Information requirements for Category 1 and 2B services

Annex 3

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1. Introduction

1.1 The Online Safety Act 2023 ("**the Act**") introduced a transparency reporting regime for categorised services. Under this regime, Ofcom has powers to require **providers** of categorised services to publish certain information about their services in a public transparency report.

1.2 Section 2 of this document sets out the complete index of information requirements that may be included in notices for Category 1 and 2B services. From this index, we tailor the information requirements for each individual service. We have set out our approach to allocating questions in our consultation 'Consulting on our Impact assessment of Ofcom's approach to transparency notices.'

1.3 Section 3 of this document sets out how terms in bold are defined and should be interpreted.

2. Information requirements

1. Taxonomy

Terms of service

In considering the incidence of **illegal content** and **content that is harmful to children**, we recognise that most **providers** operate globally and do not necessarily directly apply UK definitions of **illegal content** and **content that is harmful to children** across all their **content** on their services.

While **providers** must comply with their safety duties in relation to **illegal content** and **content that is harmful to children**, a **provider's terms of service** may include global policies which operate differently to the categorisation and definitions of harmful **content** regulated by **the Act**. Depending on their systems and processes, **providers** may be alerted to and manage a broader range of **illegal content** and **content that is harmful to children** under their own, globally applied, **terms of service**. These globally applied **terms of service** may cover **illegal content** and **content that is harmful to children** with different categorisations and/or definitions.

These questions ask **providers** to provide details about how their **terms of service** operate to either use proxies or **the Act's** categorisations and definitions for harmful **content**, to cover the broad range of **illegal content** and **content that is harmful to children** to which **UK users** may be exposed to on the **provider's** service.

The following questions relate to your contracts (including any community guidelines or equivalent incorporated by reference into the contract) with all users who are able to generate **content** directly on the service, or upload to or share **content** on the service, such that it may be **encountered** by **UK users**.

1. Please identify each provision of your contracts which corresponds to or overlaps with the definitions under **the Act** of **priority offences**, (regardless of whether or not you rely on such provisions in practice to make decisions about whether or not **content** is **illegal content** or **illegal content proxy** for the purposes of **the Act**).

   If, in addition, you have specific provisions enabling you to make **illegal content judgements** or decisions about **illegal content proxies** on your service for the purposes of **the Act** (on which you rely in order to **take down content** for **UK users**), please also identify these.

   In your response, please reproduce or link to the specific provision(s) concerned. If one provision or section of your contract/community guidelines covers multiple offences, please provide the **terms of service** provision for each offence as necessary. This may mean you need to refer to some **terms of service** provisions more than once.

In relation to each offence specified in rows 2A to 18 (excluding row 3) of the table, the offence also, to the extent relevant, includes the offences of encouraging, assisting, conspiring to commit, aiding, abetting, counselling, procuring, attempting, or (in Scotland) inciting or being involved art and part in, the commission of that offence.

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
1.	Terrorism	An offence specified in Schedule 5 to **the Act**.	
2.	**CSEA**	An offence specified in Schedule 6 to **the Act,** that is not set out below under the **illegal content** categories: (a) Image-based **CSAM**; (b) **CSAM URLs**: or (c) **Grooming**.	
2A.	Image-based **CSAM**	An offence specified in any of paragraphs 1 to 4, 7, 8 or 10 of Schedule 6 to **the Act**, so far as the risk in relation to those offences relates to **CSAM** in the form of photographs, videos or visual images.	
2B.	**CSAM URLs**	An offence specified in any of paragraphs 1 to 4, 7, 8 or 10 of Schedule 6 to **the Act**, so far as the risk in relation to those offences relates to users **encountering CSAM** by means of or facilitated by **URLs** present on the service.	
2C.	**Grooming**	An offence specified in any of paragraphs 5, 6, 11 or 12 of Schedule 6 to **the Act**.	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
3.	Encouraging or assisting suicide and serious self-harm	An offence under: (a) section 2 of the Suicide Act 1961 (assisting suicide etc); (b) section 13 of the Criminal Justice Act (Northern Ireland) 1966 (c. 20 (N.I.)) (assisting suicide etc). (c) section 184 of the Online Safety Act 2023 (encouraging or assisting serious self-harm).	
4.	Hate	An offence under any of the following provisions of the Public Order Act 1986— (a) section 18 (use of words or behaviour or display of written material); (b) section 19 (publishing or distributing written material); (c) section 21 (distributing, showing or playing a recording); (d) section 29B (use of words or behaviour or display of written material); (e) section 29C (publishing or distributing written material); (f) section 29E (distributing, showing or playing a recording).	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		An offence under any of the following provisions of the Crime and Disorder Act 1998— (a) section 31 (racially or religiously aggravated public order offences); (b) section 32 (racially or religiously aggravated harassment etc).	
5.	Harassment, stalking, threats and abuse	An offence under section 16 of the Offences against the Person Act 1861 (threats to kill). An offence under any of the following provisions of the Public Order Act 1986— (a) section 4 (fear or provocation of violence); (b) section 4A (intentional harassment, alarm or distress); (c) section 5 (harassment, alarm or distress). An offence under any of the following provisions of the Protection from Harassment Act 1997— (a) section 2 (harassment); (b) section 2A (stalking);	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(c) section 4 (putting people in fear of violence); (d) section 4A (stalking involving fear of violence or serious alarm or distress). An offence under any of the following provisions of the Protection from Harassment (Northern Ireland) Order 1997 (S.I. 1997/1180 (N.I. 9))— (a) Article 4 (harassment); (b) Article 6 (putting people in fear of violence) An offence under any of the following provisions of the Criminal Justice and Licensing (Scotland) Act 2010 (asp 13)— (a) section 38 (threatening or abusive behaviour); (b) section 39 (stalking).	
6.	Controlling or coercive behaviour	An offence under section 76 of the Serious Crime Act 2015 (controlling or coercive behaviour in an intimate or family relationship).	
7.	Drugs and psychoactive substances	An offence under any of the following provisions of the Misuse of Drugs Act 1971—	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(a) section 4(3) (unlawful supply, or offer to supply, of controlled drugs); (b) section 9A (prohibition of supply etc of articles for administering or preparing controlled drugs); (c) section 19 (inciting any other offence under that Act). An offence under section 5 of the Psychoactive Substances Act 2016 (supplying, or offering to supply, a psychoactive substance).	
8.	Firearms and other weapons	An offence under section 1(1) or (2) of the Restriction of Offensive Weapons Act 1959 (sale etc of flick knife etc). An offence under any of the following provisions of the Firearms Act 1968— (a) section 1(1) (purchase etc of firearms or ammunition without certificate); (b) section 2(1) (purchase etc of shot gun without certificate); (c) section 3(1) (dealing etc in firearms or ammunition by way of trade or business without being registered);	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(d) section 3(2) (sale etc of firearms or ammunition to person other than registered dealer); (e) section 5(1), (1A) or (2A) (purchase, sale etc of prohibited weapons); (f) section 21(5) (sale etc of firearms or ammunition to persons previously convicted of crime); (g) section 22(1) (purchase etc of firearms or ammunition by person under 18); (h) section 24 (supplying firearms to minors); (i) section 24A (supplying imitation firearms to minors). An offence under any of the following provisions of the Crossbows Act 1987— (a) section 1 (sale and letting on hire of crossbow); (b) section 2 (purchase and hiring of crossbow). An offence under any of the following provisions of the Criminal Justice Act 1988—	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(a) section 141(1) or (4) (sale etc of offensive weapons); (b) section 141A (sale of knives etc to persons under 18). An offence under any of the following provisions of the Criminal Justice (Northern Ireland) Order 1996 (S.I. 1996/3160 (N.I. 24))— (a) Article 53 (sale etc of knives); (b) Article 54 (sale of knives etc to minors). An offence under any of the following provisions of the Knives Act 1997— (a) section 1 (unlawful marketing of knives); (b) section 2 (publication of material in connection with marketing of knives). An offence under any of the following provisions of the Firearms (Northern Ireland) Order 2004 (S.I. 2004/702 (N.I. 3))— (a) Article 24 (sale etc of firearms or ammunition without certificate);	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(b) Article 37(1) (sale etc of firearms or ammunition to person without certificate etc); (c) Article 45(1) or (2) (purchase, sale etc of prohibited weapons); (d) Article 63(8) (sale etc of firearms or ammunition to people who have been in prison etc); (e) Article 66A (supplying imitation firearms to minors). An offence under section 36(1)(c) or (d) of the Violent Crime Reduction Act 2006 (sale etc of realistic imitation firearms). An offence under any of the following provisions of the Air Weapons and Licensing (Scotland) Act 2015 (asp 10)— (a) section 2 (requirement for air weapon certificate); (b) section 24 (restrictions on sale etc of air weapons).	
9.	Unlawful immigration	An offence under any of the following provisions of the Immigration Act 1971— (a) section 24(A1), (B1), (C1) or (D1) (illegal entry and similar offences);	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(b) section 25 (assisting unlawful immigration).	
10.	Human trafficking	An offence under section 2 of the Modern Slavery Act 2015 (human trafficking). An offence under section 1 of the Human Trafficking and Exploitation (Scotland) Act 2015 (asp 12) (human trafficking). An offence under section 2 of the Human Trafficking and Exploitation (Criminal Justice and Support for Victims) Act (Northern Ireland) 2015 (c. 2 (N.I.)) (human trafficking).	
11.	Sexual exploitation of adults	An offence under any of the following provisions of the Sexual Offences Act 2003— (a) section 52 (causing or inciting prostitution for gain); (b) section 53 (controlling prostitution for gain). An offence under any of the following provisions of the Sexual Offences (Northern Ireland) Order 2008 (S.I. 2008/1769 (N.I. 2))—	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(a) Article 62 (causing or inciting prostitution for gain); (b) Article 63 (controlling prostitution for gain).	
12.	Extreme pornography	An offence under section 63 of the Criminal Justice and Immigration Act 2008 (possession of extreme pornographic images).	
13.	Intimate image abuse	An offence under section 66B of the Sexual Offences Act 2003 (sharing or threatening to share intimate image or film). An offence under section 2 of the Abusive Behaviour and Sexual Harm (Scotland) Act 2016 (asp 22) (disclosing, or threatening to disclose, an intimate photograph or film).	
14.	Proceeds of crime	An offence under any of the following provisions of the Proceeds of Crime Act 2002— (a) section 327 (concealing etc criminal property); (b) section 328 (arrangements facilitating acquisition etc of criminal property);	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		(c) section 329 (acquisition, use and possession of criminal property).	
15.	Fraud (and financial services)	An offence under any of the following provisions of the Fraud Act 2006— (a) section 2 (fraud by false representation); (b) section 4 (fraud by abuse of position); (c) section 7 (making or supplying articles for use in frauds); (d) section 9 (participating in fraudulent business carried on by sole trader etc). An offence under section 49(3) of the Criminal Justice and Licensing (Scotland) Act 2010 (articles for use in fraud). An offence under any of the following provisions of the Financial Services and Markets Act 2000— (a) section 23 (contravention of prohibition on carrying on regulated activity unless authorised or exempt); (b) section 24 (false claims to be authorised or exempt); (c) section 25 (contravention of restrictions on financial promotion).	

	Illegal content category for priority offence	Description of priority offence	Provision(s) (Max. 100 words)
		An offence under any of the following provisions of the Financial Services Act 2012— (a) section 89 (misleading statements); (b) section 90 (misleading impressions).	
16.	Foreign interference offence	An offence under section 13 of the National Security Act 2023 (foreign interference).	
17.	Animal cruelty	An offence under section 4(1) of the Animal Welfare Act 2006 (unnecessary suffering of an animal).	
18	Cyberflashing	An offence under section 66A of the Sexual Offences Act 2003 (sending etc photograph or film of genitals).	

2. Please identify each provision of your contracts which corresponds to or overlaps with the definitions under **the Act** of **content that is harmful to children** meeting each of the descriptions in the table, (regardless of whether or not you rely on such provisions in practice to make decisions about whether or not **content** is **content that is harmful to children** or **content that is harmful to children proxy** for the purposes of **the Act**).

   If, in addition, you have specific provisions enabling you to make judgements on **content that is harmful to children** or decisions on a **content that is harmful to children proxy** on your service for the purposes of **the Act** (on which you rely in order to **take down content** for **UK users**), please also identify these.

   In your response, please reproduce or link to the specific provision(s) concerned. If one provision or section of your contract/community guidelines covers multiple descriptions of **content that is harmful to children**, please provide the **terms of service** provision for each description of **content that is harmful to children** as necessary. This may mean you need to refer to some descriptions of **content that is harmful to children** more than once.

   In your response, where applicable, set out which cohort of **UK users** the specific provisions apply to, notably whether they apply to specific user age groups, or user types relevant to your service.

Categories of content that is harmful to children	**Description of content that is harmful to children**	**Provision(s) (Max. 100 words)**	**Cohort of users to whom provision applies (Max. 100 words)**
Primary Priority **Content** (PPC)			
Pornographic **content**	**Content** of such a nature that it is reasonable to assume that it was produced solely or principally for the purpose of sexual arousal. **Content** is exempt if it: a) consists only of text, or b) consists only of text accompanied by: i) identifying **content** which consists only of text;		

	ii) other identifying **content** which is not itself pornographic **content**; iii) a GIF which is not itself pornographic **content**; iv) an emoji or other symbol; or v) any combination of **content** mentioned at (i) to (iv) above.		
Suicide **content**	**Content** which encourages, promotes or provides instructions for suicide.		
Self-harm **content**	**Content** which encourages, promotes or provides instructions for an act of deliberate self-injury.		
Eating disorder **content**	**Content** which encourages, promotes or provides instructions for an eating disorder or behaviours associated with an eating disorder.		
Priority **Content** (PC)			
Abuse **content**	**Content** 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.		
Hate **content**	**Content** 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.		
Violent **content**	**Content** which encourages, promotes or provides instructions for an act of serious violence against a person. **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.		
Bullying **content**.	**Content** targeted against a person and a) conveys a serious threat, or b) is humiliating or degrading, or c) forms part of a campaign of mistreatment.		
Dangerous stunts and challenge **content**	**Content** which encourages, promotes or provides instructions for a challenge or stunt highly likely to result in serious injury to the person who does it or to someone else.		
Harmful substances **content**	**Content** which encourages a person to ingest, inject, inhale or in any other way self-administer— (a)a physically harmful substance; (b)a substance in such a quantity as to be physically harmful.		
<u>Non-designated</u>			
Body stigma **content**	Kind of harmful **content**, as defined in our risk assessment. **Content** that shames or otherwise stigmatises body types or physical features.		

Depression **content**	**Content** that promotes depression, hopelessness and despair.		

Content formats

This question seeks information about **content** formats that **UK users** can generate, upload, or share on these services.

3. Which of the listed **content** formats are formats which **UK users** or you can generate, upload or share on your service?

   Please complete the table below by:

   - specifying with a 'Yes' or 'No' if the **content** format listed in the first column can be generated, uploaded or shared on your service; and
   - adding any further **content** formats users can generate, upload or share **content** on your service in additional rows in the table. To do this, you may need to insert new row(s) into the table in addition to the final blank row.

Content format	Can this content format be generated, uploaded or shared on your service? (Yes/No)
Text	
Audio	
Video	
Images	

2. Child user protections

Use of age assurance

These questions seek information on **providers'** use of **age assurance**, including whether access to certain **content** and **functionalities** is restricted based on age, which **age assurance methods** are deployed, and where in the **user journey** they are implemented.

1.

a) Does your service use an **age assurance process** to restrict access to any part(s) of the service, any **content** covered by relevant **terms of service** provisions as set out in Taxonomy Q2, or any **functionalities** to **UK users** unless they have been determined to be **adults**? (Yes/No)

If No, including if you use an **age assurance process** to restrict **UK users** from accessing the entire service through the application of a minimum age**,** no further response required for Q1. Please proceed to Q2a.

If Yes, please complete Q1b.

b) Where on your service is access restricted for **UK users** not determined to be **adults**?

Please complete the table by:

- providing details of where access is restricted for **UK users** not determined to be **adults**; and
- adding any other types of restriction in additional rows in the table. To do this, you may need to insert new row(s) into the table in addition to the final blank row.

Type of restriction	Details of what is restricted e.g. which content categories, which part(s) of the service (Max. 200 words)
Relevant **terms of service** provision	
Part(s) of the service	
Functionalities	

2.

a) Which **age assurance methods** are currently deployed on your service?

Please indicate in the table below which methods you use to determine the age or age range of users on your service. This table includes a range of methods used by services. It includes some methods which we included in our non-exhaustive list of methods capable of being **Highly Effective Age Assurance,** and some methods, like **self-declaration** which we do not consider capable of being **Highly Effective Age Assurance**. Please see our Guidance on **Highly Effective Age Assurance** for Part 3 Services and Section 3 of Ofcom's Statement on Age Assurance and Children's Access for more detail on **Highly Effective Age Assurance**.[1]

Please complete the table by:

- specifying with a 'Yes' or 'No' if the **age assurance method** in the first column is deployed on your service. Leave rows blank for methods that are not used;
- for each method selected, filling out the relevant information for the row; and
- adding any other methods used in additional rows in the table. To do this, you may need to insert new row(s) into the table in addition to the final blank row.

Method to determine age/age range (See Guidance on Highly Effective Age Assurance for Part 3 Services for explanation and definitions on methods below)	**Is this method deployed on the service? (Yes/No)**	**Where in the user journey is this method deployed, and are there any user actions or points in the user journey that will trigger the method being used (e.g., at sign-up, at purchase, upon requesting access to restricted content) (Max. 50 words)**	**Is this method mandatory for all UK users? (Yes/No)**
Open banking			
Photo-identification (photo-ID) matching			
Facial **age estimation**			

[1] Ofcom, 2025. Guidance on highly effective age assurance.

Method to determine age/age range (See Guidance on Highly Effective Age Assurance for Part 3 Services for explanation and definitions on methods below)	**Is this method deployed on the service? (Yes/No)**	**Where in the user journey is this method deployed, and are there any user actions or points in the user journey that will trigger the method being used (e.g., at sign-up, at purchase, upon requesting access to restricted content) (Max. 50 words)**	**Is this method mandatory for all UK users? (Yes/No)**
Mobile-network operator (MNO) **age checks**			
Credit card checks			
Email-based **age estimation**			
Digital identity services/digital verification services			
Age inference			
Self-declaration			

b) Please explain the end-to-end **age assurance process** for **UK users** on your service. (Max. 1000 words)

In your answer, please clearly set out:

- at which stage(s) in the **user journey** are **UK users** asked to complete an **age check**, and what is the result of that **age check** used for (please reference any relevant restrictions set out in response to Q1b when doing so);
- what **age assurance method**(s) are deployed at the stages in the **user journey** for **UK users**;
- how different **age assurance method**(s) are layered or used in combination (if multiple methods are deployed);
- any variation for different **UK user** types, including those with an account and without an account on the service; and
- when and how **UK users** are able to **appeal** the outcome of their **age check.**

You may wish to set this out as a process map.

Minimum age requirements

These questions ask **providers** about the use of measures to restrict access to the whole or part of the service based on age or age group, subject to any age requirements in the **terms of service**. This includes data on **UK users** who were granted or refused access, how **UK users** were determined to be underage, and cases where **UK users** were later determined to be below the minimum age after being granted access.

3.

a) Within the **reporting period**, how many **UK users** were granted or refused access to your service through measures used to restrict access to users of a specific age or age group?

Please complete the table for the **reporting period** by providing:

- The number of **UK users** who attempted to access your service during the **reporting period**.
- The number of **UK users** who were granted access to your service following an **age check** during the **reporting period**. To answer this question, present the total number of **UK users** that were granted access and the percentage of **UK users** that were granted access out of the total number of **UK users** that attempted to access your service.
- Out of the **UK users** that attempted to access your service during the **reporting period**, the number of users you refused access to your service, due to you determining that they did not meet the minimum age for your service. To answer this question, present the total number of **UK users** you did not grant access to your service and the percentage of **UK users** that you did not grant access to your service out of the number of **UK users** that attempted to access your service.

Notes:

- We expect the proportions that you provide in the table to add up to 100%.
- In this question 'your service' refers to any parts of the service that are restricted to users of a specific age group, which may or may not be the whole service.

Total number of UK users who attempted to access the service	Number of UK users who were granted access, and as a proportion of the total UK users who attempted to access the service		Number of UK users that were refused access due to not meeting the minimum age, and as a proportion of the total UK users who attempted to access the service	
Number	Number	Proportion (%)	Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

4.

a) Within the **reporting period**, of those who were refused access through measures used to restrict access to users of a specific age group, how many **UK users self-declared** as or were determined to be under the minimum age for your service?

Please complete the table for the **reporting period** by providing:

- Of the number of **UK users** who were refused access, the number of users who **self-declared** to be under the minimum age. Please provide the number and the proportion, expressed as a percentage out of those who were refused access.
- Of the number of **UK users** who were refused access, the number of users who were determined to be under the minimum age after undergoing an **age check** when attempting to access the service. Please provide the number and the proportion, expressed as a percentage out of those who were refused access when attempting to access the service.

Notes:

- We expect the proportions that you provide in the table to add up to 100%.

Number of UK users that self-declared as under the minimum age and as a proportion of those refused access		**Number of UK users that were identified as being under the minimum age via an age check, and as a proportion of those refused access**	
Number	Proportion (%)	Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

5.

a) Within the **reporting period**, of those who were granted access through measures used to restrict access to users of a specific age group, how many were later determined to be under the minimum age?

Please complete the table for the **reporting period** by providing:

- Of the number of **UK users** who were granted access to your service within the **reporting period**, how many were later determined to be under the minimum age within that same **reporting period**. Please provide the number and the proportion, expressed as a percentage of those who were granted access.

Number and proportion of UK users that were identified as being under the minimum age after being granted access to the service	
Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Parental controls and child safety measures

These questions seek information about whether **parental controls** are available, the types of **parental controls** offered, how **UK users** can access and use them, how they are intended to mitigate risks of **harm** to children, and the extent to which such controls are used in relation to **UK child users** on the service.

6. Does your service make **parental controls** available to **UK users**? (Yes/No)

   If No, no further response required for Q7–Q8. Please proceed to Q9.

   If Yes, please answer Q7–Q8.

7.

   a) What **parental controls** are available on your service?

   Please complete the table by:

   - indicating whether the specified **parental control** is available on your service, how it is accessed/used and how it mitigates the risk of **UK child users'** exposure to **harm** on the service; and

- adding any other **parental controls** in additional rows in the table. To do this, you may need to insert new row(s) into the table in addition to the final blank row.

Parental control	Is this parental control available on the service? (Yes/No)	How do UK users access and use the parental control? (Max. 100 words)	How does the parental control mitigate the risk of children's exposure to harm on the service? (Max. 100 words)	What age group(s) of children can this parental control be applied to? (Max. 100 words)
Set up a parent-child linked account				
Limit screen time of **UK child users**				
Restrict who can send **direct messages**, **group messages** or request to follow/friend **UK child users**.				
Manage requests on a **UK child user**'s account e.g., approve or deny follows/friend requests, purchases etc.				
Use supervision tools (e.g., access to activity summaries, notifications about concerning behaviour or requests)				

Parental control	Is this parental control available on the service? (Yes/No)	How do UK users access and use the parental control? (Max. 100 words)	How does the parental control mitigate the risk of children's exposure to harm on the service? (Max. 100 words)	What age group(s) of children can this parental control be applied to? (Max. 100 words)
Apply ongoing consent or governance e.g. periodic review or reconfirmation of settings				

b) How do **UK users** who use **parental controls** demonstrate their relationship with the **UK child user**? (Max 100 words)

8.

a) Within the **reporting period**, how many **UK child users'** accounts were subject to **parental controls**?

Please complete the table for the **reporting period** by providing:

- the estimated total number of **UK child users** on your service (as determined through **age assurance** or other methods);
- the number of **UK child users** whose accounts are subject to **parental controls**; and
- the proportion of **UK child users** whose accounts are subject to **parental controls** expressed as a percentage of the total estimated number of **UK child users** on your service.

Number of UK child users	Number of UK child users whose account is subject to parental controls, as a proportion of the total estimated number of UK child users on your service	
Number	Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Age groups

These questions seek information on if and how services group **UK child users** into age groups. The questions also seek information, where applicable, about how those age groups are used to tailor protections, **content restrictions**, and user experiences. The questions also seek information about whether **providers** assess potential risks to different age groups when developing new features or **functionalities**.

9. Do you group **UK child users** into age groups, for example for the purposes of tailoring their experience on your service and providing them a higher standard of protection in different age groups? (Yes/No)

   If No, no further response required for Q10–Q12. Please proceed to Q13.

   If Yes, please answer Q10-Q12.

10. What are the age groups of **UK child users** set out in your internal policies? Please list the age groups used. (Max. 50 words)

11. For each of the age groups that you set out in your answer to Q10, please complete the tables below to set out how **UK child users'** use of **functionalities** and/or access to certain types of **content** is impacted, for example, if it is **restricted** or tailored in any way.

    To do this, you may need to insert new row(s) into the table(s) in addition to the blank rows.

Age group (Max. 10 words)	What features or functionalities of your service are restricted for this age group? (Max. 50 words)	How is the feature or functionality affected? (e.g., the feature is turned off, 18+ content is removed) (Max. 100 words)

Age group (Max. 10 words)	What types of content that is harmful to children and proxies are restricted for the age group? (Max. 100 words)

12.

a) When developing new features or **functionalities**, do you have a process for assessing the potential risk of a new feature or **functionality** causing **harm** to a **UK user** belonging to specific age groups? (Yes/No)

If No, no further response required for Q12. Please proceed to Q13.

If Yes, please proceed to Q12b.

b) Please describe the process you use to assess potential risks to different age groups when developing new features or **functionalities**. (Max. 500 words)

Testing age assurance methods

These questions relate to whether and how **providers** test the performance of their **age assurance process**, including whether the **age assurance process** achieves its intended outcomes and functions effectively across the **user journey**.

13.

a) Do you take steps to assess the performance of your **age assurance process** as a whole? (Yes/No)

If No, no further response required for Q13. Please proceed to Q14.

If Yes, please proceed to Q13b.

b) Where applicable, please describe how you test or assess whether your **age assurance process** achieves its intended outcomes as a whole. (Max. 600 words)

Appeals

These questions seek information about **providers'** processes for handling **appeals** relating to **age check** outcomes, including how **appeals** are reviewed, whether **appeals** are used to monitor the accuracy of **age assurance methods**, and the outcomes of **appeals** made by **UK users** who were refused access following an **age check**.

14. Are users able to **appeal** the outcome of an **age check**? (Yes/No)

    If No, no further response required for Q14-Q18.

    If Yes, proceed to Q15.

15. Please explain the steps you take to review **appeals**. (Max. 600 words)

    In your answer, please note whether a different **age assurance method** may be offered as part of the **appeals** process.

16. Do you monitor **appeals** to identify potential issues with the accuracy of your **age assurance method** (e.g. patterns or volumes of **appeals** that may indicate incorrect or inconsistent assessment of a user's age)? (Yes/No)

17. Where **appeals** suggest potential accuracy issues, do you take specific steps to assess and test the accuracy of your **age assurance method(s)** as a result (i.e., the extent to which they correctly determine users' ages)? (Yes/No)

18.

a) Within the **reporting period**, how many **UK users appealed** after being refused access to your service due to not passing the **age check**, and what was the result of these **appeals**?

Please complete the table for the **reporting period** by providing:

- Of the **UK users** to whom you refused access to your service because you determined them to not meet the minimum age via **an age check**, the number of **UK users** who **appealed** the decision. Please present the percentage as the proportion of the total number of **UK users** that did not pass the **age check**;
- Of those that **appealed** the decision, the number of **UK users** whose **appeals** were upheld, meaning access to the service was granted. Please present the percentage as the proportion of the total number of **UK users** that **appealed** the decision.
- Of those that **appealed** the decision, the number of **UK users** whose **appeals** were rejected, meaning access to the service was declined. Please present the percentage as the proportion of the total number of **UK users** that **appealed** the decision; and
- Of those that **appealed** the decision, the number of **UK users** whose **appeals** are yet to be processed (as of the last day of the **reporting period**). Please present the percentage as the proportion of the total number of **UK users** that **appealed** the decision.

Number of UK users that did not pass the age check when attempting to create an account	**Number of UK users that appealed decision, and as a proportion of users that did not pass**		**Number of UK users whose access was granted after appeal, and as a proportion of those who appealed**		**Number of UK users whose appeal was rejected, and as a proportion of those who appealed**		**Number of UK users whose appeal is yet to be processed, and as a proportion of those who appealed**	
Number	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

3. Content moderation

Internal content policies

These questions seek information about the relationship between **providers' terms of service** and their **internal content policies**. This includes whether **providers** maintain **internal content policies** covering specific **terms of service** provisions and how frequently those policies are reviewed and updated.

Internal content policies are more detailed versions of external **content** policies which set out rules, standards, or guidelines, including around what **content** is allowed and what is not. They provide a framework for how policies should be operationalised and enforced.

Our questions do not require **providers** to publish their **internal content policies**, but instead ask for information about how **terms of service** correspond to **internal content policies**, and how these **internal policies** are developed and updated over time.

1. Which of the **terms of service** provisions set out in Taxonomy Q1 and Q2 '**terms of service**' are covered by your **internal content policies**?

   Please complete the table by

   - indicating whether you have an **internal content policy** for that provision with a 'Yes' or 'No';
   - answering for each **terms of service** provision in the first column; and
   - adding each relevant provision as its own row in the table. To do this, you may need to insert new row(s) into the table.

Relevant terms of service provision	Internal content policy? (Yes/No)

2. How often do you review your **internal content policies?** (Max. 200 words)

   If there is a formal review schedule, please specify how regularly this takes place (e.g. monthly, annually). If there is no formal review schedule, please state what factors may cause **content** to be reviewed (e.g., continuously, in response to ad-hoc events).

   If the review schedule varies by **internal content policy**, please set out how these vary by type of **illegal content, content that is harmful to children** or **proxy.**

Exposure to illegal content, content that is harmful to children and proxies

These questions seek information about the extent to which **UK users** are exposed to **illegal content** and **illegal content proxies,** and **content that is harmful to children** and **content that is harmful to children proxies.**

3.

a) Within the **reporting period**, how many **UK users encountered illegal content** and **illegal content proxies**?

Please complete the table for the **reporting period** by:

- providing the proportion of **UK users** who **encountered** 1-10, 11-50, 51-100, 101-200, 201-500, 501-1000, or 1001+ items of **content** determined to be **illegal content** and **illegal content proxies**, expressed as a percentage of all **UK users** who **encountered content** on this service; and
- adding each relevant provision as its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- When **content** has been assessed to be **illegal content** and **illegal content proxies**, please provide the proportion of **UK users** who **encountered** that **content** expressed as a percentage of all **UK users** who **encountered content** on this service.
- Please count each time a user **encountered illegal content**. If a user **encountered** the same item of **content** multiple times, each time should be counted as an individual **encounter** with the specified **content**.
- **Service providers** may calculate this metric with a sampling approach to estimate the number of **UK users** who **encountered** 1-10, 11-50, 51-100, 101-200, 201-500, 501-1000, or 1001+ items of **illegal content** and **illegal content proxies**.

Relevant Terms of Service provision	UK users who encountered 1-10 items of illegal content and proxies	UK users who encountered 11-50 items of illegal content and proxies	UK users who encountered 51-100 items of illegal content and proxies	UK users who encountered 101-200 items of illegal content and proxies	UK users who encountered 201-500 items of illegal content and proxies	UK users who encountered 501-1000 items of illegal content and proxies	Users who encountered 1001+ items of illegal content and proxies
	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)
Total for all **illegal content and proxies**							

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

4.

a) Within the **reporting period**, how many **UK child users encountered content that is harmful to children** and **content that is harmful to children proxies**?

Please complete the table for the **reporting period** by:

- providing the proportion of **UK child users** who **encountered** 1-10, 11-50, 51-100, 101-200, 201-500, 501-1000, or 1001+ items of content determined to be **content that is harmful to children** and **content that is harmful to children proxies**, expressed as a percentage of all **UK users** who **encountered content** on this service; and
- adding each relevant provision as its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- When **content** has been assessed to be **content that is harmful to children** and **content that is harmful to children proxies** ,please provide the proportion of **UK child users** who **encountered** that **content** expressed as a percentage of all **UK users** who **encountered content** on this service.
- Please count each time a user **encountered content that is harmful to children**. If a user **encountered** the same item of **content** multiple times, each time should be counted as an individual **encounter** with the specified **content**.
- **Service providers** may calculate this metric with a sampling approach to estimate the number of **UK child users** who **encountered** 1-10, 11-50, 51-100, 101-200, 201-500, 501-1000, or 1001+ items of **content that is harmful to children** and **content that is harmful to children proxies**.

Relevant Terms of Service provision	**UK child users who encountered 1-10 items of content that is harmful to children and proxies**	**UK child users who encountered 11-50 items of content that is harmful to children and proxies**	**UK child users who encountered 51-100 items of content that is harmful to children and proxies**	**UK child users who encountered 101-200 items of content that is harmful to children and proxies**	**UK child users who encountered 201-500 items of content that is harmful to children and proxies**	**UK child users who encountered 501-1000 items of content that is harmful to children**	**UK child users who encountered 1001+ items of content that is harmful to children**
	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)	Proportion (%)
Total for all **content that is harmful to children and proxies**							

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

5. Excluded

Proactive technology

These questions ask about how **providers** use **proactive technology** to detect **illegal content**, **illegal content proxies**, **content that is harmful to children**, and **content that is harmful to children proxies**. They also ask about how **providers** become aware of this **content**, including through **proactive technology** and other reporting channels, and about the users who upload **content** of which **providers** become aware.

6.

a) Do you use **proactive technology** to detect **content** as part of your **content moderation function**?

If No, no further response required. Please proceed to Q8.

If Yes, please answer Q6-7.

b) What **proactive technology** do you use?

Please complete the table by:

- describing, where applicable, what **proactive technology** you use for **content** prohibited or **restricted** in the relevant **terms of service** provisions your **proactive technology** applies to; and
- adding any relevant provisions in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Where you do not use a **proactive technology**, please write N/A.
- Include any technologies provided by a third party as well as in-house or hybrid approaches.

Relevant Terms of Service provision	Content identification method(s) (Max. 50 words)	User profiling method(s) (Max. 50 words)	Behaviour identification method(s) (Max. 50 words)

7.

a) Within the **reporting period**, how many items of **illegal content**, **illegal content proxy**, **content that is harmful to children**, or **content that is harmful to children proxy** did you detect through using **proactive technology**?

Please complete the table for the **reporting period** by:

- providing the number of items of **illegal content**, **illegal content proxies**, **content that is harmful to children** and **content that is harmful to children proxies** detected through any method;
- providing the proportion of items of **illegal content**, **illegal content proxies**, **content that is harmful to children** or **content that is harmful to children proxies** detected by **proactive technology**, and any other method, expressed as percentage of the total items of **content** detected; and
- adding each relevant provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- We expect the proportions you provide in each row to add up to 100%.

Relevant Terms of Service provision	Number of items of detected content	Proactive technology detection (%)	Other (%)
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**			
Total for all **illegal content and proxies**			
Total for all **content that is harmful to children and proxies**			

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

8.

a) Within the **reporting period**, how many **UK users** uploaded **illegal content**, **illegal content proxies**, **content that is harmful to children**, or **content that is harmful to children proxies**?

Please complete the table for the **reporting period** by:

- providing the total number of **UK users** who uploaded **illegal content**, **illegal content proxies**, **content that is harmful to children**, or **content that is harmful to children proxies** of which **providers** became aware;
- of those who uploaded that **content**, providing the number and proportion of **UK users** who were **UK adult users** or **UK child users**; and
- adding each relevant provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please express the proportion as a percentage of the number of **UK users** who uploaded that **content.**
- We expect the proportions you provide to add up to 100%.

Relevant Terms of Service provision	**Number of UK users who uploaded that content**	**Number and proportion of all UK users who uploaded that content by age**			
		UK adult users (No.)	**UK child users** (No.)	**UK adult users** (%)	**UK child users** (%)
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**					

Total for all **illegal content and proxies**					
Total for all **content that is harmful to children and proxies**					

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Prioritisation and responding to external events

These questions seek information about whether **providers** have specific systems or protocols for responding to external events and crises, and if so, what these are.

9. Do you have specific systems or protocols for responding to external events and crises? (Yes/No)

   If No, no further response required for this section. Please proceed to Q11a.

   If Yes, please answer Q10.

10. What are your systems or protocols for responding to external events and crises? (Max. 1000 words)

    In your answer, please explain at least:

- any triggers for activating crisis response protocols;
- what changes, if any, do you make to your **content moderation** processes during such events;
- if applicable, how you adapt your detection methods, including any changes to how you use **proactive technology** to identify relevant **illegal content**, **content that is harmful to children,** and **proxies**;
- how you resource **moderation** teams if there is a period of increased demand as a result of an external event or crisis;
- any changes to how you review, prioritise, or action suspected **illegal content, content that is harmful to children**, and **proxies**;
- if applicable, how you coordinate your response with external stakeholders (e.g., law enforcement or **Trusted Flaggers**);
- if applicable, how you evaluate the effectiveness of your response following an event; and
- in the event of a prolonged crisis (e.g., crises that go on for more than 6 months), do you continue operating the crisis response protocol, or do you transition to longer-term measures? If you shift to the latter, what long-term measures are implemented?

Reviewing content

This question asks about the mean and median period of time between the **provider** being alerted to possible **illegal content, content that is harmful to children** and their **proxies,** and taking **enforcement action**.

11.

a) Within the **reporting period**, what was the median and mean period of time between the provider being alerted to possible **illegal content**, **illegal content proxies**, **content that is harmful to children** and **content that is harmful to children proxies** to the last **enforcement action** taken on that **content**?

Please complete the table for the **reporting period** by:

- providing the median and the mean period of time for each **terms of service** provision; and
- adding each relevant provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please provide your answer in [days: hours: minutes].
- Where you do not know the median and/or mean period of time, please write N/A.

Relevant Terms of Service provision	Median period of time	Mean period of time
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**		
Total for all **illegal content and proxies**		
Total for all **content that is harmful to children and proxies**		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Escalating content

These questions ask about whether **providers** have escalation processes for **content moderation** and, where they do, how those processes operate. Escalation processes may involve case by case judgement and may not be applied uniformly across all scenarios.

12. Do you have escalation processes in place across the **content moderation function**? (Yes/No)

    If No, no further response required. Please proceed to Q14a.

    If Yes, please answer Q13.

    Notes:

    - In this context, escalation refers to when complex, high-risk or borderline cases of **content** – which may not be resolved through standard **moderation** processes - must be deferred [to other or more senior colleagues] for a decision. This is different from prioritisation which refers to the process or framework used to prioritise **content** for review.

13. Please explain how your escalation processes work. (Max. 1000 words)

    As part of your answer, please explain at least:

- the stages at which **content** may be escalated (e.g., from automated detection to human review, specialist teams, or senior-decision makers);
- the criteria and triggers for escalation at each stage;
- the roles and teams involved at each stage and their respective responsibilities; and
- how escalation pathways differ for different harms.

Enforcement actions

These questions ask about the **enforcement actions providers** take in relation to **illegal content, illegal content proxies, content that is harmful to children** and **content that is harmful to children proxies**. This includes the types of **enforcement actions** applied, the time taken to remove **content**, and the number of account **bans** issued.

14.

a) Within the **reporting period**, what **enforcement actions** or **user sanctions** did you carry out impacting **UK users** on **illegal content** or **illegal content proxies** of which the **provider** has become aware?

Please complete the table for the **reporting period** by:

- providing the number of items of **illegal content** or **illegal content proxies** that resulted in one or more **enforcement actions** or **user sanctions**;
- of these, providing:
  - the number and proportion of items of **illegal content** or **illegal content proxies** that resulted in the **content** being **taken down** from the service;
  - the number and proportion of items of **illegal content** or **illegal content proxies** that resulted in the user account being **suspended**;
  - the number and proportion of items of **illegal content** or **illegal content proxies** that resulted in the user account being **banned**;
  - the number and proportion of items of **illegal content** or **illegal content proxies** for which a decision on what action to take is still pending;
  - the number and proportion of items of **illegal content** or **illegal content proxies** that resulted in any other action; and

- adding each relevant provision on its own row the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please express the proportion for each **enforcement action** or **user sanction** as the percentage out of all items of **illegal content** or **illegal content proxies** action which resulted in **enforcement action**.
- We recognise that **enforcing** against an item of **content** or **sanctioning** a user could result in having more than one of these outcomes, so we accept that the proportions you provide in the table may not add up to 100%.
- Please refer to the Reporting and Complaints section for questions regarding **content** reported by users.

Relevant Terms of Service provision	**Number of items of illegal content (or proxies) that resulted in a type of enforcement action or user sanction**	**Content taken down**		**Account suspended**		**Account banned**		**Decision pending**		**Any other action**	
	Number	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)	Number	Proportion (%)
Total for all **illegal content and proxies**											

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

15.

a) Within the **reporting period**, what **enforcement actions** or **user sanctions** did you carry out on **content that is harmful to children** or **content that is harmful to children proxies** of which the **provider** became aware?

Please complete the table for the **reporting period** by:

- providing the number of items of **content** that is **harmful to children** or **content that is harmful to children proxies** that resulted in one or more **enforcement actions** or **user sanctions**;
- of these, providing:
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in the **content** being **taken down** from the service;
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in the **content** being **restricted**;
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in **overlays, interstitials,** blurring or labels being added to the **content**;
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in the user account being **suspended**;
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in the user account being **banned**;
  - the number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** for which a decision on what action to take is still pending;
  - The number and proportion of items of **content that is harmful to children** or **content that is harmful to children proxies** that resulted in any other action; and
- adding each relevant provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please express the proportion for each **enforcement action** or **user sanction** as the percentage out of all items of **content that is harmful to children or content that is harmful to children proxies** action which resulted in **enforcement action**.

- We recognise that **enforcing** against an item of **content** or **sanctioning** a user could result in having more than one of these outcomes, so we accept than the proportions you provide in the table may not add up to 100%.

Relevant Terms of Service provision	Number of items of such content that resulted in a type of enforcement action	Content taken down		Content restricted		Overlays, interstitials, blurring or labels		Account suspended		Account banned		Decision pending		Any other action	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Total for all **content that is harmful to children and proxies**															

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

16.

a) Within the **reporting period**, what was the median and mean period of time between becoming aware of **illegal content** and **illegal content proxies** on your service and **taking down** that **content** from your service?

Please complete the table for the **reporting period** by:

- providing the median and the mean time taken to **take down content** for each **terms of service** provision; and

- adding each relevant provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please provide your answer in [days: hours: minutes].
- Please refer to the Reporting and Complaints section for questions regarding the **takedown** of **content** reported by users.

Relevant Terms of Service	Median time to take down content	Mean time to take down content
Total for all **illegal content and proxies**		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

17.

a) Within the **reporting period**, what was the total number of account **bans** that you issued to **UK users** who uploaded **illegal content**, **illegal content proxies**, **content that is harmful to children** and **content that is harmful to children proxies**?

Please complete the table for the **reporting period** by:

- providing the number of account **bans** that you issued to **UK users**; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please refer to the Reporting and Complaints section for questions regarding account **bans** for users whose **content** was reported by other users.

Relevant Terms of Service provision	Account bans
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**	

Relevant Terms of Service provision	Account bans
Total for all **illegal content and proxies**	
Total for all **content that is harmful to children and proxies**	

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Performance targets

These questions seek information about whether **providers** set internal performance targets for their **content moderation functions** and, where they do, the nature of those targets and the areas of **content moderation** to which they apply.

18. Do you set internal performance targets for your **content moderation function**? (Yes/No)

    If No, no further response required. Please proceed to Q20.

    If Yes, please answer Q19.

19.

    a) What are your internal performance targets for your **content moderation function**?

    Please complete the table for the **reporting period** by:

    - providing the type of internal performance target you set by writing either of the terms 'time' or 'accuracy' where it sufficiently describes the target type, or writing another term to sufficiently describe a different target type;
    - providing the type of **content** format the target applies to by writing one of 'image', 'video', 'audio' or 'text' where it sufficiently describes the **content** format, or any of the other **content** formats used to complete Taxonomy Q3;
    - providing the relevant **functionality/functionalities** the target applies to;
    - providing any other variables you take into account when applying the target;
    - writing N/A where you do not use an internal performance target for any **terms of service** provision; and
    - adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

    Notes:

- Please answer for each **terms of service** provision in the first column.

Terms of service provision	Type of internal performance target (Max. 5 words)	Content format (Max. 5 words)	Relevant functionalities (that the target applies to) (Max. 50 words)	Any other variable that affects how the target applies (Max. 50 words)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Notable users

These questions ask about whether **providers** apply specific **content moderation** processes to **notable users** and, where they do, how **content** from those users is reviewed and moderated. This includes any differences in **content** review, decision-making related to **enforcement action**, or moderation targets that apply to **notable users**.

20. Do you treat any users of your service as **notable users**? (Yes/No)

    If No, no further response required. Please proceed to Q23.

    If Yes, please answer Q21 and Q22.

21. What is your process for reviewing **content** uploaded, generated or shared by **notable users** to which a **provider** has been alerted? (Max. 500 words)

    In your answer, please include any targets you have for removing such **content.**

22. Where relevant, please explain how the process for deciding what action you take on **content** or accounts differs depending on whether the user who uploaded, generated or shared the **content** is a **notable user**. (Max. 500 words)

Monetisation of content

These questions ask about how **providers** review and moderate **content** that **UK users** pay to promote. This includes the policies that determine what **content** can be promoted, whether **content** is reviewed before promotion, and how **providers** respond when promoted **content** is suspected to be **illegal content, illegal content proxies, content that is harmful to children,** or **content that is harmful to children proxies.**

23. Can users increase the reach of or promote their **content** on your service by paying? (Yes/No)

    If No, no further response required. Please proceed to Q25.

If Yes, please answer Q24.

24. What is your process for moderating **user-generated content** that a user has paid you to promote? (Max. 600 words)

In your answer please specify:

- whether you have specific policies for what type of **user-generated content** can and cannot be promoted by you;
- what type of **user-generated content** a user can and cannot pay you to promote;
- whether you review **content** before it can be promoted by you to ensure that it is not **illegal content**, **illegal content proxies**, **content that is harmful to children** or **content that is harmful to children proxies**;
- whether **user-generated content** promoted by you continues to accrue engagement and/ or earnings in the period after the **provider** is alerted to the possibility it may be **illegal content**, **illegal content proxies**, **content that is harmful to children** or **content that is harmful to children proxies** but before possible action; and
- your process for taking action on **content** promoted by you.

Training and testing moderation

These questions seek information about training, testing and quality assurance processes that support **providers' content moderation functions**, including the use of human reviewers and automated tools. These questions specifically ask about training provided to **content** moderators, testing of automated moderation tools, safeguards used when testing in live environments, and the processes used to quality assure **moderation** decisions and improve **moderation** systems over time.

25.

a) On which **terms of service** provision(s) do you provide training for individuals moderating **content** relevant to **UK users**?

Please complete the table for the **reporting period** by:

- providing a description of the training that was provided for individuals moderating **content** relevant to **UK users,** including where relevant the format and frequency of training and refresher training; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Where you do not provide training on a **terms of service** provision, please write N/A.

Relevant Terms of Service provision	Description of training process for individuals during the reporting period (Max. 150 words)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

26.

a) Do you test your automated tools before implementation for the purpose of **content moderation**? (Yes/No)

If No, no further response required. Please proceed to Q27a.

If Yes, please answer Q26b and Q26c.

b) In which of the following environments do you test your automated tools?

Please complete the table below by:

- specifying with a 'Yes' or 'No' to confirm if you test your tools in live environments or closed sandboxes; and
- adding any further environments in which you test your automated tools in additional rows in the table. To do this, you may need to insert new row(s) into the table in addition to the final blank row.

Environment	Do you test your automated tools in this environment (Yes/No)
Live environment	
Closed Sandbox	

c) Do you move testing between environments? If so, how do you decide whether and when to do so? Additionally, if relevant, how do you mitigate against the potential rights impacts of determinations about whether **content** is **illegal content, content that is harmful to children** or their **proxies** when testing your automated tools in live environments? (Max. 300 words)

27.

a) Do you quality assure your determinations about whether **content** is **illegal content, content that is harmful to children** or their **proxies**? (Yes/No)

If No, no further response required. Please proceed to Q28.

If Yes, please answer Q27b and Q27c.

b) How do you quality assure your determinations about whether **content** is **illegal content, content that is harmful to children** or their **proxies**? (Max. 500 words)

c) Are quality assurance findings used to update policies or tools used in your **content moderation function**? (Yes/No)

Resourcing moderation

These questions ask about how **providers** resource their **content moderation functions**, including staffing models, language coverage, harm-specific expertise, and arrangements for responding to external events and crises or other periods of increased demand.

28. Please explain your approach to resourcing your **content moderation function**. (Max. 800 words)

    As part of your answer, please explain:

    - whether the function is in-house, outsourced or hybrid;
    - whether you resource your **content moderation function** to operate 24/7 or at set times; and
    - how it is resourced during external events and crises or in response to sudden increases in **illegal content, content that is harmful to children,** and **proxies**.

29. How do you ensure that your human moderators can moderate all languages relevant to **UK users** identified in your risk assessment? (Max. 300 words)

    In your answer, please make specific reference to how you moderate Welsh language **content**, as well as any other languages relevant to **UK users** that you have identified.

30. How do you ensure that your human moderators can moderate all **harms** relevant to **UK users** identified in your risk assessment? (Max. 300 words)

4. Reporting and complaints

Mapping illegal content and content that is harmful to children and proxies to corresponding complaint categories

These questions ask **providers** to set out how their complaint categories correspond to the **terms of service** provisions set out in the Taxonomy section. This includes the complaint categories available to **UK users** for reporting suspected **illegal content, illegal content proxies, content that is harmful to children** and **content that is harmful to children proxies.**

1.

a) What complaint categories are provided to **UK users** of the service when making a complaint about the below:

- the suspected presence of **illegal content** (including **illegal content proxy);** and
- the suspected presence of **content that is harmful to children** (including relevant **content that is harmful to children proxy)?**

Please complete the table below by:

- providing each of the provisions listed in response to Taxonomy Q1 and Q2;
- for each provision, listing the corresponding complaint category/categories through which a **UK user** of the service can submit a complaint in relation to the relevant provisions listed; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Where no dedicated complaint category exists, please indicate any broader category or **proxy** category through which such complaints may be raised.
- Where no relevant complaint category or **proxy** complaint category is available, please write 'N/A'.

Provision listed in Taxonomy Q1 and Q2 (Max. 20 words)	The corresponding complaint category or categories (Max. 30 words)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Complaint outcomes

These questions seek information about how **providers** handle complaints and **appeals** relating to **illegal content, illegal content proxies, content that is harmful to children** and **content that is harmful to children proxies**. This includes complaint and **appeal** outcomes, reasons for rejecting complaints, the actions taken when complaints are upheld, and **providers'** policies for identifying manifestly unfounded complaints.

2.

a) Within the **reporting period,** what was the outcome of each complaint submitted for each of the provisions you listed in Taxonomy Q1 and Q2, including the number and proportion of complaints upheld, not upheld, and pending decision?

Please complete the table for the **reporting period** by:

- providing each of the provisions listed in Taxonomy Q1 and Q2;
- for each provision, providing the number of complaints received for each provision within the **reporting period;**
- for each provision, providing the number of complaints that were:
  - upheld,
  - not upheld, or
  - are pending a decision; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Where a complaint was determined to be a manifestly unfounded complaint, it should also be included within the Complaints not upheld column.
- Please express the proportions as a percentage of the total number of complaints received during the **reporting period**.

	Complaint outcome						
Relevant **Terms of Service** provision	Total number of complaints received	Complaints upheld		Complaints not upheld		Decision pending	
		Number upheld	Proportion upheld (%)	Number not upheld	Proportion not upheld (%)	Number pending	Proportion pending (%)
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**							
Total for all **illegal content and proxies**							
Total for all **content that is harmful to children and proxies**							

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

3.

a) Within the **reporting period**, of the total complaints not upheld recorded in Q2a, what is the percentage of total complaints not upheld by reason, for each of the provisions you listed in Taxonomy Q1 and Q2?

Please complete the table for the **reporting period** by:

- providing each of the provisions listed in Taxonomy Q1 and Q2;
- providing the percentage of complaints not upheld by reason for rejection; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please express the proportions as the percentage of the total complaints not upheld during the **reporting period.**

Relevant Terms of Service provision	**Percentage of total complaints not upheld by reason**			
	Manifestly unfounded	Incorrect categorisation	Not in breach	Other
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**				
Total for all **illegal content and proxies**				
Total for all **content that is harmful to children and proxies**				

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

4. Please set out your policy for determining what is a manifestly unfounded complaint as set out in the table in Q3a, including:

   - how you determine what a manifestly unfounded complaint is; and
   - how often you review this policy. (Max 300 words)

5.

a) Within the **reporting period,** what type of action was taken where a complaint was upheld for each of the provisions listed in Taxonomy Q1 and Q2?

Please complete the table for the **reporting period** by:

- providing each of the provisions listed in Taxonomy Q1 and Q2;
- for each provision, providing the number of complaints that were upheld within the **reporting period**;

- for each provision, providing the number and proportion of upheld complaints that resulted in: **content** being **taken down**, **content** being **restricted**, account **ban**, account **suspension**; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please express the proportions as a percentage of the total number of complaints upheld during the **reporting period**.

		Action taken (as defined in Content Moderation Q14a)							
Relevant **Terms of Service** provision	Total number of complaints upheld	**Content taken down**		**Content restricted**		Account **ban**		Account **suspension**	
		Number **taken down**	Proportion **taken down** (%)	Number **restricted**	Proportion **restricted** (%)	Number **banned**	Proportion **banned** (%)	Number **suspended**	Proportion **suspended** (%)
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**									
Total for all **illegal content and proxies**									
Total for all **content that is harmful to children and proxies**									

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

6.

a) Within the **reporting period**, what was the outcome of each **appeal** submitted, and what action was taken by the service when an **appeal** was upheld?

Please complete the table for the **reporting period** by:

- Providing each of the provisions listed in response to Taxonomy Q1 and Q2.
- For each provision, providing the total number of **appeals** received within the **reporting period**.
- For each provision, providing the number and proportion of **appeals** that were: upheld; not upheld; awaiting decision. Please express the proportions as a percentage out of the number of **appeals** received.
- For each provision, providing the number and proportion of each type of action taken following an upheld **appeal**: **content** restored, **content** derestricted, account reinstated after **ban**, account reinstated after temporary **suspension**. Please express the proportions as a percentage out of the **appeals** that were upheld.
- Adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- We refer to **content** derestriction to mean the reversal of anything to limit the way a **UK user encounters** an item of **content**, e.g. re-adding **content** to a **content** feed.
- We refer to restoring **content** to mean, so far as appropriate and possible, for the purpose of restoring the position of the **content** or user (or both) to what it would have been had the decision not been made, reverse the action taken against the user or the **content** (or both) as a result of that decision.
- Please express the proportions in the 'Decision outcome' columns as a percentage out of the number of **appeals** received during the **reporting period.**
- Please express the proportions in the 'Action taken (where appeal upheld)' columns as a percentage out of the number of **appeals** upheld during the **reporting period**.

		Decision outcome						Action taken (where appeal upheld)							
Relevant **Terms of Service** provision	Number of **appeals** received	**Appeals** upheld		**Appeals** not upheld		Awaiting decision		**Content** restored after being **taken down**		**Content** derestricted		Account reinstated after **ban**		Account reinstated after temporary **suspension**	
		Number upheld	Proportion upheld (%)	Number not upheld	Proportion not upheld (%)	Number pending	Proportion pending (%)	Number restored	Proportion restored(%)	Number derestricted	Proportion derestricted (%)	Number reinstated after **ban**	Proportion reinstated after **ban** (%)	Number reinstated after temp. **suspension**	Proportion reinstated after temp. **suspension** (%)
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**															
Total for all **illegal content and proxies**															
Total for all **content that is harmful to children and proxies**															

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

How complaints are assessed

These questions seek information about how **providers** review **complaints** about **illegal content, content that is harmful to children** and their **proxies**, including the extent to which complaints are reviewed via automated review, human review, or a hybrid approach.

7.

a) Within the **reporting period**, what was the number of complaints reviewed via automated review, human review or a hybrid review approach (a review process involving both automated systems and humans)?

Please complete the table for the reporting period by:

- providing each of the complaint categories listed in Reporting and Complaints Q1;
- for each provision, providing the total number of complaints received during the **reporting period**;
- for each provision, providing the number and proportion of complaints that underwent automated review, human review or a hybrid approach; and
- adding each complaint category in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please express the proportions as a percentage of the total number of complaints received during the **reporting period**.
- We expect the proportions that you provide in the table to add up to 100%.

Complaint category	Number of complaints received	Automated review		Human review		Hybrid review	
		Number automated review	Proportion automated review (%)	Number human review	Proportion human review (%)	Number hybrid review	Proportion hybrid review (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Timeframes for assessing complaints

These questions ask about the mean and median time taken by **providers** to resolve complaints and **appeals** relating to **illegal content, illegal content proxies, content that is harmful to children** and **content that is harmful to children proxies.**

8.

a) Within the **reporting period**, what was the mean and median timeframe for resolving a complaint about each of the complaints categories listed in Reporting and Complaints Q1 (from receipt through to making a final decision)?

Please complete the table for the **reporting period** by:

- providing each of the complaint categories listed in Reporting and Complaints Q1;
- for each category, providing the mean timeframe for resolving a complaint during the **reporting period**;
- for each category, providing the median timeframe for resolving a complaint during the **reporting period**; and
- adding each complaint category in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please use the time format of [days: hours: minutes].

Complaint category	Mean timeframe for resolving complaints	Median timeframe for resolving complaints
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**		
Total for all **illegal content and proxies**		
Total for all **content that is harmful to children and proxies**		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

9.

a) Within the **reporting period**, what was the mean and median timeframe for resolving an **appeal** against an **enforcement action** taken against an item of **content** having been assessed against each of the provisions listed in Taxonomy Q1 and Q2 (from receipt through to making a final decision)?

Please complete the table for the **reporting period** by:

- providing each of the provisions listed in Taxonomy Q1 and Q2;
- for each provision, providing the mean timeframe for resolving an **appeal** received during the **reporting period**;
- for each provision, providing the median timeframe for resolving an **appeal** received during the **reporting period**; and
- adding each relevant provision in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please use the time format of [days: hours: minutes].

Relevant Terms of Service provision	Mean timeframe for resolving appeals	Median timeframe for resolving appeals
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**		
Total for all **illegal content and proxies**		
Total for all **content that is harmful to children and proxies**		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

User experience of making a complaint

These questions seek information about whether **UK users** can provide supporting evidence when submitting complaints about **illegal content, content that is harmful to children,** and their **proxies**.

10. Can a **UK user** include supporting evidence with their complaint submission? (Yes/No)

    If No, no further response required. Please proceed to Q12.

    If Yes, please complete Q11.

11. Can a **UK user** provide other **content** as supporting evidence with their complaint submission? (Yes/No)

    If No, no further response required. Please proceed to Q12.

UK child users' experience of making a complaint

These questions seek information about whether the complaints process differs for **UK child users** and, where it does, how the process has been adapted for **children**.

12. Does the experience of submitting a complaint differ between **UK adult users** and **UK child users**? (Yes/No)

    If No, no further response required. Please proceed to Content Recommender Systems Q1.

    If Yes, please answer Q13.

13. Please set out how the experience of making a complaint differs for **UK child users.** (Max. 500 words)

    In your answer, please explain, where relevant:

    - if the complaint categories for **UK adult users** listed in Reporting and Complaints Q1 are also the same for **UK child users** of the service, and if not, how these categories differ;
    - if **UK child users** receive additional, different or separate supportive messaging or explanatory messaging, or other forms of communication, throughout the complaint submission process, and if so, the nature of this messaging; and
    - if the user who generated or disseminated the **content** being reported is notified when a **UK child user** makes a complaint, and if not, if the **UK child user** is made aware that the user will/will not be notified, and how/when the **UK child user** is made aware.

5. Content recommender systems

User experience

These questions ask about which user-facing parts of a service use **content recommender systems**, how recommended **content** is presented to **UK users**, and any measures in place to impact the amount of time **UK users** spend engaging with recommended **content**.

1. Please list and describe each part of the service where a **UK user** is recommended **content** by a **content recommender system**.

   Please complete the table for the **reporting period** by:

   - listing each part of the service where a **UK user** is recommended **content** by a **content recommender system**. Where you have more than 10 relevant parts of the service, you do not need to name more than 10 but must include the 10 with the highest daily average number of users (see the last bullet point below);
   - providing a brief description of how the **UK user** experiences **content** recommendations on the relevant part of the service, including how they can interact with the **content** on it;
   - identifying the **content** formats that can be recommended to a **UK user** on the relevant part of the service. Please write in 'images', 'videos' or 'audio' where this is a sufficient description, or write in a different format where necessary;
   - specifying whether it is a **child-accessible part** of the service;
   - adding each part of the service in its own row in the table. To do this, you may need to insert new row(s) into the table; and
   - ordering each part of the service in terms of daily average number of **UK users** who use this part of the service, with a score from 1 to n, where a score of 1 means this part of the service is used the most by **UK users** (relative to other parts named on this list), a score of 2 means it's the second most used part of the service, and a score of n means it's the least used part of the service.

Part of the service (Max. 10 words)	How the UK user experiences recommendations (Max. 100 words)	Content format that can be recommended (Max 10 words)	Is it a child-accessible part? (Yes/No)	Order of parts of the service from highest to lowest daily average number of users

2. How is **content** presented on each part of your service identified in Recommender Systems Q1?

   Please complete the table below by:

- setting out each of the parts of the service identified in Recommender Systems Q1;
- identifying how **content** is presented on the relevant part of the service, using the options suggested;
- providing additional information in the third column where the format is either a fixed number of items per session or 'other'; and
- adding each part of the service in its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- In this context, an infinite feed refers to a feature by which the service displays to the user **content**, at least some of which is regulated **user-generated content**, in a continuous manner which appears endless.

Part of the service (Max. 30 words)	**How is content presented on the relevant part of the service?** **Options:** • **Fixed number of items per session** • **Page format, requiring an explicit user action to load more content** • **Infinite feed** • **Other**	**Number of items per session (please specify typical range, e.g., <20, 20-50, >50); or other method of providing content where Other selected (Max 30 words).** **Mark N/A where content provided in page format or infinite feed**

3. For each part of the service identified in Recommender Systems Q1 which uses an infinite feed as indicated in Recommender Systems Q2, what controls do you have in place to limit the amount of time **UK users** not determined to be **adults** spend using the service in a single session?

   Please complete the table below by:

   - setting out each of the parts of the service in the table which you have identified in Recommender Systems Q2 as presenting **content** via an infinite feed;
   - describing any controls in place to limit the amount of time **UK users** not determined to be **adults** spend using the service in a single **session** and
   - adding each part of the service in its own row in the table. To do this, you may need to insert new row(s) into the table.

Part of the service (Max.30 words)	Controls in place to limit the amount of time UK users not determined to be adults spend using the service in a single session. (Max. 200 words)

Managing content recommendations

These questions seek information about how **content** that may breach a service's **terms of service** interacts with the **content recommendation systems**, including where **content** may be given a lower degree of prominence or made ineligible for recommendation to users. They also ask about which, if any, factors influence the recommendation of **content**, including characteristics of the user who uploaded the **content** and information received by the **provider** about the **content** potentially being **illegal content** or **content that is harmful to children** or **proxies**.

4. Please list any categories of **content** set out in your **terms of service** which are ineligible or given a low degree of prominence for recommendation to all **UK users** (regardless of age) by **content recommender systems** on any part(s) of your service identified in Recommender Systems Q1.

   We assume any categories of **content** that comprise exclusively **illegal content** will not be eligible for **recommendation**, so please do not list any such categories below.

   Please complete the table below by:

   - identifying a category of **content** from your **terms of service** which is ineligible and/or given a low degree of prominence for recommendation to **UK users** by **content recommender systems** on any part(s) of your service identified in Recommender Systems Q1;
   - identifying each part of the service for which the category of **content** is ineligible for recommendation by **content recommender systems**; and
   - identifying each part of the service for which the category of **content** is given a low degree of prominence when recommended by **content recommender systems**;
   - using the 'explanation' column to describe if there are additional factors, not related to the age of a **UK user**, that influence whether the relevant category of **content** is ineligible or the degree to which it is given a low degree of prominence on the identified part(s) of the service; and
   - adding each category of **content** in its own row in the table. To do this, you may need to insert new row(s) into the table.

Name of category of content (Max. 30 words)	Part(s) of the service where the category of content is ineligible for recommendation (Max. 100 words)	Part(s) of the service where the category of content is given a low degree of prominence for recommendation (Max. 100 words)	Explanation (Max. 200 words)

5. Please list any categories of **content** set out in your **terms of service** which are ineligible or given a low degree of prominence for recommendations to **UK users** not determined to be **adults**, by **content recommender systems** on any part(s) of your service identified in Recommender Systems Q1.

   We assume any categories of **content** that comprise exclusively **illegal content** will not be eligible for recommendation, so do not list any such categories below. Please do not list any categories of **content** that you listed in response to Recommender Systems Q4.

   Please complete the table below by:

   - identifying a category of **content** from your **terms of service** which is ineligible and/or given a low degree of prominence for recommendation to **UK users** not determined to be **adults** by **content recommender systems** on any part(s) of your service identified in Recommender Systems Q1;
   - identifying each part of the service on which the category of **content** is ineligible for recommendation by **content recommender systems**;
   - identifying each part of the service on which the category of **content** is given a low degree of prominence by **content recommender systems**;
   - using the 'explanation' column to describe if there are additional factors that influence whether the relevant category of **content** is ineligible or given a low degree of prominence on the identified part(s) of the service, for example, if it is made ineligible only for users determined to be **children** or users determined to be under 16; and
   - adding each category of **content** in its own row in the table. To do this, you may need to insert new row(s) into the table.

Name of category of content (Max. 50 words)	Part(s) of the service where the category of content is ineligible for recommendation (Max. 30 words)	Part(s) of the service where the category of content is given a low degree of prominence for recommendation (Max. 30 words)	Explanation (Max. 100 words)

6. Does information about the **UK user** who uploaded an item of **content** influence the prominence of their **content** for the purposes of **recommendation** to another **UK user** (the 'target user')?

   Please complete the table below by:

   - identifying, for each type of information, whether that type of information can be used to give a higher degree of prominence to **content** that the **UK user** has uploaded;
   - identifying, for each type of information, whether that type of information can be used to give a lower degree of prominence to **content** that the **UK user** has uploaded; and
   - using the 'explanation' column if you answered 'Yes' in either of the previous columns to describe how that type of information about a **UK user** is interpreted and results in the relevant increase and/or decrease in the degree of prominence of their **content**, for example whether this applies across all parts of the service identified in Q1 or only specific parts and whether it applies differently in respect of **content** recommendations to **UK users** not determined to be **adults**.

Type of information about a UK user	Can this information be used to give a higher degree of prominence to their content? (Yes/No)	Can this information be used to give a lower degree of prominence to their content? (Yes/No)	Explanation (Max. 200 words)
Whether any **user sanctions** have been taken against the uploader			
Whether the uploader is a **connection** to the target user			
Whether the uploader is a **UK user** not determined to be an **adult**			
Whether the uploader has been determined to be a **UK child user**			
How often the uploader uploads **content** on the service			
How many **connections** the uploader has on the service			

7. Please set out how different ways of being alerted to an item of **content** may cause you to make it ineligible or give a low degree of prominence for recommendation to **UK users**.

   For each specified way of being alerted to an item of **content**, please complete the table below to explain the criteria that need to be met for it to be:

   - made ineligible for recommendation to all **UK users**;
   - made ineligible for recommendation to **UK users** not determined to be **adults;**
   - given a low degree of prominence for recommendation to all **UK users;** and/or
   - given a low degree of prominence for recommendation to **UK users** not determined to be **adults.**

The criteria could include the number of user reports that need to be received, the type of **proactive technology** that detected it, or the number or nature of **trusted flagger** reports that need to be received. It could also include the **terms of service** provision the item of **content** is potentially in breach of and/or whether the item is suspected to be **illegal content**.

Notes:

- The table includes an "Explanation" column for you (optionally) to provide any further explanation you wish to give of how your **content recommender systems** treats **content** to which the **provider** has been alerted. For example, if the described effect on recommendations differs across different parts of the service.
- Please also add additional rows if there are additional ways of being alerted to an item of **content** that may result in it being made ineligible or given a low degree of prominence for recommendation.

How the provider was alerted to the content	Criteria to be met in order to make an item of content ineligible for recommendation to all UK users (Max. 50 words)	Criteria to be met in order to make an item of content ineligible for recommendation to UK users not determined to be adults (Max. 50 words)	Criteria to be met in order to give an item of content a low degree of prominence for recommendation to all UK users (Max. 50 words)	Criteria to be met in order to give an item of content a low degree of prominence for recommendation to UK users not determined to be adults (Max. 50 words)	Explanation (Max. 150 words)
User reports					
Proactive technology					
Trusted flaggers					

Tailoring content recommendations

These questions ask how user behaviour and information about a **UK user** that is receiving recommendations are used to tailor **content recommendations**. They also ask about the tools and features available to **UK users** to influence the **content** they are recommended, and the extent to which those tools and features are used by users.

8. Which user behaviours of the **UK user** receiving **content** recommendations are used as signals to tailor the **content** recommendations the **UK user** receives?

   Please complete the table below for each user behaviour by:

   - specifying whether the identified user behaviour can be used as a signal to impact recommendations of similar **content**;
   - identifying the part(s) of the service on which the specified user behaviour is used as a signal to tailor **content** recommendations; and
   - using the "Explanation" column if you selected 'Depends' for the second column, indicating which factors affect whether the user behaviour is used as a signal.

   Notes:

   - A signal that can be interpreted as a user's satisfaction with, or interest in, a piece of **content** is a 'positive' signal.
   - A signal that can be interpreted as a user's dissatisfaction with, or lack of interest in, a piece of **content** is a 'negative' signal.
   - Liking an item of **content** is where the user gives quick positive feedback, signalling enjoyment, agreement, or approval.
   - Disliking an item of **content** is where the user gives explicit negative feedback, indicating dissatisfaction or disinterest.
   - Saving or bookmarking an item of **content** is where the user stores the **content** to return to later.
   - Skipping an item of **content** is where the user scrolls past or dismisses the **content** quickly without engaging.
   - Dwelling on an item of **content** is where the user spends time viewing the **content** without necessarily interacting, suggesting attention or consideration.
   - Watching an item of **content** is where the user actively consumes video or audio **content**, fully or partially, indicating engagement.
   - Sharing/reposting is where the user republishes the **content** to their own audience, amplifying its reach.
   - Muting a **user profile** is where the user chooses to stop seeing **content** from a specific account without unfollowing or blocking it.
   - Forwarding an item of **content** is where the user sends the **content** directly to another user or external channel, often for personal relevance.
   - Indicating they are 'interested' in an item of **content** is where the user explicitly signals that they want to see more similar **content** in the future.
   - Indicating they are 'not interested' in an item of **content** is where the user explicitly signals that they do not want similar **content** to be shown again.

User behaviour	User behaviour is used as which type of signal to tailor content recommendations? Select from: • Positive • Negative • Depends • This user behaviour is not used as a signal	Part(s) of the service on which this user behaviour is used as a signal (Max. 30 words)	Explanation (Max. 150 words)
Liking an item of **content**			
Disliking an item of **content**			
Saving or bookmarking an item of **content**			
Skipping an item of **content**			
Dwelling on an item of **content**			
Watching an item of **content**			
Commenting on **content**			
Sharing/reposting			
Clicking to view comments/expanding for additional information			
Clicking a **user profile** attached to an item of **content**			

User behaviour	User behaviour is used as which type of signal to tailor content recommendations? Select from: • Positive • Negative • Depends • This user behaviour is not used as a signal	Part(s) of the service on which this user behaviour is used as a signal (Max. 30 words)	Explanation (Max. 150 words)
Muting a **user profile**			
Forwarding an item of **content**			
Indicating they are 'interested' in an item of **content**			
Indicating they are 'not interested' in an item of **content**			

9. Of the user behaviours in the table, please explain whether you give greater weighting to some over others, for the purposes of tailoring **content** recommendations. (Max. 300 words)

   In your answer, please explain:

   - which user behaviours, if any, are given the greatest weighting;
   - if you prioritise negative user interactions with an item of **content** (e.g., disliking an item of **content**, skipping an item of **content**) over positive user interaction with an item of **content** (e.g. liking an item of **content**, sharing an item of **content**); and/or
   - if you prioritise explicit user interaction with an item of **content** (e.g., liking an item of **content**, indicating they are 'not interested' in an item of **content**) over passive user behaviour (e.g., dwelling on an item of **content**).

10. Which contextual information or demographic information is used as signals to tailor the **content** recommendations the **UK user** receives?

Please complete the table below for each type of contextual or demographic information by:

- specifying whether the relevant type of information is used to tailor **content** recommendations on your service for all users, only for users determined to be **adults**, or no users;
- identifying the part(s) of the service on which the information is used to tailor **content** recommendations; and
- using the "Explanation" column to describe how that information is used to tailor **content** recommendations.

Type of contextual or demographic information	**Is this type of information used to tailor content recommendations? Select from:** • **Yes, for all users** • **Yes, only for users determined to be adults** • **No**	**Part(s) of the service on which this information is used as a signal (Max. 30 words)**	**Explanation (Max. 200 words)**
Time of day			
Duration of current **session** of user			
Sex or gender of user			
Location (region within the UK) of user			
Location (country) of user			
Number of **connections** of the user			
The **content** which **connections** of the user interact with			

11.

a) Which tools or features that you provide to users enable them to input their preferences about the **content** they are recommended by **content recommender systems** on your service? Please also add any additional tools or features that are not already listed in the table, by adding additional rows at the bottom of the table.

Please complete the table below for each tool or feature by:

- identifying the part(s) of the service, from your answer to Q1, where the tool/feature affects **content** recommendations;
- specifying whether the tool/feature is available to only users determined to be **adults**, or only users determined to be **children**;
- explaining how users can access the tool/feature, including identifying all the different ways a user can access the tool/feature and how it is signposted to the user;
- explaining how the user can shape their **content** recommendations with the tool, including the various options it presents;
- providing the percentage of **UK users** that have used this tool on your service at least once within the **reporting period**, expressed as a proportion of the total **UK users** who have accessed part of the service where a user is recommended **content** by a **content recommender system**;
- providing the percentage of **UK users** that have used this tool on your service at least once within the **reporting period**, expressed as a proportion of the total **UK users** whose experience on your service is affected by **content recommender systems**; and
- adding any additional tools or features that are not already listed in the table. To do this, you may need to insert new row(s) into the table.

Name of tool or feature	Part(s) of the service where the tool/feature affects content recommendations (Max. 20 words)	Whether the tool/feature is available to all users, only users determined to be adults, or only users determined to be children	Explanation of how users can access the tool/feature (Max. 100 words)	Explanation of how it shapes content recommendations (Max. 100 words)	Proportion (%) of UK users that have used this tool/feature at least once within the reporting period	Proportion (%) of UK users that have used this tool/feature at least once in the final month of the reporting period
Ability to edit **content** preferences in settings						
'Show less like this'/'Not interested'						
Block keywords						
'Show more like this' / 'Interested'						
Ability to mute a user						

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Monitoring

These questions ask how **providers** monitor the spread of **illegal content, content that is harmful to children** and their **proxies** via their **content recommender systems**. They also ask about categories of **content** that are identified by **providers** and which may pose a risk of **cumulative harm** to children.

12.

a) Within the **reporting period**, what proportion of views of **illegal content** or **content that is harmful to children** and their **proxies** were distributed via **content recommender system**?

Please complete the table(s) for the **reporting period** by:

- providing the number of views of items of **content** determined to be **illegal content**, **content that is harmful to children** and **proxies**;
- providing the proportion of views of items of **illegal content**, **content that is harmful to children** and **proxies** that were distributed via **content recommender system**;
- adding each relevant provision in its own row in the table;
- labelling each table for the part of the service for which the data is provided for in the first row after: 'Part of the service'; and
- adding each relevant provision on its own row in the table. To do this you may need to insert new row(s) into the table.

Notes:

- Please answer for each **terms of service** provision in the first column.
- Please provide this for each part of the service on which you track the relevant data.
- Please express the proportion as a percentage of the total views of items of **content** in the stated **terms of service** provision prior to removal.

Part of the service:		
Relevant Terms of Service provision	**Number of views of such content**	**Proportion of views of such content distributed via content recommender system (%)**
Total for sum of all **illegal content and proxies** and **content that is harmful to children and proxies**		

Part of the service:		
Total for all **illegal content** and proxies		
Total for all **content that is harmful to children** and proxies		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

13. Which kinds of **content that is harmful to children** did you identify in your last **children's risk assessment** as being at risk of causing **cumulative harm** to **UK child users** on your service? (Max. 200 words)

Governance

These questions relate to governance practices and safety assurance methods **providers** have in place for their **content recommender systems**. This includes how **providers** test and evaluate changes to **content recommender system** design, assess potential risks, and ensure appropriate oversight and accountability for the management of those risks.

14. What kind of testing and evaluation do you conduct when implementing a change to the design of your **content recommender system(s**)?

    Please complete the table below by:

    - identifying whether you perform the relevant testing or evaluation method when implementing a change to the design of your **content recommender system**;
    - identifying whether it takes place in live environments; and
    - adding any other testing or evaluation methods you use on their own row(s) on the table. To do this, you may need to insert new row(s) into the table.

    Notes:

    - If you do implement the relevant method, explain how you conduct the method in practice and when you perform it in the process of implementing an adjustment.

Testing or evaluation method	Do you perform this when implementing a change to the design of your content recommender system? (Yes/No)	Does testing take place in live environments? (Yes/No)	Explanation (Max. 200 words)
Testing and comparing multiple versions of the **content recommender system**			
Conducting **red teaming** (internal or third-party)			
Conducting a risk assessment specifically about the change			

15. Please describe the governance arrangements you have in place in relation to the implementation, and oversight of your **content recommender system(s)**, including the management of risks to users. (Max. 500 words)

    In your response, please provide details of any relevant **governance bodies** (e.g. boards or committees), any senior roles with responsibility for oversight, and how these arrangements operate in practice.

6. Grooming for child sexual abuse

Service design / default settings

These questions ask about how the **provider** designs their service in relation to specific service features and **functionalities** that are associated with an increased risk of **grooming**. This includes **network expansion prompts, connection lists**, publicly available **content**, **direct messaging**, location-sharing **functionality**, and in-service **gifting** or currency systems.

To understand the effectiveness of the following measures we need to understand how a service determines that a **UK user** is a **child**. Services will provide that information when completing the Child User Protections section.

1. What measures, if any, do you take on your service to address the risk of **grooming** associated with **network expansion prompts**?

   Please complete the table below by:

   - specifying which measure(s) in the first column you take on your service;
   - describing how that measure is implemented, including whether it is:
     - a default setting that is automatically applied to **UK child user** accounts but can be changed. (Please set out who can change this default setting, e.g. the **child**, children of a certain age only, the child's parent;
     - a setting that is not automatically applied to **UK child user** accounts and can be switched on by **UK child users**; or
     - a fixed setting that cannot be changed by **UK child users**;
   - if **network expansion prompts** are provided to all **UK users** but there are restrictions on which **adult/child** users are recommended to one another, providing a summary of these restrictions; and/or
   - if you take a different or another approach to **network expansion prompts** not listed in the table, providing a summary of the approach in the third column.

   Notes:

   - If your answer to '**Network expansion prompts** are a feature on this service' is 'No', no further response is required. Please leave the remaining rows blank and proceed to Q2.

Measure to address the grooming risks associated with network expansion prompts	Is this applicable to your service? (Yes/No)	How is the measure implemented? Please include whether this is: a) a default setting that is automatically applied to UK child user accounts but can be changed (please set out who can change this default setting, e.g. the child, children of a certain age only, the child's parent); b) a setting that is not automatically applied to UK child user accounts and can be switched on by UK child users; or c) a fixed setting that cannot be changed by UK child users. If network expansion prompts are provided to all UK users but there are restrictions on which adult/child users are recommended to one another, please provide a summary of the restrictions you have in place. If a different or another approach is taken to network expansion prompts for UK child users to address the risk of grooming associated with network expansion prompts, please provide a summary of what this is. (Max. 200 words)
Network expansion prompts are a feature on this service		
Network expansion prompts are switched off for **UK child user** accounts		
Network expansion prompts are presented to all **UK users** but **child** and **adult** users are not recommended to one another.		
Network expansion prompts are provided to all **UK users** but there are restrictions on which **adult/child** users are recommended to one another.		

Measure to address the grooming risks associated with network expansion prompts	Is this applicable to your service? (Yes/No)	How is the measure implemented? Please include whether this is: a) a default setting that is automatically applied to UK child user accounts but can be changed (please set out who can change this default setting, e.g. the child, children of a certain age only, the child's parent); b) a setting that is not automatically applied to UK child user accounts and can be switched on by UK child users; or c) a fixed setting that cannot be changed by UK child users. If network expansion prompts are provided to all UK users but there are restrictions on which adult/child users are recommended to one another, please provide a summary of the restrictions you have in place. If a different or another approach is taken to network expansion prompts for UK child users to address the risk of grooming associated with network expansion prompts, please provide a summary of what this is. (Max. 200 words)
A different or another approach is taken to **network expansion prompts** for **UK child users** to address the risk of **grooming** associated with **network expansion prompts**		

2. What measures, if any, do you take on your service to address the **grooming** risks associated with **connection lists**?

   Please complete the table below by:

   - specifying which measure(s) in the first column you take on your service;
   - describing how the measure is implemented; and/or
   - if you take a different or another approach to **connection lists** not listed in the table, providing a summary of this approach in the third column.

   Notes:

   - If your answer to '**Connection list functionality** is available on this service' is 'No', no further response is required. Please leave the remaining rows blank and proceed to Q3.

Measure to address the grooming risks associated with connection lists	Is this applicable to your service? (Yes/No)	How is this measure implemented? Please include whether this is: a) a default setting that is automatically applied to child user accounts but can be changed (please set out who can change this default setting, e.g. the child, children of a certain age only, the child's parent.); b) a setting that is not automatically applied to UK child user accounts and that can be switched on by UK child users; or c) a fixed setting that cannot be changed by UK child users. If a different or another approach is taken to connection lists for UK child users to address the risk of grooming associated with connection lists, please provide a summary of what this is. (Max. 200 words)
Connection list functionality is available on this service		
UK child users' connection lists are hidden from all users		
UK child users' connection lists are visible to their **connections** / certain users		
UK child users do not appear in the **connection lists** of other users		
A different or another approach is taken to **connection lists** for **UK child users** to address the risk of **grooming** associated with **connection lists**		

3. What measures, if any, do you take on your service to address the risk of **grooming** in relation to particular **functionalities**?

   Please complete the table below by:

   - specifying which measure(s) in the first column you take on your service; and
   - selecting from the drop-down how the measure is implemented.

Measure	Is this applicable to your service? (Yes/No)	How is the measure implemented? Please select: a) a default setting that is automatically applied to UK child user accounts but can be changed (please set out who can change this default setting, e.g. the child, children of a certain age only, the child's parent.); b) a setting that can be switched on by the user; or c) a fixed setting that cannot be changed by UK child users.
If your service has **user connection functionality**		
UK child users cannot receive **direct messages** from users they are not **connected** with.		
Users cannot comment on / react to **content** (e.g. written posts, **livestreams**, images) shared by **UK child users** they are not **connected** with.		
If your service does not have **user connection functionality**		
UK child users cannot receive/view **direct messages** from users unless they actively consent to receive the messages.		
Users cannot comment on / react to **content** (e.g. written posts, **livestreams**, images) shared by **UK child users**.		
All services		
The service makes **UK child users** aware of the risk of **direct messaging** with unknown users before a **child** starts messaging with a user for the first time.		

Measure	Is this applicable to your service? (Yes/No)	How is the measure implemented? Please select: a) a default setting that is automatically applied to UK child user accounts but can be changed (please set out who can change this default setting, e.g. the child, children of a certain age only, the child's parent.); b) a setting that can be switched on by the user; or c) a fixed setting that cannot be changed by UK child users.
UK child users are given prompts to report / block other users when they **direct message** with a user for the first time.		
Deterrence messaging to **UK adult users** at relevant points in their **user journey** (e.g. when sending friend requests/**direct messages** to **UK child users**).		

4. Does the service have an **automated location information display functionality**? (Yes/No)

   If No, no further response required. Please proceed to Q6.

   If Yes, please answer Q5.

5. How is **automated location information display** implemented on your service for **UK child user** accounts?

   Please complete the table below.

Methods for implementing automated location information display	Implemented on your service for UK child user accounts? (Yes/No)
A **default setting** that is automatically applied to **UK child user** accounts but can be changed.	
A setting that can be switched on by the **UK child user**	

Methods for implementing automated location information display	Implemented on your service for UK child user accounts? (Yes/No)
Fixed setting that cannot be changed by the **UK child user**	

6.

a) What measures do you take to detect suspicious behaviour relating to in-service/in-app currencies and **gifting** for the purpose of **grooming**? (Max. 300 words)

b) What measures do you take to prevent the use of in-service/in-app currencies and **gifting** for the purpose of **grooming**? (Max. 300 words)

Grooming detection and content moderation

In this section we ask questions about the steps the **provider** takes to detect **grooming content** and the online behaviours that may be indicative of **grooming** within different parts of the service. Human **moderation** often plays an important role in assessing detected **grooming content**, so we also ask about the contextual information available to moderators when reviewing potential **grooming** cases.

For services with end-to-end encrypted parts of the service, we ask specific questions about how **providers** tackle **grooming**.

7. Which, if any, of the following types of contextual information are moderators able to access to help assess whether **grooming** has occurred?

   Please complete the table below by:

   - selecting whether types of contextual information specified are available to no, some, or all moderators;
   - providing additional detail about which moderators where the contextual information is only available to some; and
   - adding any additional type of contextual information moderators are able to access in its own row in the table. To do this, you may need to insert new row(s) into the table.

Type of contextual information	Is this available to all, some or no moderators? Please select from the dropdown list.	If some, please specify which moderators can access this information. (Max. 20 words)
Full existing historic messages (including **content**) between the **UK child user** and offender		
Part of the historic messages (including **content**) between the **UK child user** and the offender		
Contextual information provided by a user via a free text box as part of a user report		
Information about the location of the offender/victim(s)		
Information about other **UK child users** the offender has communicated with		
Information about how the offender and the **UK child user** became **connected** on the service (i.e. who initiated contact, how, when)		

8. Are any parts of your service encrypted through end-to-end encryption? (Yes/No)

   If No, no further response required. Please proceed to Q11.

   If Yes, please answer Q9-10b.

9.

   a) Within the **reporting period**, what proportion of detected **grooming content** was detected within end-to-end encrypted parts of your service?

   Please complete the table for the **reporting period** by providing:

   - the number of detected **grooming content** that was detected within end-to-end encrypted parts of your service; and

- the proportion of detected **grooming content** that was detected within end-to-end encrypted parts of your service. Please express the proportion as a percentage of all detected **grooming content** within the **reporting period**.

Number	Proportion (%)

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

10.

a) Within the **reporting period,** of the **grooming content** that you detected within end-to-end encrypted parts of the service, what proportion was detected because of:

- user reporting;
- **behaviour identification technology;**
- **content identification technology;**
- **user profiling technology;** and/or
- other methods.

Please complete the table for the **reporting period** by:

- providing the proportion of **grooming content** detected within end-to-end encrypted parts of the service that was detected because of user reporting;
- providing the proportion of **grooming content** detected within end-to-end encrypted parts of the service that was detected because of **behaviour identification technology**;
- providing the proportion of **grooming content** detected within end-to-end encrypted parts of the service that was detected because of **content identification technology**;
- providing the proportion of **grooming content** detected within end-to-end encrypted parts of the service that was detected because of another method (please set these out); and
- adding other methods in their own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- We expect the proportions that you provide in the table to add up to 100%.

- Please express the proportions as a percentage of detected **grooming content** that was detected within end-to-end encrypted parts of your service during the **reporting period.**

Detection method	Proportion of grooming content
User reporting	
Behaviour identification technology	
Content identification technology	
User profiling technology	

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

User and industry reporting

These questions seek information about **providers'** processes for identifying and responding to reports of **grooming** and other forms of **child sexual exploitation and abuse (CSEA)**. (There are additional questions relevant to **grooming** included in the Reporting and Complaints questions). This includes how high-risk reports are prioritised, the agencies to which **providers** report detected **CSEA**, the timeliness of those reports, and the volume and types of **CSEA** reports received.

11. What steps, if any, do you take to identify high risk user reports of **grooming** that require an immediate response, e.g. threat to life or **child** at immediate risk of serious **harm?** (Max. 300 words)

12. To which reporting agency or agencies do you report **CSEA content** (including **grooming**) of which you are aware?

    Please complete the table below. Please add any other agencies you report **CSEA content** (including **grooming**) to in their own row. To do this, you may need to insert new row(s) into the table.

Reporting agency	Do you report CSEA content? (Yes/No)
The National Crime Agency (NCA)	

Reporting agency	Do you report CSEA content? (Yes/No)
The National Center for Missing and Exploited Children (NCMEC)	

13.

a) Within the **reporting period**, what was the average (median and mean) time frame between your service becoming aware of **grooming content** and reporting the **content** to this reporting agency/agencies?

Notes:

- Please provide your answer in [days: hours: minutes].

Median turnaround time	Mean turnaround time

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

14.

a) Within the **reporting period**, what is the total number of **CSEA** reports received on your service, and of these, what is the number of reports received by type of **CSEA** report?

Type of CSEA Report	Number of CSEA reports
Total number of **CSEA** reports	
Number of **grooming** reports	
Number of **child sexual abuse material (CSAM)** reports	

Type of CSEA Report	Number of CSEA reports
Number of **financially motivated sexual extortion (FMSE)** reports where the victim is a child	
Number of **CSEA** reports shared via **livestream**	

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

Engagement with third parties

These questions ask about services' approach to working with law enforcement, industry bodies, and other online services to understand and address the risk of **CSEA** including **grooming** on their service. This includes dedicated resources for responding to law enforcement requests, participation in industry initiatives and **child** safety partnerships, and the sharing of information with other **service providers** to support the detection of **grooming**.

15. Do you have a dedicated team responding to UK law enforcement requests relating to **CSEA** (including **grooming**)? (Yes/No)

16. Which, if any, of the following industry organisations or **child** safety partnerships are you a member, or have some other form of participatory or collaborative relationship besides membership?

    Please complete the table below. Please add the name of any additional organisation or partnership you have in relation to child safety in its own row in the table. To do this, you may need to insert new row(s) into the table.

Name of partnership/organisation	Are you a member? (Yes/No)	Any other form of participatory or collaborative relationship? (Yes/No)
Tech Coalition		
Lantern		
Take It Down		
INHOPE		

Name of partnership/organisation	Are you a member? (Yes/No)	Any other form of participatory or collaborative relationship? (Yes/No)
Internet Watch Foundation (IWF)		
National Center for Missing and Exploited Children (NCMEC)		
Report Remove		
WePROTECT		

17. Do you collaborate with other online **service providers** to share/ receive signals (information that may help detect **CSEA**)? (Yes/No)

    If No, no further response required. Please proceed to Q20a.

    If Yes, please answer questions Q18a-19b.

    Notes:

    - Online **service providers** include those of user-to-user services and **search services** as defined in **the Act**. These could be based anywhere in the world, but we are asking specifically about signal sharing for the detection of **grooming** involving **UK users**.

18.

    a) Within the **reporting period**, how many of the following types of signals have you shared/received with/from other online **service providers**?

    Please complete the table by providing:

    - the number of signals the **provider** has received, broken down by each type of signal listed in the table; and
    - the number of signals the **provider** has sent, broken down by each type of signal listed in the table.

	User identifiers (e.g. usernames, contact details) of those suspected of CSEA	URLs containing CSEA content	Keywords related to CSEA	Other (please name) (Max. 50 words)
The number of signals the **provider** has received				
The number of signals the **provider** has sent				

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

19.

a) Within the **reporting period**, how many of the following **user sanctions** have you taken in response to the signals you have received from other online **service providers**?

Please complete the table by providing:

- the number of user **bans** on your service in response to signals received from other **service providers**; and
- the number of other **user sanctions** taken on your service in response to signal received from other **service providers**.

Service action	Number of sanctions within the reporting period
The number of user **bans** on your service in response to signals received from other **service providers**	
The number of other **user sanctions** taken on your service in response to signals received from other **service providers**	

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

User sanctions

These questions ask about **providers'** approach to **user sanctions** in relation to **grooming**, including the number of **bans** and **suspensions** issued and the **sanctions** applied to **UK users** detected as engaging in **grooming** behaviour.

20.

a) Within the **reporting period**, if applicable to your service, how many **UK users** have been subject to a user **ban** for **grooming**?

Please complete the table for the **reporting period** by providing, for **UK adult users** and then for **UK child users**:

- the number of user **bans** issued to **UK users** due to **grooming** behaviour/activity; and
- the number of user **suspensions** issued to **UK users** due to **grooming** behaviour/activity.

	Number of permanent user bans for grooming	Number of temporary user bans for grooming
All **UK users**		
UK adult users		
UK child users		

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

21. Please provide information about your approach to **user sanctions** on **UK child user** accounts that are detected for **grooming**. (Max. 500 words)

Please include information about the types of **user sanctions** you apply, the duration (where applied), and how **UK child users** can **appeal** a **user sanction**.

7. Media literacy

Media literacy tools and campaigns

These questions seek information about the measures **providers** take to support the development of **media literacy** skills, knowledge and behaviours among **UK users**. **Media literacy** focusses on helping **UK users** understand, interpret and assess the credibility of information as well as reduce their and others' exposure to harmful **content** and to the use of regulated services in harmful ways, especially **content** and activity disproportionately affecting particular groups. The questions ask about measures including **media literacy** initiatives and campaigns, educational **content**, tools and resources, user-facing interventions, inclusive design practices and other measures. The questions also ask how **providers** evaluate the effectiveness of these measures and their impact on different groups of **UK users**.

1.

a) What activities and/or initiatives do you undertake to support the development of **media literacy** skills, knowledge and behaviours of **UK users**?

Please complete the table below. Please add each additional type of activity or initiative you carry out in its own row in the table. To do this, you may need to insert new row(s) into the table.

Activity and/or initiative to support the development of media literacy skills, knowledge and behaviours of UK users	Do you undertake this activity? (Yes/No)
Media literacy awareness-raising campaigns	
Media literacy programmes	
Funding for **media literacy** initiatives	
Partnerships with third parties	

b) If you have answered 'Yes' to any of the activities/initiatives set out in Q1a, please set out below briefly what these entail. (Max. 600 words)

2.

a) Do you create **content**, tools and/or resources, accessible via your service, that are intended to assist **UK users** to understand, interpret and assess the credibility of information on your service? (Yes/No)

This may include age-appropriate resources, video tutorials, pop-up supports, educational **content**, and working with **content** creators on relevant campaigns.

If No, no further response required. Please proceed to Q3.

If Yes, please answer Q2b.

b) Please list below what **content,** tools and/or resources are accessible via your service that are intended to assist **UK users** to understand, interpret and assess the credibility of information on your service. (Max 300 words)

3.

a) Do you promote **content**, either within or outside of your service, that is intended to assist **UK users** to understand, interpret and assess the credibility of information on your service? (Yes/No)

This may include promoting **provider**-created **content** through algorithmic recommendations, promoting **content** by other creators on the service, and promoting educational **content** beyond the service.

If No, no further response required. Please proceed to Q4.

If Yes, please answer Q3b.

b) In relation to Q3a, please set out below:

- what these promotional measures are; and
- how you promote this **content**. (Max. 600 words)

4. What inclusive design practices are deployed on your service to address diverse **media literacy** needs? (Max 600 words)

This may include use of plain language or multiple formats, use of visual cues, conducting research or testing with users, and tailoring interventions for particular groups such as those disproportionately affected by **illegal content**, **content that is harmful to children and proxies**, and other measures.

5.

a) Within the **reporting period**, please provide an estimate of the total funding, in the form of a range attributable to the measures, activities, practices and initiatives described in your responses to Q1 to Q4. (Max. 100 words)

b) How has the estimate in Q5a been prepared? (Max. 500 words)

Please briefly explain, where possible, the breakdown or allocation of the funding estimate for specific activities, measures, practices and initiatives, or any other relevant details. If this funding cannot reasonably be identified separately, please explain why.

6. Please explain how you evaluate the efficacy of your measures and practices described in Q1 to Q4. (Max. 600 words)

   This should include activities and initiatives to promote **media literacy**, creation of tools and resources, and promotion of content within/outside the service. Please include details of how they are evaluated for underserved **UK users**, for particular groups such as those disproportionately affected by **illegal content**, **content that is harmful to children and proxies**, in each of these cases.

7. Which of the following user-facing interventions do you deploy as part of your service design measures to address:

   - misinformation and disinformation;
   - **content** of democratic importance;[2]
   - particular groups disproportionately affected by **illegal content**, **content that is harmful to children and proxies**; and/or
   - heightening the public's awareness and understanding of ways in which they can protect themselves and others, on your service?

   Please complete the table below by:

   - indicating which, if any, of the user-facing interventions in the first column are deployed to address the topics listed;
   - if any of the topics set out in the top row are not applicable to your service, indicating this by stating that the user-facing interventions are Not Applicable (N/A) to the topics in the top row; and
   - adding each additional user-facing intervention you deploy on its own row in the table. To do this, you may need to insert new row(s) into the table.

[2] Information requirements concerning content of democratic importance will not be issued year one, as Ofcom is still finalising recommended measures to comply with duties to protect content of democratic importance.

User-facing intervention	Do you address the following by deploying this intervention on your service? (Yes/No/NA)			
	Misinformation and disinformation	**Content of democratic importance**	**Particular groups disproportionately affected by illegal content, content harmful to children and proxies**	**Heightening the public's awareness and understanding of ways in which they can protect themselves and others**
Content labels				
Pre-**content** pop-ups/**interstitials**				
Content overlays				
Information pages				

8. Insofar as it has not been answered in your response to Q6, how do you evaluate the efficacy of the user-facing interventions set out in Q7 to address:

   - misinformation and disinformation;
   - **content** of democratic importance;
   - particular groups disproportionately affected by **illegal content**, **content that is harmful to children and proxies**; and/or
   - heightening the public's awareness and understanding of ways in which they can protect themselves and others, in order to promote changes in user behaviour? (Max. 600 words)

9. Please explain any further approaches, aside from **enforcement actions** or **user sanctions** on specific **content** or **UK users** and specific service design measures listed above, you take to support **UK users** to understand the nature and impact of:

   - misinformation and disinformation;

- **content** of democratic importance;
- particular groups disproportionately affected by **illegal content**, **content that is harmful to children and proxies**; and
- heightening the public's awareness and understanding of ways in which they can protect themselves and others. (Max. 600 words)

Please list the methods you use to achieve this with a brief description of how they work to support **UK users**, and particular groups disproportionately affected by **illegal content**, **content that is harmful to children** and **proxies**. This may include, for example, external campaigns and initiatives.

8. Misinformation and disinformation

Terms of service and provisions

This question seeks information about how **providers** address misinformation and disinformation through their **terms of service**.

The following question relates to your contracts (including any community guidelines or equivalent incorporated by reference into the contract) with all users who are able to generate **content** directly on the service, or upload to or share **content** on the service, such that it may be **encountered** by **UK users**.

1. Where applicable, please identify each provision of your contracts which corresponds to misinformation and disinformation, and any corresponding category or type of information (regardless of whether or not you rely on such provisions in practice to make decisions about whether or not **content** is misinformation or disinformation). Please also provide a short description of the provision.

   Please set out each provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

   In relation to each provision, please provide a short description, select whether it applies to misinformation, disinformation or both; and then describe how the provision relates to it.

   In your response, please reproduce or link to the specific provision(s) concerned.

   In your response, where applicable, set out which cohort of **UK users** the specific provisions apply to, notably whether they apply to specific user age groups, or user types relevant to your service.

Provision (Max. 50 words)	Short description of provision (Max. 50 words)	Information type that applies to the provision (misinformation, disinformation or both)	Description of how provision relates to misinformation or disinformation or both (Max. 100 words)	Cohort of users to whom provision applies (Max. 50 words)

Enforcement actions and user sanctions

These questions seek information about the **enforcement actions** and **user sanctions** that may be taken in response to breaches of provisions relating to misinformation and disinformation.

2.

a) Do you take **enforcement actions** or **user sanctions** against **UK users** or **content** that is determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation? (Yes/No)

If No, no further response required. Please proceed to Q3.

If Yes, please answer the remaining sub-questions in Q2.[3]

b) Where applicable, which of the following **enforcement actions** or **user sanctions** may be taken against **UK users** or **content** that is determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation?

Please complete the table below to indicate whether the listed **enforcement actions** or **user sanctions** may be taken.

Please set out any additional **enforcement actions** or **user sanctions** you take in their own row in the table. To do this, you may need to insert new row(s) into the table.

Enforcement action/User sanction	Do you take this action to deal with UK users or content that breach your terms of service provisions that address misinformation and disinformation? (Yes/No)
Take down content	
Restrict content	
Content given a low degree of prominence in the **content recommender system**	
Account **suspension**	
Account **ban**	

[3] Service providers will receive either Question 2b or Question 2C.

c) Where applicable, which of the following **enforcement actions** or **user sanctions** may be taken against **UK users** or **content** that is determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation?

Please complete the table below to indicate whether the listed **enforcement actions** or **user sanctions** may be taken.

Please set out any additional **enforcement actions** or **user sanctions** you take in their own row in the table. To do this, you may need to insert new row(s) into the table.

Enforcement action/User sanction	Do you take this action to deal with UK users or content that breach your terms of service provisions that address misinformation and disinformation? (Yes/No)
Take down content	
Account **suspension**	
Account **ban**	

d) If you have listed other **enforcement action(s)** taken relating to **content**, please briefly describe how each action listed is expected to address a breach of the relevant provision. (Max. 300 words)

e) If you have listed other **user sanctions**, please briefly describe how each **user sanction** listed is expected to address a breach of the relevant provision. (Max. 300 words)

f) Within the **reporting period**, how many items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation resulted in an **enforcement action** or **user sanction** being taken on your service?

Please complete the table for the **reporting period** by:

- providing the number of items of **content** that resulted in one or more types of **enforcement action** or **user sanction**;

- of these, providing the number and proportion of items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation that resulted in the applicable **enforcement action** or **user sanction** being taken on your service; and
- adding each relevant **terms of service** provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please express the proportion as the percentage out of all items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation which resulted in **enforcement action** or **user sanction.**

Relevant Terms of Service provision	**Number of items of content in breach of the terms of service provision(s) addressing misinformation and disinformation**	**Items of content taken down**		**Content given a low degree of prominence in the content recommender system**		**Other action taken relating to content (e.g. community notes, labels, contextual information)**		**Account suspension**		**Account ban**		**Other action taken relating to accounts (e.g., giving a warning to a UK user who has uploaded or generated the content)**	
	Number	Number	Proportion	Number	Proportion	Number	Proportion	Number	Proportion	Number	Proportion	Number	Proportion
Total items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation													

User reporting

The following questions relate to user's experience of reporting misinformation and disinformation, the volume of reports, and action taken in response to them.

3.

a) Can **UK users** report misinformation and disinformation on your service? (Yes/No)

If No, no further response required.

If Yes, please answer Q3b-Q3c.

b) What information are **UK users** provided with after making such reports on your service, including any updates on the outcome of their report? (Max. 200 words)

c) Within the **reporting period,** how many reports made by **UK users** did your service receive in relation to misinformation and disinformation?

Reports received

d) Within the **reporting period,** if you answered 'Yes' to '**take down content'** to Q2b, how many items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation were **taken down**:

- as a result of **UK user** reports received on your service; and
- as a result of any systems and processes that a **provider** operates to identify relevant **content**?

Please complete the table for the **reporting period** by:

- providing the total numbers of items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation;
- for each **terms** of service provision, providing the number and proportion of items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation, disinformation, and the total for misinformation and disinformation; and
- adding each relevant **terms of service** provision on its own row in the table. To do this, you may need to insert new row(s) into the table.

Notes:

- Please express the proportions as a percentage of the total of all **content** removed after being determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation.
- We expect the proportions that you provide in the table to add up to 100%.

Relevant Terms of Service provision	**Take down content as a result of a UK user report**		**Take down content as a result of any systems and processes operated by a provider**	
	Number	%	Number	%
Total items of **content** determined to be in breach of the relevant **terms of service** provision(s) addressing misinformation and disinformation				

9. Deceased child users

Terms of service and provisions

This question seeks information about **providers'** policies on disclosing information about a deceased **UK child user's** use of a service to bereaved **parents**, including the factors considered when developing those policies. Services are expected to ensure that their **terms of service** provisions outlining their policy on disclosing this information is clear and accessible under section 75(3) of **the Act**.

1. Please set out the factors that were considered when determining your service's policy regarding the disclosure of information about a deceased **UK child user's** use of your service, including if you disclose on a case-by-case basis. As part of your explanation, please include a link to your policy. (Max. 200 words)

Timeliness and performance

These questions seek information about **providers'** processes for responding to **requests** from bereaved **parents** for information about a deceased **UK child user's** use of a service. This includes expected **response** times and how **providers** communicate with bereaved **parents** throughout the **request** process.

2. How long after receiving a **request** for information about a deceased **UK child user's** use of the service do you aim to **respond** to the bereaved **parent** with an outcome? (Max. 50 words)

3. Before **responding** to a bereaved **parent's request**, what actions do you take on your service?

   Please complete the table by adding a 'Yes' or 'No' next to the relevant action(s).

   Notes:

   - An acknowledgement in this context comprises communication from the **provider** of a relevant service to a requesting bereaved **parent** that confirms receipt of their **request** for information about their **child's** use of the service or their complaint regarding compliance with the duties. An acknowledgement may include additional information about the next steps in handling the **request** or complaint, such as the expected timeframe for a response.
   - An update in this context refers to communication from the **provider** of a relevant service to a bereaved **parent** regarding their request for information about the **child's** use of the service which may include confirming what steps have been taken, what is outstanding and how much longer the **request** may take.

Action	Do you take this action before responding to a bereaved parent's request? (Yes/No)
Acknowledge the **request**	
Deal with the **request** through a triage system	
Update or otherwise communicate with the bereaved **parents**	

Complaints and accountability

These questions seek information about complaints made by bereaved **parents** in relation to **providers'** obligations under section 75(1)-(4) of the Online Safety Act regarding **requests** for information about a deceased **UK child user's** use of a service. Services are expected to ensure that complaints processes are easy to access, easy to use and transparent under section 75(5) of **the Act**.

4.

a) Within the **reporting period**, how many complaints (if any) did you receive from bereaved **parents** of **UK child users** in relation to your service's **terms of service** provisions regarding the requirements under section 75(1)-(4)?

Please complete the table for the **reporting period** by providing:

- The total number of complaints you received from bereaved **parents** of **UK child users** in relation to your service's **terms of service** provisions. Please express the proportion as a percentage of the total number of complaints received on the service in relation to your service's **terms of service** provisions during the **reporting period.**

Number of complaints from bereaved parents of UK child users in relation to terms of service	Proportion (%) out of all complaints received in relation to terms of service

b) In the space below, please set out any caveats relating to the data you have provided. (Max. 250 words)

3. Definitions

3.1 In Table A and Table B we set out definitions of the terms in **bold** used throughout the notices for Category 1 and 2B services. The definitions are intended to help **providers** and readers understand the notices.

3.2 Table B sets out Terms used in this notice that have the meaning given in **the Act**. It provides a reference to the provision(s) in **the Act** containing the definition of the relevant term, as well as a description of the term based on the provisions of **the Act** intended to assist the reader. In the event of any inconsistency between **the Act** and the information in table B, **the Act** should be regarded as authoritative.

Table A

Term	Definition
the Act	The Online Safety Act 2023.
Age assurance	Refers to both **age verification** and **age estimation**. See also **age verification** and **age estimation.**
Age assurance method	An **age assurance** method refers to 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 check	An individual instance where a user is required to undergo an **age assurance process**.
Age inference	A broad class of estimation techniques that typically analyses user behavioural data and/or user interactions with **content** or **functionalities** on services, often referred to as "signals", to determine age.
Appeals	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 that is 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.

Term	Definition
Automated location information display functionality	A **functionality** which displays location information including via the following (where relevant): a) shared **content**; b) **user profile**; and c) **functionalities** that display the live location information.
Ban/banning	An action to permanently prevent access to the service
Child accessible part (of a service)	A user-to-user part of a service other than any part which **children** in the United Kingdom are not normally able to access as a result of the use on the service of **age verification** or **age estimation.**
Child sexual abuse material (CSAM)	**Content** that amounts to an offence specified in any of the following paragraphs of Schedule 6 to **the Act**— d) paragraph 1 to 4, 7 or 8; e) paragraph 9 so far as any of the offences it contains are committed in relation to an offence specified in paragraphs 1 to 4, 7 or 8; f) paragraph 10; or g) paragraph 13 so far as any of the offences it contains are committed in relation to an offence specified in paragraph 10.
Connection	An established link between two user accounts that one or both of the users operating those accounts has taken steps to establish. Connections include, but are not limited to: a) established links created when one user invites another user to establish a link between the user accounts of the two users that the other user accepts; b) established links created when one user elects to follow another user's user account; and c) established links created when one user elects to subscribe to another user's user account. The terms "connect", "connected" and "connection" are to be read accordingly.
Connection lists	A list of the user accounts to which a user account is **connected** which is visible to other users via a **user profile**.
Content moderation function	The systems and processes designed to review, assess and take action in relation to **content**, including **content** a **provider** has reason to suspect may be **illegal content**, **content that is harmful to children**, or **content** which breaches a **provider's terms of service**.

Term	Definition
Content recommender system	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, which may include but are not limited to: a) user feedback, such as interactions with a piece of **content** means of likes, views and shares; b) predicted engagement with content based on a user's consumption history, such as likelihood of liking, sharing, and commenting on a piece of **content**; c) profile and contextual characteristics, such as age and location; d) **content** liked by users with a similar consumption and engagement history; and e) popularity of a certain piece of **content**. For the avoidance of doubt, references to **content** recommender systems in this request do not include: a) a **content** recommender system employed exclusively in the operation of a **functionality** which suggests **content** to users in direct response to a search query; b) a product recommender system; or c) a network recommender system that suggests users and groups to follow.
Content that is harmful to children proxy	**Content** that a **provider** determines to be in breach of its **terms of service** or provisions in the publicly available statement, where: a) the **provider** had reason to suspect that the **content** may be **content that is harmful to children**; and b) the **provider** is satisfied that its **terms of service** prohibit the type of **content that is harmful to children**, which it had reason to suspect existed.
Default settings	Automatic settings for **functionalities**, applicable to a specific user account, which are set by the **provider** of a service and that can be disabled by a user operating that user account.
Digital identity services/digital verification services	A digital identity is a digital representation of a person which enables them to prove who they are during interactions and transactions online and in person. Reusable digital identities are those which can be used multiple times for different interactions and transactions. This includes digital identity wallets which enable users to verify and securely store their attributes (such as age) in a digital format.
Direct message	A message sent from a user account to a recipient user account that can only be immediately viewed or read on that specific recipient user account.

Term	Definition
Direct messaging (functionality)	User-to-user service **functionality** that allows users to send **direct messages**.
Enforcement action	Actions taken by the **provider** on **content** that the **provider:** a) becomes aware is **illegal content** or an **illegal content proxy;** or b) determines to be **content that is harmful to children** or a **content that is harmful to children proxy**.
Financially motivated sexual extortion (FMSE)	Form of blackmail that involves threatening to publish sexual information, photos or videos about someone. This may be to extort money or to force the victim to do something against their will. Photos or recordings are often made without the victim realising or consenting.[4]
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**.**
Governance body	A body which makes decisions within an organisation, for example a board of directors.
Group message	A message sent from a user account to more than one recipient user accounts that can only immediately be viewed or read on those user accounts.
Group messaging (functionality)	User-to-user service **functionality** that enables a user to send **group messages**, through a closed channel of communication, to more than one recipient at a time and which can be immediately viewed or read by all recipients.
Highly effective age assurance	Methods of **age assurance** that are of such a kind and implemented in such a way that they are highly effective at correctly determining whether or not a particular user is a **child**.
Illegal content judgements	Judgements about whether **content** is **illegal content** or **illegal content** of a particular kind, made in accordance with section 192(2) and section 192(5) to (7) of **the Act.**

[4] Metropolitan Police, n.d. Sextortion. [accessed 15 October 2026].

Term	Definition
Illegal content proxy	**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 **illegal content**; and b) the **provider** is satisfied that its **terms of service** prohibit the type of **illegal content** which it had reason to suspect existed.
Internal content policy	More detailed versions of external content policies which set out rules, standards or guidelines, including around what **content** is allowed and what is not, as well as providing a framework for how policies should be operationalised and enforced.
Interstitials	(**Overlays** or interstitials): Elements such as pop-ups or webpages which appear before the target **content** is displayed, or while navigating between pages. Typically, the user will need to take an action, such as clicking through, to reach the target **content**. See also: **'Overlay'**
Livestreaming/ livestream	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.
Media literacy	The ability to use, understand and create media and communications across multiple formats and services.
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**, and takes appropriate action based on that determination. We use '**content moderation**' when referring to user to user services.
Network expansion prompt	A recommendation to connect with one or more specified user accounts on the relevant service generated by automated means.
Notable users	'Notable users' include but are not limited to politicians, celebrities, influencers, financial advisors, company executives, journalists, government departments and institutions, non-governmental organisations, financial institutions, media outlets, and companies.

Term	Definition
Overlays	(Overlays or **interstitials**): Elements such as pop-ups or webpages which appear before the target **content** is displayed, or while navigating between pages. Typically, the user will need to take an action, such as clicking through, to reach the target **content**. See also: '**Interstitial'**
Parental controls	Parental controls are tools which enable a **parent** or carer to exercise control over the types of experiences children are having online, including within an app store.
Red teaming	The practice of systematically challenging the system by simulating adversarial use, edge cases, or misuse scenarios in order to uncover potential harms or failures. Internal red teaming is where this is conducted by employees of the **provider**, whereas third-party red teaming is where non-employees are contracted to carry this out.
Reporting period	Where applicable, the period for which we are requiring information to be produced in your report.
Request	In the context of Deceased **Child** Users, refers to a request from a **parent** of a deceased **child** to a **provider** of a relevant service for information about the **child's** use of the service.
Respond	In the context of Deceased **Child** Users, refers to Communication from the **provider** of a relevant service to a requesting bereaved **parent** which provides information about the **child's** use of the service (whether in full or partial disclosure) or explains why this information is not being provided.
Sanction (user 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**.**
Self-declaration	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 ticking a box to confirm a user is over a minimum age threshold.
Session	A continuous period of user interaction with a service during a single visit, as defined by the service.
Suspension	An action to temporarily prevent access to the service.
Trusted flagger	An entity which the **provider** has reasonably determined has expertise in a particular **illegal harm** or type of **harm to children.**

Term	Definition
UK adult user	A **United Kingdom user** of a service aged 18 or over.
UK child user	A **United Kingdom user** of a service under the age of 18.
URL	Uniform Resource Locator, meaning a reference that specifies the location of a resource accessible by means of the internet.
User connection functionality	A user-to-user service **functionality** that allows users to create **connections.**
User journey	The sequence of steps a user takes when interacting with a service, including sign up, access, discovery, use, reporting, exposure to **content**, and points where protections or controls apply.
User profile	A collection of information that has been shared by a user and may be viewed by other users of the service. This can include, but is not limited to, a username, biography or profile picture, as well as **content** generated, uploaded or shared by the user operating the user account associated with the **user profile.**

Table B – Terms used in this notice that have their meaning given in the Act

Term	Definition
Adult	A person aged 18 or over. See Section 236 (1) of **the Act.**
Age estimation	A form of **age assurance** designed to estimate the age or age range of the user. See Section 230 (3) of **the Act.**
Age verification	Any measure designed to verify the exact age of users of a regulated service. See Section 230 (2) of **the Act.**
Behaviour identification technology	Behaviour identification technology means technology which analyses (any or all of)— a) relevant **content,** b) user data, or c) 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). See Section 231 (6) of **the Act.**
Child	A person under the age of 18. See Section 236 (1) of **the Act.**
Child sexual exploitation and abuse (CSEA) / CSEA offences	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. See Schedule 6 of **the Act.**
Children's risk assessment	The most recent risk assessment carried out by the **provider of a service** pursuant to section 11 of **the Act.** See Section 11 of **the Act.**

Term	Definition
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. See Section 236 (1) of **the Act.**
Content identification technology	**Content** identification technology means 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**). See Section 231 (2) of **the Act.**
Content that is harmful to children	a) primary priority content that is harmful to children (see section 61 of **the Act**), b) priority content that is harmful to children (see section 62 of **the Act**), or c) **content**, not within paragraph (a) or (b), of a kind which presents a material risk of significant **harm** to an appreciable number of children in the United Kingdom. See Section 60 of **the Act.**
Cumulative harm	Refers to a) where **content**, or **content** of a particular kind, is repeatedly **encountered** by an individual (including, but not limited to, where **content**, or a kind of **content**, is sent to an individual by one user or by different users or **encountered** as a result of algorithms used by, or **functionalities** of, a service); b) where **content** of a particular kind is **encountered** by an individual in combination with **content** of a different kind (including, but not limited to, where a kind of **content** is sent to an individual by one user or by different users or **encountered** as a result of algorithms used by, or **functionalities** of, a service). See Section 234 (4) of **the Act.**
Encounter, Encountering	Read, view, hear or otherwise experience **content**. See Section 236 (1) of **the Act.**

Term	Definition
Grooming / Grooming offences	An offence specified in any of paragraphs 5, 6, 11 or 12 of Schedule 6 to **the Act.** See Schedule 6 of **the Act.**
Functionality	Any feature that enables interactions of any description between users of the service by means of the service. See Section 233 (1) and (2) of **the Act.**
Harm	"Harm" means physical or psychological harm. References to harm presented by **content**, and any other references to harm in relation to **content**, include references to harm arising or that may arise from any one or combination of the following— a) the nature of the **content**; b) the fact of its dissemination; c) the manner of its dissemination. See Section 234 (2)-(3) of **the Act.**
Illegal content	"Illegal content" means **content** that amounts to a relevant offence. **Content** consisting of certain words, images, speech or sounds amounts to a relevant offence if— a) the use of the words, images, speech or sounds amounts to a relevant offence, b) the possession, viewing or accessing of the **content** constitutes a relevant offence, or c) the publication or dissemination of the **content** constitutes a relevant offence. "Relevant offence" means— a) a **priority offence**, or b) an offence within subsection (5). See Section 59 of **the Act.**

Term	Definition
Parent	Includes any person who is not the **child's** parent but who— a) has parental responsibility for the **child** within the meaning of section 3 of the Children Act 1989 or Article 6 of the Children (Northern Ireland) Order 1995 (S.I. 1995/755 (N.I. 2)); or b) has parental responsibilities in relation to the **child** within the meaning of section 1(3) of the Children (Scotland) Act 1995. See Section 75 (10) of **the Act.**
Priority offences	Refers to: a) offences specified in Schedule 5 (terrorism offences); b) offences specified in Schedule 6 (offences related to **child sexual exploitation and abuse**); or c) offences specified in Schedule 7 (other priority offences). See Section 59 (7) of **the Act.**
Proactive technology	Refers to: a) **content identification technology**; b) **user profiling technology**; or c) **behaviour identification technology**. See Section 231 of **the Act.**

Term	Definition
Restricting content (and references to restricting users' access to content)	Where a **provider** takes or uses a measure which has the effect that— a) a user is unable to access **content** without taking a prior step (whether or not taking that step might result in access being denied), or b) **content** is temporarily hidden from a user. This does not include where— a) the effect results from the voluntary use or application a user of features, **functionalities** or settings which a **provider** includes in a service; b) access to **content** is controlled another user, rather than the **provider**. See Section 58 of **the Act.**
Search service	An internet service that is, or includes, a search engine. See Section 3 (3) of **the Act.**
Service provider	The provider of a user-to-user service is to be treated as being the entity that has control over who can use the user-to-user part of the service (and that entity alone). See Section 226 of **the Act.**
Take down (content)	Any reference to taking down **content** is to any action that results in **content** being removed from a user-to-user service or being permanently hidden so users of the service cannot **encounter** it (and related expressions are to be read accordingly). See Section 236 (1) of **the Act**.
Terms of service	All documents (whatever they are called) comprising the contract for use of the service (or of part of it) by **United Kingdom users.** See Section 236 (1) of **the Act**.

Term	Definition
United Kingdom (UK) user	A user is a "United Kingdom user" of a service if— a) where the user is an individual, the individual is in the United Kingdom; b) where the user is an entity, the entity is incorporated or formed under the law of any part of the United Kingdom. The person does not need to be registered to use a service to be a UK user. See Section 227 of **the Act.**
User-generated content	In relation to a user-to-user service, **content** that is a) generated directly on the service by a user of the service; or b) uploaded to or shared on the service by a user of the service; and that may be **encountered** by another user, or other users, of the service by means of the service. See Section 55 (3) of **the Act.**
User profiling technology	User profiling technology means technology which analyses (any or all of)— a) relevant **content**, b) user data, or c) metadata relating to relevant **content** or user data, For the purposes of building a profile of a user to assess characteristics such as age. See Section 231(4) of **the Act.**