developed or adapted using training data to identify, classify, or assess features, attributes, or characteristics of target content, and whose intended tasks, decision criteria, and expected outputs are established through model development or adaption.
April 2025 Protecting children from online harms statement	*'Protecting children from harms online'*, published by Ofcom on 24 April 2025.
Associated systems and processes	The systems and/or processes associated with the use of proactive technology.
Banning	Removing a user's existing access to a service.
Behaviour identification technology	Technology which analyses (any or all of) relevant content, user data, or metadata relating to relevant content or user data to assess a user's online behaviour or patterns of online behaviour (for example, to assess whether a user may be involved in, or be the victim of, illegal activity).
Child	A person under the age of 18.
Child user	A user under the age of 18.
Children's Access Assessments Guidance	Guidance for Part 3 services on children's access assessments.
Children's code	The ICO's Children's code (also known as the Age Appropriate Design code).[2]
Children's Register of Risks	The assessment of the risks of harm to children from content harmful to children on user-to-user and search services that Ofcom is required to prepare under section 98 of the Act, available in the Children's Register of Risks
Children's Risk Assessment	The most recent children's risk assessment, identifying and assessing the risk of harm to individuals from illegal content and content harmful to children, carried out by the provider, pursuant to sections 11 and 28 of the Act.
Children's Risk Profiles	Prepared under section 98 of the Act and as set out in Part 3 of the Children's Risk Assessment Guidance
Children's safety duties	The safety duties protecting children in sections 12 and 29 of the Act.
Codes of practice (Codes)	The set of measures recommended for compliance with the illegal content safety duties and reporting and complaints duties that Ofcom is required to prepare under section 41 of the Act.

[2] ICO. Age appropriate design: a code of practice for online services | ICO.

Terms	Definition
Comment on content	Replying to user-generated content, or generating, uploading and/or sharing content on in response to another piece of user-generated content posted on open channels of communication, in such a way that the reply, or content generated, uploaded or shared (as applicable) is visually accessible directly from the original user-generated content without navigating away from that user-generated content.
Commenting on content functionality	User-to-user service functionality that allows users to comment on content.
Content	Anything communicated by means of an internet service, whether publicly or privately, including written material or messages, oral communications, photographs, videos, visual images, music and data of any description.[3]
Content appeal	A complaint by a United Kingdom user about any of the following actions, if the action concerned has been taken by the provider on the basis that content generated, uploaded or shared by that user is illegal content: 1. the content being taken down; 2. the user being given a warning; 3. the user being suspended, banned, or in any other way restricted from using the service.
Content capture or content record	Functionality that enables a user to record, copy or store content as it appears on the service. This can include, but is not limited to: • the creation of clips from the content, • downloading content, or • photo, video or audio capture using device functionality or third-party software (for example, a screen shot/grab/recording).
Content identification technology	Technology, such as algorithms, keyword matching, image matching, or image classification, which analyses content to assess whether it is content of a particular kind (for example, illegal content).

[3] Section 236 of the Act.

Terms	Definition
Content recommender systems	An algorithmic system which determines the relative ranking of an identified pool of content (that includes regulated user generated content) from multiple users on content feeds. Content is recommended based on factors that it is programmed to account for, such as popularity of content, characteristics of a user, or predicted engagement. References to content recommender systems do not include a content recommender system employed exclusively in the operation of a search functionality which suggests content to users in direct response to a search query, product recommender systems or network recommender systems.
Content that is harmful to children proxy	In the Protection of Children User-to-User Codes, we define "content that is harmful to children proxy" as primary priority content (PPC) proxy, priority content (PC) proxy or non-designated content (NDC) proxy". This is content that a provider determines to be in breach of its terms of service, where: a) the provider had reason to suspect that the content may be relevant PPC, PC and/or NDC; and b) the provider is satisfied that its terms of service prohibit the type of relevant PPC, PC and/or NDC which it had reason to suspect existed.
Crisis	A crisis is an extraordinary situation in which there is a serious threat to public safety in the United Kingdom either: • as a result of a significant increase in specified kinds of illegal and/or harmful content on the service; and/or • which has caused or is highly likely to cause a significant increase in specified kinds of illegal and/or harmful content on the service.
Cryptographic hash matching	Cryptographic hash matching determines whether a given file is identical to a hashed file. If the hashes match, the two files can be taken to be identical. Cryptographic hash matching is highly accurate in detecting matches between two identical pieces of content. However, it will not detect a match where a file has been modified from the file originally hashed, which reduces its effectiveness in detecting illegal content and renders it vulnerable to deliberate evasion.

Terms	Definition
CSAM (child sexual abuse material)	A category of CSEA content, including in particular indecent or prohibited images of children (including still and animated images, and videos, and including photographs, pseudo-photographs and non-photographic images such as drawings). CSAM also includes other material that includes advice about grooming or abusing a child sexually or which is an obscene article encouraging the commission of other child sexual exploitation and abuse offences. Furthermore, it includes content which links or otherwise directs users to such material, or which advertises the distribution or showing of CSAM. CSAM can further be qualified as 'known' CSAM, which has previously been identified, and 'unknown CSAM' (also called 'first-generation' or 'novel' CSAM), which is an content shared for the first time or which otherwise has not been previously identified. Also see definition of 'unknown image-based CSAM.'
CSAM content proxy	Content that has been assessed and identified as being in breach of the service's terms of service, where the provider is satisfied that the terms in question prohibit CSAM.
CSAM discussion	CSAM discussion refers to CSAM in the form of written material or messages (other than CSAM URLs).
CSAM URL	A URL at which CSAM is present, or a domain which is entirely or predominantly dedicated to CSAM (and for this purpose a domain is "entirely or predominantly dedicated" to CSAM if the content present at the domain, taken overall, entirely or predominantly comprises CSAM (such as indecent images of children) or content related to CSEA content).
CSEA (child sexual exploitation and abuse)	Refers to offences specified in Schedule 6 of the Act, including offences related to CSAM and grooming. CSEA includes but is not limited to causing or enticing a child or young person to take part in sexual activities, sexual communication with a child and the possession or distribution of indecent images.
CSEA content proxy	Content that has been assessed and identified as being in breach of the service's terms of service, where the provider is satisfied that the terms in question prohibit content that amounts to CSEA. For the avoidance of doubt, this includes CSAM content proxy.
Cumulative harm	Harm that occurs when harmful content (PPC, PC or NDC) is repeatedly encountered by a child, and/or when a child encounters harmful combinations of content. These combinations of content include encountering different types of harmful content (PPC, PC or NDC), or a type of harmful content (PPC, PC, or NDC) alongside a kind of content that increases the risk of harm from PPC, PC or NDC.[4]

[4] Section 234(4) of the OS Act.

Terms	Definition
December 2024 Illegal Harms Statement	*'Protecting people from illegal harms online'*, published by Ofcom on 16 December 2024.
Deepfake	A form of audio-visual content that has been generated or manipulated using AI, and that misrepresents someone or something. Deepfakes are usually intended to cause harm by deceiving an audience into believing that something happened when it did not. In some cases, deepfakes consist of wholly new content, whereas in others they take the form of existing content that has been manipulated in some way.
Detect	To identify content as being (or as likely to be) target content.
Detected content	Content detected by the use of relevant technology as being (or as likely to be) target content (and related expressions are to be read accordingly).
Digital Services Act	Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC.
Direct messaging	User-to-user service functionality allowing a user to send and receive a message to one recipient at a time, and which can only be immediately viewed by that specific recipient.
Discussion forums and chat room services	A user-to-user service type describing general services that generally allow users to send or post messages that can be read by the public or an open group of people.
EA 2010	The Equality Act 2010.
Eating disorder content	Content which encourages, promotes or provides instructions for an eating disorder or behaviours associated with an eating disorder.[5]
ECHR	The European Convention on Human Rights (incorporated into domestic law by the Human Rights Act 1998).
Encouraging or assisting suicide or serious self-harm	An offence which involves an individual intentionally encourages or assists another person to seriously self-harm or either end their life or attempt to end their life.[6] To be distinguished from content which encourages, promotes or provides instructions for suicide which is primary priority content that is harmful to children.

[5] Section 61(5) of the Act.

[6] An offence under: section 2 of the Suicide Act 1961; section 13 of the Criminal Justice Act (Northern Ireland) 1966 (c.20 (N.I.)); section 184 of the Act (a relevant non-priority offence).

Terms	Definition
Explicit feedback	Direct and intentional actions taken by users to express their preferences and sentiment on content. Though it can vary across services; explicit feedback into recommender systems can be positive (such as likes or saves) or negative (such as dislikes or clicking 'show me less' or reporting the content). Depending on the service, user reports or complaints can also be forms of explicit negative feedback.
External content policies	Publicly available documents aimed at users of the service which provide an overview of a service's rules about what content is allowed and what is not. These are often in the form of terms of service and/or community guidelines.
False positive	Detected content that is not target content.
File-storage and file-sharing service	A service whose primary functionalities involve enabling users to (i) store digital content, including images and videos, on the cloud or dedicated server(s); and (ii) share access to that content through the provision of links (such as unique URLs or hyperlinks) that lead directly to the content for the purpose of enabling other users to encounter or interact with the content.
Filter bubble	Where a user experiences a narrowing of the type or nature of content they encounter on an online service, typically on a user-to-user service. This can result in increasing content homogeneity and a relative reduction in content variety. Filter bubbles are typically algorithmically driven but may be caused by other factors that limit a user's exposure to content that is thematically varied.
Foreign Interference Offence (FIO)	An offence under section 13 of the National Security Act 2023 (foreign interference).
Fraud and financial services offences	A number of offences relating to fraud and financial services, such as but not limited to fraud by abuse of position, participating in fraudulent business, or the contravention of the prohibition on carrying on regulated activity unless authorised or exempt.[7]

[7] An offence under: sections 2, 4, 7, or 9 of the Fraud Act 2006; section 49(3) of the Criminal Justice and Licensing (Scotland) Act 2010; sections 23, 24, or 25 of the Financial Services and Markets Act 2000;sections 89 or 90 of the Financial Services Act 2012.

Terms	Definition
Functionalities	In relation to a user-to-user service, includes any feature that enables interactions of any description between users of the service by means of the service.[8] In relation to a search service, includes (in particular): (a) a feature that enables users to search websites or databases; (b) a feature that makes suggestions relating to users' search requests (predictive search functionality).[9] In practice, when referring to functionalities in the Register of Risks, 'functionalities' refers to the front-end features of a service. For user-to-user services, 'functionalities' refers to features that enable interaction between users. 'Functionalities for search services' refers to features that enable users to search websites or databases, as well as features that make suggestions relating to users' search requests.
General search service	A service that enables users to search the web by inputting search requests. It derives search results from an underlying search index (developed by either the provider of the service or a third party). Search results are presented using algorithms that rank based on relevance to a search request (among other factors). (For the avoidance of doubt, this term includes combined services, the public search engine part of which enables users to search the internet in the manner described above.)
Generative artificial intelligence (GenAI)	AI models that can create text, images, audio and videos, typically in response to a user prompt.
Gift / gifting functionality	A user-to-user service functionality which enables a user to give a benefit (for example, money, in-service tokens, in-game or in-app gifts, or virtual currency) to another user.
Grooming	An offence specified in any of paragraphs 5, 6, 11 or 12 of Schedule 6 to the Act.
Guidance on Content Harmful to Children	The guidance which gives examples of content that Ofcom considers to be (or not to be) PPC and PC that is harmful to children that Ofcom is required to produce undersection 53 of the Act.
Harassment, stalking, threats, and abuse	A range of offences such as, but not limited to, threats to kill, causing harassment, alarm or distress, causing fear of violence, and stalking.[10]

[8] Section 233(1) of the Act. Please refer to section 233(2) of the OS Act for a non-comprehensive list of user-to-user functionalities.
[9] Section 233(3) of the OS Act.
[10] An offence under: section 16 of the Offences against the Person Act 1861; sections 4, 4A, or 5 of the Public Order Act 1986; sections 2, 2A, 4, or 4A of the Protection from Harassment Act 1997; article 4s or 6 of the Protection from Harassment (Northern Ireland) Order 1997 (S.I. 1997/1180 (N.I. 9)); sections 38 or 39 of the Criminal Justice and Licensing (Scotland) Act 2010 (asp 13).

Terms	Definition
Harm	Means physical or psychological harm. References to harm presented by content, and any other reference to harm in relation to content, have the same meaning given to it by section 234 of the Act.
Harmful substances content	Content which encourages a person to ingest, inject, inhale or in any other way self-administer (a) a physically harmful substance, or (b) a substance in such a quantity as to be physically harmful.
Hash matching	Hash matching is a process for detecting content which has previously been identified as illegal or otherwise violative. It allows service providers to prevent the upload, re-upload, download, viewing or sharing of illegal or harmful content. It involves matching a hash of a unique piece of known illegal content stored in a database with user-generated content. Hashing is an umbrella term for techniques to create fingerprints of files on a computer system. An algorithm known as a hash function is used to compute a fingerprint, known as a hash, from a file.
Hate offences	Public order offences relating to stirring up hatred on the grounds of certain protected characteristics.[11]
Highly effective age assurance	An age assurance process that is of such a kind and implemented in such a way that it is highly effective at correctly determining whether or not a particular user is a child.
Illegal content	Content that amounts to a relevant offence.
Illegal content judgement guidance (ICJG)	The guidance about making illegal content judgements that Ofcom is required to produce under section 193 of the Act.
Illegal content proxy	For user-to-user services, content that has been assessed and identified as being in breach of the service's terms of service, where the provider is satisfied that the terms in question prohibit the types of content that include illegal content (including but not limited to priority illegal content). For search, search content that has been identified in the provider's publicly available statement for the service as being subject to appropriate moderation action, where the provider is satisfied that illegal content is included within that kind of content (including but not limited to priority illegal content).
Illegal content safety duties	The duties in section 10 of the Act (user-to-user services) and section 27 of the Act (search services).
Illegal harm	Harms arising from illegal content and the commission and facilitation of priority offences.

[11] An offence under: sections 18, 19, 21, 29B, 29C, or 29E of the Public Order Act 1986; sections 31 or 32 of the Crime and Disorder Act 1998; section 50A of the Criminal Law (Consolidation) (Scotland) Act 1995.

Terms	Definition
Image-based CSAM content	Content amounting to an offence specified in any of the following paragraphs of Schedule 6 to the Act: 2 to 4, 7 or 10, so far as the risk in relation to those offences relates to CSAM in the form of photographs, videos or visual images.
Implicit feedback	Techniques used to infer user preferences from observations and data available to a recommender system. This can include user actions such as page views, clicking, and hovering over content. Implicit feedback may be used as proxy for positive engagement that may not always be intended by users, and they may not be aware that it's being collected.
Information notice	A notice issued under Ofcom's information gathering powers requiring the provision of information by a certain deadline.
Intimate image abuse	An offence of sharing or threatening to share intimate images or film.
January 2025 Statement	*'Statement: Age Assurance and Children's Access*', published by Ofcom on 16 January 2024.
Large service	A service with more than 7 million monthly active UK users.
Livestreaming	A user-to-user service functionality that allows a single user to simultaneously create and distribute live video depicting real-world events as they occur online streaming content (such as live video content) to multiple or potentially unlimited other users in, or very close to, real time. This excludes content which is communicated privately.
Livestreaming (one-to-many)	A user-to-user service functionality that allows a single user to simultaneously create and broadcast online streaming content (such as live video content) to multiple other users in, or very close to, real time.
May 2024 Consultation	*'Consultation: Protecting children from harms online*', published by Ofcom on 8 May 2024.
Moderation	When a service provider reviews and assesses content to determine whether it is harmful to children or not, or whether it is in breach of the terms of service or publicly available statement of the service, and takes appropriate action based on that determination We use 'content moderation' when referring to user-to-user services, and 'search moderation' when referring to search services.
Multi-risk service	A service that assesses itself as being at medium or high risk in relation to at least two different kinds of illegal harm in their latest illegal harms risk assessment.
Negative feedback	Data and signals that indicate a user's dissatisfaction or lack of interest in a content recommendation. Examples include data or signals from reporting processes and content restriction tools.

Terms	Definition
Network expansion prompt functionality	A functionality that by automated means, makes recommendations to connect with one or more specified users of the relevant service. Recommendations may include, but are not limited to, recommendations to connect with users: that have similar interests, that are close geographically, that are associated with the same school or workplace, or that have a mutual connection.
Non-designated content	Content, which is not Primary priority content or Priority content, of a kind which presents a material risk of significant harm to an appreciable number of children in the UK.[12]
November 2023 Illegal Harms Consultation	*'Consultation: Protecting people from illegal harms online'*, published by Ofcom on 9 November 2023.
Part 3 HEAA Guidance	'Guidance on highly effective age assurance for Part 3 services'.
Perceptual hash matching	Perceptual hash matching hash matching determines whether a given file is likely to be perceived as similar to a hashed file. It does this by comparing the similarity between the hashes of the files, assessed using a 'distance metric'. A threshold is set to determine when there is sufficient similarity between the hashes for the files to be considered a (near) match – that is, perceptually similar to each other. This allows modifications from an original file to be detected.
Pile-on	Refers to when a user is criticised or targeted by a large number of other users, often as part of bullying campaigns.
Pornography services	Services whose principal purpose is the hosting or dissemination of pornographic content and who host user-generated pornographic content. These services are subject to the risk assessment duties and the children's safety duties. Pornography that is published or displayed by the provider of the service is subject to different duties set out in Part 5 of the Act and Ofcom has published separate guidance for providers subject to these duties.
Posting content	User-to-user service functionality allowing users to upload and share content on open channels of communication.
Posting or sending location information	User-to-user service functionality allowing users to share their current or historic location, record a user's movement, or identify which other users of the service are nearby.
Precision	A measure of statistical accuracy, calculated as the proportion of detected content that a relevant technology has correctly identified as target content.
Primary priority content	A category of content that is harmful to children, as defined in section 61 of the Act.[13]

[12] Section 60(2)(c) of the Act.

[13] We have typically grouped the different kinds of primary priority content as follows: pornographic content, suicide and self-harm content, eating disorder content. This reflects the definition in section 61 of the Act.

Terms	Definition
Priority content	A category of content that is harmful to children, as defined in section 62 of the Act.[14]
Priority illegal content	Content which amounts to a priority offence.
Priority offences	The offences set out in Schedules 5 (terrorism offences), 6 (CSEA offences) and 7 (priority offences) to the Act.
Proactive technology	Consisting of three types of technology: content identification technology, user profiling technology, and behaviour identification technology (subject to certain exceptions) as defined in section 231 of the Act.
Proactive Technology System	A content moderation system that includes proactive technology. It can operate with partial or no human involvement. For the avoidance of doubt, this term refers to the overall system, including any human review element.
Proscribed organisation	A group or organisation proscribed by the Secretary of State under section 3 of the Terrorism Act 2000.
Publicly Available Statement	A statement that search services are required to make available to members of the public in the UK, often detailing various information on how the service operates.
Reacting to content	User-to-user service functionality allowing users to express a reaction, such as approval or disapproval, of content that is shared by other users, through dedicated features that can be clicked or tapped by users.[15]
Recall	A measure of statistical accuracy, calculated as the proportion of target content analysed by a relevant technology that the technology has detected.
Record keeping and review guidance	The guidance that Ofcom is required to produce under section 52(3) of the Act to help services to comply with their record keeping and review duties under sections 23 (user-to-user services) and 34 (search services) of the Act.
Register of Risks	The assessment of the risks of harm from illegal content on user-to-user and search services that Ofcom is required to prepare under section 98 of the Act.
Regulated user-generated content	User-generated content with certain exceptions, as defined in section 55(2) of the Act.
Relevant Available Information (in connection with recommender system)	Any type of information or signal that is reasonably available from the operation of the service and that a recommender system can use as an indicator to determine whether content is potentially illegal or harmful to children.

[14] We have typically grouped the different kinds of priority content as follows: abuse and hate content, bullying content, violent content, harmful substances content, dangerous stunts and challenges content. This reflects the definition in section 62 of the Act.

[15] This for instance includes 'liking' or 'disliking' a post.

Terms	Definition
Relevant content	Any: a) regulated user-generated content that: i) may be encountered by United Kingdom users of the service by means of the service, and ii) is communicated publicly by means of the service, or b) material which, if it were present on the service, would be content within paragraph (a).
Relevant inputs	Relevant content or metadata relating to relevant content.
Relevant technology	A form of proactive technology that constitutes one or a combination of the specified technologies for the purposes of ICU PT 1 and has been implemented by a provider to detect target content.
Reporting and complaints duties	So far as it relates to illegal content, the duty in section 20 of the Act and so far as they relate to the complaints set out in section 21(4) of the Act, the duties in section 21 of the Act).
Risk assessment	The most recent risk assessment carried out by the provider pursuant to section 9 of the Act.
Risk assessment guidance	The guidance to assist services in complying with the risk assessment duties that Ofcom is required to produce under section 99 of the Act.
Risk factor	A characteristic associated with the risk of one or more kinds of harm.
Risk of harm	The possibility of individuals encountering harm on a Part 3 service.
Risk profiles	Prepared under section 98 of the Act and as set out in Appendix A of the Illegal Content Risk Assessment Guidance.
Sanction	An action taken against a user. This includes: a) giving a warning to the user, b) suspending or banning the user from using the service, or c) in any other way restricting the user's ability to use the service.
Search content	Content that may be encountered in or via search results of a search service. It does not include paid-for advertisements, news publisher content, or content that reproduces, links to, or is a recording of, news publisher content. Content encountered "via search results" includes content encountered as a result of interacting with search results (for example, by clicking on them) and does not include content encountered as a result of subsequent interactions.
Self-declaration (age)	A process where the user is asked to provide their own age. This could be in the form of providing a date of birth to gain entry to a service or by ticking a box to confirm a user is over a minimum age threshold.

Terms	Definition
Service	A regulated user-to-user or search service, i.e. only the user-to-user or search part of the service.
Service type	A characteristic that in general refers to the nature of the service. For example, social media services and messaging services.[16]
Single-Sign on (SSO)	An authentication method that allows users to sign in using one set of credentials to multiple independent software systems.
Smaller service	A service which is not a large service.
Social media services	User-to-user service type describing services that connect users and enable them to build communities around common interests or connections.
Suicide and self-harm content	Content which encourages, promotes or provides instructions for suicide or encourages, promotes or provides instructions for an act of deliberate self-injury.
Systems and processes	Characteristic concerning the actions taken by a service, including procedures to mitigate the risk of children being harmed by encountering content that is harmful to them. This can be either human or automated, or a combination of the two, and include technology.
Takedown duty	The duty under section 10(3)(b) of the Act for a user-to-user service to use proportionate systems and processes designed to swiftly take down any (priority or non-priority) illegal content when it becomes aware of it.
Terms of Service	All documents comprising the contract for use of the service (or of part of it) by United Kingdom users.
Terrorism	An offence specified in Schedule 5 to the Act, including but not limited to offences relating to proscribed organisations, encouraging terrorism, training and financing terrorism.
Text matching technologies	Exact matching, approximate matching, or pattern matching technologies based on rule-based or heuristic matching approaches to identify predefined textual elements and patterns within content, including words, phrases, character sequences, uniform resource locators (URLs), and domain names.
the Act	The Online Safety Act 2023.
Undetected content	Relevant content that was not detected by the relevant technology and was brought to the attention of the provider as being suspected target content by another means.
Unknown image-based CSAM	Image-based CSAM content that is not included in any reference database of hash values for CSAM used by the provider in order to comply with ICU C9 of the Illegal content Codes of Practice for user-to-user services.

[16] Certain service types have been selected because our evidence suggests that they play a role in children encountering harmful content.

Terms	Definition
User access	A user's entry into a service and ability to use the functionalities present on that service.
User base	Users of a service. A user does not need to be registered with a service to be considered a user of that service.[17]
User connections	User-to-user service functionality that allows users to follow or subscribe to other users. Users must sometimes be connected in order to view all or some of the content that each user shares.
User feedback	The various types of user data and signals collected by recommender systems to learn about their preferences and make predictions about what content is likely to be relevant. This feedback helps content recommender systems personalise content suggestions. User feedback can take a variety of forms and can be explicit and implicit, which we have defined separately.
User networking	Functionality type that comprises user-to-user service functionalities which allow users to find or encounter each other, and establish contact.
User profiling technology	Technology which analyses (any or all of) relevant content, user data, or metadata relating to relevant content or user data for the purposes of building a profile of a user to assess characteristics such age.
User report	User reports are a specific type of complaint about content, submitted through a reporting tool.
User-generated content	Content (a) that is: (i) generated directly on the service by a user of the service, or (ii) uploaded to or shared on the service by a user of the service, and (b) which may be encountered by another user, or other users, of the service by means of the service.
User-to-user services	An internet service by means of which content that is generated directly on the service by a user of the service, or uploaded to or shared on the service by a user of the service, may be encountered by another user, or other users, of the service.
Violent content	Content which encourages, promotes or provides instructions for an act of serious violence against a person or animal.[18]

[17] Section 227 of the OS Act makes clear that 'it does not matter whether a person is registered to use a service' for them to be considered a 'user.'

[18] Content which— (a) depicts real or realistic serious violence against a person; (b) depicts the real or realistic serious injury of a person in graphic detail. Content which— (a) depicts real or realistic serious violence against an animal; (b) depicts the real or realistic serious injury of an animal in graphic detail; (c) realistically depicts serious violence against a fictional creature or the serious injury of a fictional creature in graphic detail. Defined by Section 62(6) and 62(7) of the Act.