

TEST

TECHNICAL INFORMATION

Name of SNS being reviewed	Bebo					
URL of SNS	www.bebo.com					
Date of testing	29/10/2009					
Name of tester	Simon Grehan					
Nicknames to be used for testing (please list all)	MariaS3633,					
Contact e-mail for tester						
Contact phone for tester						
Other contact info for tester						
Browser used for testing	Chrome	Firefox X	Internet Explorer (7/8)	Opera	Safari	Other, Please specify

Principle 1: Raise awareness of safety education messages and acceptable use policies to users, parents, teachers and carers in a prominent, clear and age-appropriate manner

According to its self-declaration:			
	<i>Yes (relevant quote from the self-declaration)</i>	<i>No info provided in the self-declaration</i>	<i>Not applicable¹ to this SNS (relevant quote from the self-declaration)</i>
Does the provider include information on terms of use in their self- declaration?	<p>Yes - To help users to enjoy the Bebo site in a safe and responsible way, Bebo has very clear Terms of Service (www.bebo.com/TermsOfUse2.jsp) that outline unacceptable user conduct and content, and potential consequences of violating the Terms including suspension and/or loss of the Bebo account. Similarly, our Privacy Policy outlines what data is collected, how it is used and how users can change their privacy settings (www.bebo.com/Privacy2.jsp). Links to both policies are prominent – at the foot of every page, where users are accustomed to finding ‘help’ and ‘contact’ links – and can be reached from any page on the site.</p>		

¹ If the provider has indicated in the self-declaration an explanation why this optional recommendation is not part of the service, please note that explanation in the ‘not applicable’ column

<p>Does the provider include information on safety in their self-declaration?</p>	<p>Bebo provides education and tips about online safety and privacy in clear, relevant and age-appropriate language throughout the site.</p> <p>Bebo links to additional resources for parents to help them keep their kids safer online such as Know It All for Parents and Connect Safely.</p>		
<p>Does the provider include information on privacy in their self-declaration?</p>	<p>Bebo places context-specific safety messages in areas where young people make decisions about how to interact with the community. For example, when users register they are strongly advised to keep their profile Private if they are under 21. When users sign in to use the service their IP address is visible along with a message that tells them that they are not anonymous online.</p>		
<p>Does the provider state that the safety information is targeted (info specifically targeted at children)?</p>	<p>The safety page also features a series of animations on topics such as: basic safety information; why privacy matters; managing privacy settings; thinking before you post photographs and other content; mobile safety;</p>		

	respecting your online community; cyberbullying; how to report abuse. These animations, including their content and format, were created in consultation with young people and parents to ensure that they were accessible and clear.		
Does the provider state that the safety information is presented in a prominent way?	Bebo places a link to its safety page – www.bebo.com/safety – on every page on the site, again in a prominent position at the foot of the page. The page contains links to relevant online safety and security resources from a country appropriate to the language in which the user has chosen to view the site – for example, when French is selected as the language, the page features a link to www.e-enfance.org ; Dutch features a link to www.digibewust.nl .		
Does the provider state that the safety information is accessible?	Yes		
Does the provider state that the safety information is easy to understand?	YES - Bebo provides education and tips about online safety and privacy in clear, relevant and age-appropriate language throughout the site.		
Does the provider state that the safety information is presented in a practical format?	Yes - The safety page also features a series of animations on topics such as: basic safety		

	information; why privacy matters; managing privacy settings; thinking before you post photographs and other content; mobile safety; respecting your online community; cyberbullying; how to report abuse.		
Does the provider state that the safety information provides guidance regarding inappropriate content and conduct and information on the consequences of breaching the Terms of Service?	Yes – see above		
Does the provider state that the service includes information on links to educational material and technical controls for parents?	Yes - Bebo links to additional resources for parents to help them keep their kids safer online such as Know It All for Parents and ConnectSafely.		
Does the provider state that the service provides advice/link to advice for teachers?	Bebo has worked with teachers and education authorities to develop materials and lesson plans specifically for teachers. These are available from the dedicated website www.safesocialnetworking.com . Bebo also took part in an industry-led education initiative http://en.teachtoday.eu , which sought to address the potential knowledge gap between teachers and their students regarding new technologies, and is available in a number of European languages.		

WITHOUT REGISTERING AS A USER, PLEASE ANSWER THE FOLLOWING QUESTIONS:

I can find the following information about the SNS on the site itself:	Yes, very easily	Easily	Partly easily/partly difficult	Difficult	Very difficult	I could not find it	N/A to this SNS	Comment?
Terms of use/service	X							<p>This information is linked to directly from a hyperlink in the footer of the homepage. This hyperlink is in reasonably small font and is not visible without scrolling down. The footer containing links to Safety,</p>

								Privacy and Terms of Service is available on all pages within the site.
Safety policy	X							This information is linked to directly from a hyperlink in the footer of the homepage. This hyperlink is in reasonably small font and is not visible without scrolling down. The footer containing links to Safety,

								Privacy and Terms of Service is available on all pages within the site.
Privacy policy/information	X							This information is linked to directly from a hyperlink in the footer of the homepage. This hyperlink is in reasonably small font and is not visible without scrolling down. The footer containing links to Safety,

								Privacy and Terms of Service is available on all pages within the site.
Code of conduct ²		X						The code of conduct is not explicitly stated but rather embedded in animated instructional pieces on the Safety page.
Safety tips/information for children	X							Safety tips are also embedded in a Flash animation on the Safety page.

² A code of conduct is a set of rules outlining the responsibilities of or proper practices for an individual.

Safety tips/information for parents and carers	X							There are links to third party sources of information on the Safety page.
Safety tips/information for teachers	X							There are lesson plans for teachers on the Safety page and links to third party sources of information on the Safety page.
Links to educational material or organizations active in child safety	X							There are links to third party sources of information on the Safety page, these links seem to be

								customized to match the country that the user is accessing the site from.
Other (according to self-declaration)	Yes							In addition to providing safety and privacy education to our users, we believe that social networks such as Bebo have huge potential to positively help young people address broader issues in their lives. Research findings

								indicate that many teenagers fall prey to abuse both offline and online without ever having violated applicable laws. For others, personal attributes render them vulnerable both to law breaking and victimization. Bebo has therefore created a site called Be Well (www.bebo.com/bewell). This is a well-being
--	--	--	--	--	--	--	--	--

								centre, which allows support providers to use the Bebo platform as a means to engage with young people in need of their services. Bebo has partnerships with support organizations on issues such as depression, self-harm, drugs and eating disorders. Our goal is to help provide support to those who
--	--	--	--	--	--	--	--	--

								have fallen victim to abuse and to empower young people with the knowledge to identify possible risks to their personal safety and well-being and to seek appropriate help to mitigate those risks.
--	--	--	--	--	--	--	--	---

PLEASE LOOK AT HOW THE SAFE USE INFORMATION TO THE DIFFERENT TARGET GROUPS IS PRESENTED ON THE SITE.
 CONSIDERING THE TARGET GROUP THE INFORMATION IS INTENDED FOR - DO YOU BELIEVE THE INFORMATION TO BE:

FOR TEACHERS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment?
---------------------	-----------	--------------	---	----	----------------------------	----------

Easy to understand?	X					There are educational resources available to download directly from the safety pages and links to third-party sources of information for this target audience from their country.
Easy to access (less than 15 seconds ³)?	X					
Exhaustive?		X				
All material is available in English	X					

³Research shows that one second is the limit for the users flow of thought to remain uninterrupted, while 10 seconds is about the limit for keeping the users attention focused on the dialog online. 15 is therefore quite long. (Ref. Jakob Nielsen's "Designing web usability").

FOR PARENTS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?	X					There are no resources specifically for parents on the site. However there are links to third-party providers of information.
Easy to access (less than 15 seconds)?		X				
Exhaustive?		X				
All material is available in English	X					

	Yes, very	Sufficiently	Some parts are easy, some parts	No	Not applicable to	Comment
--	-----------	--------------	---------------------------------	----	-------------------	---------

FOR CHILDREN (<13)			are difficult		this SNS	?
Easy to understand?			X			<p>The animation containing the safety tips are easy to understand.</p> <p>Attempts have been made in the Privacy and TOS statements to use child-friendly language and to provide an accessible introduction.</p> <p>However both statements are very dense</p>

						semantically and lapse into technical/legal jargon.
Easy to access (less than 15 seconds)?		X				Embedding key tips in a Flash Animation can make it difficult for users to access key snippets of information when they need it.
Exhaustive?	X					There are 12 objects on the Flash animation including safety/conduct tips,

						<p>videos and poems. There is probably too much information to digest. It would take some time to go through all the material.</p>
All material is available in English						

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
FOR TEENAGERS						
Easy to understand?			X			The animation containing the safety tips are easy to understand.

						Attempts have been made in the Privacy and TOS statements to use child-friendly language and to provide an accessible introduction. However both statements are very dense semantically and lapse into technical/legal jargon.
Easy to access (less than 15 seconds)?		X				Embedding key tips in a Flash

						Animation can make it difficult for users to access key snippets of information when they need it.
Exhaustive?	X					There are 12 objects on the Flash animation including safety/conduct tips, videos and poems. There is probably too much information to digest. It would

						take some time to go through all the material.
All material is available in English	X					

	Yes	No	Comment?
What kind of safety information is provided at this SNS (please choose all that apply)?			
General textual info		X	
General audio/video info	X		
Concrete examples (e.g. anecdotes, information on concrete consequences of safety threats etc)	X		There are videos from other online

			safety organisations embedded in the Flash animations that dramatize relevant scenarios.
Information/tips for children and young people	X		
Information on safety settings of the user's profile	X		There are step-by-step 'how to' instructions in the Help section of the site on how to configure user profile settings.
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)	X		On the Safety page there are links to several reputable organisations of this nature.

In their terms of service/use and/or codes of conduct does the SNS clearly list the following:	Yes	Yes, but it is difficult to understand for children/young people	No/I cannot find this info	N/A to this SNS	Comment?
Content that is not allowed on the social network (e.g. pornographic or racist content)		X			By way of example, and not as a limitation, you agree NOT to: Publish, distribute and/ or disseminate any harmful, obscene, indecent, unlawful, libelous,

				<p>profane, defamatory , infringing, inappropriate, hateful, or racially, ethnically or otherwise objectionable material or information .</p>
<p>Conduct (behavior/actions) that is not allowed (e.g bullying, harassment, racist comments)</p>		<p>X</p>		<p>By way of example, and not as a limitation, you agree NOT to:</p> <p>Defame, abuse, harass, stalk, threaten or otherwise violate the</p>

					rights (such as rights of privacy and publicity) of others.
Consequences of engagement in prohibited behaviour/actions (e.g. your user profile/messages/ photos might be deleted, or police contacted)		X			Bebo reserves the right to take any legal or technical remedies to prevent the violation of these Terms and to protect the Bebo Service, Bebo users, and the rights and property of Bebo and its affiliates.
Age requirements	X				You must be 13 years or older to

					use the Bebo Service.
--	--	--	--	--	-----------------------

Is there any information provided on specific risks regarding using online services?	Yes, I can find it on the site	No/I cannot find this info	N/A to this SNS	Comment?
The possibility of seeing or being the subject of images of child abuse		X		
Hate speech	X			
Pornography or sexual content	X			

Violence	X			
Inappropriate contact from adults with a sexual interest in children	X			
Bullying	X			
Divulging personal information	X			
Posting sexually provocative photographs	X			
Information on self-harm actions (anorexia, suicide etc)	X			<p>Information on self harm is not contained in the Safety section on the site but a site called Be Well (www.bebo.com/bewell). This is a well-being centre, which allows support providers to use the Bebo platform as a means to engage with young people in need of their services.</p> <p>Bebo has partnerships with support organizations on issues such as depression, self-harm, drugs and eating disorders.</p>
Other, please list:	X			See above

Principle 2: Work towards ensuring that services are age-appropriate for the intended audience			
According to its self-declaration:			
<i>Recommendation:</i> Limit exposure to potentially inappropriate content and contact. For example:	<i>Yes (relevant quote from the self-declaration)</i>	<i>No info provided in the self-declaration</i>	<i>Not applicable to this SNS (relevant quote from the self-declaration)</i>
Does the provider outline in the self-declaration how it is made clear to users when services are not appropriate for children and young people?	Yes - Bebo's Terms of Service outline what kinds of member conduct and content are prohibited, and users are able to report any conduct or content that breaks those terms using the 'report abuse' button, as outlined in Principle 4.		
Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?	Yes - Bebo's Terms of Service clearly outline that users must be 13 or older to use Bebo, and that by registering for the Bebo service, they represent and warrant that they are 13 or older.		
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?	On registering for the service, users are asked to enter their date of birth. If that date indicates that they are below the permitted age, they are prohibited from registering.		
Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?	Yes - Bebo conducts textual searches to help identify users that have provided a date of birth that indicates that they are 13 or older, but who subsequently post information on		

	their profile that indicates that they are below 13. Upon discovery that a user is not 13 or older, Bebo will delete that user's account and profile.		
Does the provider in their self-declarations outline the steps taken to prevent users from attempting to re-register with a different age if they have previously been rejected for being below the minimum age (if their terms require a minimum age)?	Yes - A cookie is employed to restrict those under-age users from re-registering.		
Does the provider in the self-declaration indicate how compliance with minimum age requirements is promoted (within technical and legal constraints)?	Yes – see above		
Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?		X	
Does the provider in the self-declaration outline what functionality is provided for content providers, partners or users to label, rate or age restrict content that is provided?	Yes - Bebo also has a policy for professionally produced content to ensure that content is age-appropriate and in-line with applicable national laws and regulations – www.bebo.com/ContentStandards.jsp . The policy also takes recognised rating systems (for example, PEGI system for computer games, the BBFC guidelines, and the Internet Content Rating Association labels), and industry self-regulatory codes of conduct (in particular the Broadband Stakeholder Group guidelines on content labelling, www.audiovisualcontent.org) into consideration. The standards state that content providers that upload		

	<p>professionally produced content onto Bebo should consider:</p> <ul style="list-style-type: none"> • Applying a guidance label to content that is permitted on Bebo, but that contains moderate content (sexual content, violence, language, drugs, alcohol etc). • Age-restricting content that is permitted on Bebo but that contains stronger content (sexual content, violence, language, drugs, alcohol etc). <p>The Content Standards outline what constitutes moderate and strong content. Bebo has provided partners with a means to label and age-restrict their content, and they are responsible for taking the necessary steps for compliance with the standards. The labels appear in a clear and easy to understand manner above the video and content that is age-restricted is not viewable by users who are registered below the relevant age. By employing such a strategy Bebo facilitates users making informed choices with respect to the professionally produced content they consume on our platform.</p>		
--	---	--	--

<p>Does the provider in the self-declaration outline that certain professionally produced content is only shown at particular times of the day?</p>		<p>X</p>	
<p>Does the provider in the self-declaration outline other means they have employed to limiting exposure to potentially inappropriate <i>content</i>?</p>	<p>Yes - The content rating labels appear in a clear and easy to understand manner above the video and content that is age-restricted is not viewable by users who are registered below the relevant age.</p>		
<p>Does the provider in the self-declaration outline other means they have employed to limit exposure to potentially inappropriate <i>contact</i>?</p>		<p>X</p>	

PLEASE ATTEMPT TO SIGN UP AS AN **ADULT** USER. WHEN SIGNING UP, PLEASE STOP AT EACH STAGE MAKING SURE THAT YOU ARE ABLE TO RESPOND TO THE NEXT SECTION OF QUESTIONS. DEPENDING ON THE SNS THE INFORMATION PROVIDED BY THE SNS MIGHT NOT COME IN THE SAME ORDER AS THE QUESTIONS IN THE FOLLOWING SECTION.

When signing up to the SNS it requires you to submit the following information:	Yes	No	No/I cannot find this info	N/A to this SNS	Comment?
Birthday data at the registration process	X				
Statement that I am above a certain age (e.g. by ticking a box)		X			
E-mail verification*/address for e-mail verification	X				
<i>*If e-mail verification DO NOT verify over e-mail yet:</i>					
I am able to sign in even without verifying my e-mail address first (e.g. without clicking on a verification link sent over the e-mail)	X				

NOW PLEASE MAKE NEW ATTEMPTS TO SIGN UP AS SPECIFIED BELOW, USING THE SAME COMPUTER:

	The SNS allows me to sign up because the service is not age restricted	The SNS is intended to be age restricted but it allows me to sign up anyway	The SNS denies the signing up due to age restrictions	The SNS denies the signing up, but I am not told why	N/A to this SNS	Comment?
Sign up as a 11 year old child using 06.06.98 as date of birth			X			
Sign up again as a 15 year old child using 06.06.94 as date of birth			X			
IF PREVIOUS ATTEMPTS ARE REFUTED: Sign up again as a 15 year old child using 07.07.94 as date of birth			X			

PLEASE SIGN IN AGAIN TO THE SNS, USING THE YOUNGEST IDENTITY THAT IS WITHIN THE RULES OF THE SNS YOU ARE TESTING (IF THE SNS IS FOR ALL USERS/YOUNGER USERS, USE THE 11-YEAR OLD, IF THE SNS IS FOR OLDER USERS, USE YOUR 15 YEAR OLD IDENTITY). IF YOUR ATTEMPTS TO SIGN UP ARE REFUTED PLEASE REMOVE THE COOKIE FROM YOUR COMPUTER.⁴ IF THIS DOES NOT WORK, PLEASE CHANGE COMPUTER AND LOG IN AGAIN.

I have successfully signed in as	Yes	Yes, but I had to remove cookies first	Yes, but I had to change computer	No, I had to move on to the next user profile	N/A to this service	Comment?
An 11-year old user				X		
A 15 year old user		X				
No need to sign in, access open					X	

Parental control tools	Yes, I can find it on the site ⁵	No/I cannot find this info	N/A to this SNS	Comment?
Does the SNS provide any parental control tools?		X		

⁴ Find information on how to do this on <http://www.aboutcookies.org/Default.aspx?page=2> for the browser you are using.

⁵ If yes, please answer the following set of questions about parental control tools

As a parent:	Yes	No/I cannot find this info	N/A to this SNS	Comment?
I can easily find the information on how to use parental control tools on the site		X		
I can easily understand how to use the available parental control tools.		X		
I can monitor my child's activities on the SNS.		X		
I have to verify my child's profile over the email before it can be used.		X		
I consider available parental control tools efficient.		X		

Principle 3: Empower users through tools and technology			
According to its self-declaration:			
<i>Recommendation:</i> Employ tools and technologies to assist children and young people in managing their experience on their service. For example:	<i>Yes (relevant quote from the self-declaration)</i>	<i>No info provided</i>	<i>Not applicable to this SNS (relevant quote from the self-declaration)</i>
Does the provider indicate in the self-declaration that the private profiles of users registered as under the age of 18 are not searchable on the service or via search engines?	Yes - users under 16 are not searchable.) Users are able to access and alter their privacy settings at any time – either via a link situated in a prominent place at the top of every page on Bebo, or via the ‘edit profile’ link underneath their photograph on their profile page.		
Does the provider indicate in the self-declaration that full profiles are set to ‘private’ by default or to the user’s approved contact list for those registering under the age of 18?	Yes - All profiles on Bebo are Private by default;		
Does the provider indicate in the self-declaration that users have control over who can access their full profile by, for eg, being able to block friends or ‘reject’ friend requests?	Yes - Users are given the ability to block other users and to reject friend requests;		

Does the provider indicate in the self-declaration that users have the option to allow only direct friends to post comments and content to their profiles?	Yes - Setting a profile to Private means that only 'friends' may view the profile or contact the user;		
Does the provider indicate in the self-declaration that users have the option to delete unwanted comments of other users?	Users can choose to allow only friends to post comments on their profile and can delete unwanted comments;		
Does the provider indicate in the self-declaration that users have the option to pre-moderate comments from other users?	Users are able to pre-moderate/review comments before they appear on their profile;		
Does the provider indicate in the self-declaration that it provides easy-to-use tools for users to report inappropriate <i>contact</i> from another user?	Users are able to report inappropriate contact from or conduct by another user on every profile page		
Does the provider indicate in the self-declaration that it provides easy-to-use tools for users to report inappropriate <i>conduct</i> by another user?	Bebo offers a prominent and convenient 'Report Abuse' mechanism for users to report unacceptable behaviour that they encounter on our network. Report Abuse links are available on each profile page, photo album, group and posted application.		
Does the provider give information in the self-declaration on how it educates parents about available tools, both for wider internet access and the tools, information and		X	

advice provided to parents by SNS to help them protect young people ?			
Does the provider address in the self-declaration how to delete profiles?		X	

On the Social Networking Site, I can find information on:	Yes, I can find it on the site	No/I cannot find this info	N/A to this SNS	Comment?
How to report abuse or bullying;	X			
The possibility to block other users from contacting me (or reject friendship requests);	X			
The possibility to specify who or which groups of users can contact me (defined by age, gender, etc.);		X		
Restrictions on search options for profiles (e.g. not able to search for minors);	X			

PLEASE CONSIDER ALL THE INFORMATION YOU HAVE INSERTED INTO YOUR PROFILE PERSONAL INFORMATION AND ANSWER THE QUESTIONS BELOW (NB, BY "FRIENDS" WE MEAN ALL THE CONTACTS YOU CONFIRM WHEN RECEIVING THEIR FRIENDS REQUEST OR YOU HAVE ADDED YOURSELF):

When signed in to my user profile I am able to:	Yes	Yes, but the person who posted/own the profile must approve it first	No	I do not know/it does not say	N/A	Comment?
I am able to delete/remove postings on my profile	X					
I am able to delete/remove pictures on my profile	X					
I am able to delete/remove postings I have put on other peoples profile	X					
I am able to delete/remove pictures I have put on other peoples profile	X					

On my user profile:	Yes	Yes, but I must approve it before it is published	No	I do not know/it does not say	N/A	Comment?
All users can post comments on my profile			X			
Only my friends can post comments on my profile	X					

When signed in to my user profile:	Yes	Yes, but only some of the information	No	I do not know/it does not say	N/A	Comment?
My personal information is visible to all other users			X			
My personal information is visible only to my friends		X				
I have to change settings for my personal information to be visible to other users		X				
I have control over the display of my online status (if other people can see if I am online)	X					

When I am about to upload a photo/publish information on my profile I get:	Yes	No	I do not know/it does not say	N/A	Comment?
Safety tips and/or guidance about publishing personal information on the profile	X				
Safety tips and/or guidance about uploading the photo onto my profile	X				

When signed in to my user profile:	Yes, and I can approve it before the photo is published	Yes, but I do not have a chance to approve the photo before being published	No	I do not know/it does not say	N/A	Comment?
I am notified when I am identified (tagged) in pictures posted on other people's profiles		X				I can remove the tag if I want

If I wish to delete my profile:	Yes	No	I do not know/it does not say	N/A	Comment?
I can find easy-to-understand information on how to delete/deactivate my profile.	X				
There is a clear link/button provided for deleting/deactivate my profile.	X				
I can only deactivate my profile but not completely delete it.		X			
The provider provides information about what personal information the SNS collects/retains after deleting/deactivating my profile.	X				
The provider provides information about how the personal information is/may be used once I delete/deactivate my profile.	X				

Principle 4: Provide easy-to-use mechanisms to report conduct or content that violates the terms of service		
According to the self-declaration:		
	<i>Yes (relevant quote)</i>	<i>Yes (relevant quote)</i>
Does the provider indicate in the self-declaration that a mechanism for reporting inappropriate content, contact or behavior is provided?	<i>Bebo operates a robust Report Abuse system, and users can report any breach of Terms or any other behaviour, contact or content that they find inappropriate.</i>	
Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?	Bebo offers a prominent and convenient 'Report Abuse' mechanism for users to report unacceptable behaviour that they encounter on our network. Report Abuse links are available on each profile page, photo album, group and posted application.	
Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?	With regards the 'report abuse' and 'file a police report' options, users are told in clear age-appropriate language	

	what information they need to supply and how the reports will typically be handled.	
Does the provider indicate in the self-declaration that the reporting procedure is age-appropriate?	Yes – see above	
Does the provider indicate in the self-declaration that reports are acknowledged?		X
Does the provider indicate in the self-declaration that reports are acted upon expeditiously?		X
Does the provider indicate in the self-declaration that users are provided with the information they need to make an effective report and, where appropriate, an indication of how reports are typically handled?	With regards the ‘report abuse’ and ‘file a police report’ options, users are told in clear age-appropriate language what information they need to supply and how the reports will typically be handled.	

Principle 5: Respond to notifications of Illegal content or conduct			
According to the self-declaration:			
	<i>Yes (relevant quote)</i>	<i>No info provided</i>	<i>Not applicable</i>

			<i>(relevant quote)</i>
Does the provider indicate in the self-declaration that effective processes are in place to expeditiously review and remove offending content upon receipt of notification of alleged illegal content or conduct?	Bebo has a distinct route to report suspected online predator behaviour.		
Does the provider indicate in the self-declaration that arrangements are in place to share reports of illegal content or conduct with the relevant law enforcement bodies and/or hotlines?	Bebo also recognizes the importance of working with law enforcement, and has arrangements in place to share reports of potentially illegal content or conduct with relevant law enforcement agencies. We also actively engage with the relevant enforcement authorities (including the UK Home Office’s Single Point of Contact training program) to educate investigators about how to lawfully obtain data from Bebo.		
Does the provider indicate in the self-declaration that links to other local agencies or organizations, for example that relevant Inhope services and law enforcement agencies are featured?		X	

On the Social Networking Site					
When signed into my user profile I can find:	Yes, (available all the time)	Difficult (more than 15 seconds)	No, I cannot find it	N/A to this SNS	Comment?
a link/information on where to report other users that bothers me /violations of terms	X				
a link/information on where to report content that bothers me/violations of terms	X				
Information on how to block a friend/contact request	X				
A link/tool where I can report abuse/violation of terms is visible at all times when I am signed into the SNS	X				

When signed in to my user profile:	Yes	No	I do not know/it does not say	N/A	Comment?
I can block a friend	X				
I can decline a contact request	X				

BEFORE YOU START ANSWERING THE FOLLOWING QUESTIONS, PLEASE REVIEW THE SELF-DECLARATION REPORT IN REGARD TO HOW USERS CAN REPORT ABUSE ONLINE. PLEASE ALSO LOCATE THE REPORT MECANISM ON THE SNS SITE AND SEND THE REPORT THAT HAS BEEN PROVIDED FOR YOU IN ANNEX II TO THE SNS.

The report mechanism	Yes	No	N/A to this SNS	Comment?
Is easy to understand (for children/young people)	X			The process is easy to understand. The user is asked to choose from a very short list of options when flagging abuse.
Is difficult to find (more than 15 seconds)	X			
Sends a notification/receipt to the user when a report has been sent	X			Text is displayed on screen indicating a report has been sent.
Sends information to the user on how a report will be handled		X		
Gives feedback to the user about the report/result? If so, how long did it take:	None			

Principle 6: Enable and encourage users to employ a safe approach to personal information and privacy			
According to the self-declaration:			
Recommendation	Yes (relevant quote from self-declaration)	No info provided	Not applicable (relevant quote)
Does the provider indicate in the-self declaration that a range of privacy setting options are provided for users?	<i>Bebo allows users to manage their personal information and privacy by offering them a series of options.</i>		
Does the provider indicate in the self-declaration that privacy options are supported by information that encourage users to make informed decisions about the information they post online?	<i>In addition to featuring context specific privacy messages in areas where young people make decisions about privacy (such as featuring the following message next to the public/private profile option: Safety Tip: If you are under the age of 21, we strongly recommend the 'My Friends Only' setting), Bebo encourages users to take a safe approach to privacy on its safety page – www.bebo.com/safety, which features animations on why privacy matters and managing privacy settings, and which is accessible from every page on the site.</i>		

Does the provider indicate in the self-declaration that privacy options are prominent in the user experience?	<i>Users are able to access and alter their privacy settings at any time – either via a link situated in a prominent place at the top of every page on Bebo, or via the ‘edit profile’ link underneath their photograph on their profile page.</i>		
Does the provider indicate in the self-declaration that privacy options are accessible at all times?	<i>Users are able to access and alter their privacy settings at any time – either via a link situated in a prominent place at the top of every page on Bebo, or via the ‘edit profile’ link underneath their photograph on their profile page.</i>		
Does the provider indicate in the self-declaration that the implications of automatically uploaded information provided during registration onto profiles have been considered?	Details provided on registration are not directly mapped onto the user’s profile – for example users are given the option at registration of whether to display their age or not (age is not displayed for users under 16) and the user name that is automatically created on registration is not the user’s full name as provided.		

Does the provider state in their self-declaration that users are notified when the information used to register is automatically uploaded onto their profile?	Yes – see above		
Does the provider indicate in the self-declaration that when information is automatically uploaded to profile users are able to edit and make public/private that information where appropriate?	Bebo allows users to manage their personal information and privacy by offering them a series of options.		
Does the provider indicate in the self-declaration that users are able to view their privacy status or settings at any given time?	Users are able to access and alter their privacy settings at any time		
Does the provider address in the self-declaration the issue of third party applications?		X	

When signed in to my user profile:	Yes	No	I do not know/it does not say	N/A	Comment?
I can easily change my privacy settings.	X				
Applications (3rd party, external or additional programs and/or services) need permission from the user to be installed and/or pull info from user's profile.	X				

When registering⁶ to the SNS I am asked to provide the following personal information	Yes	Yes, but optional	No	I do not know/it does not say	N/A	Comment?
Age	X					
Education			X			
e-mail	X					
Gender	X					
Home address		X				
Nationality		X				
School or workplace		X				
Parents' e-mail			X			
Personal security/identification number			X			
Phone number		X				
Picture of yourself			X			
Political sympathies			X			
Real name (first and last)	X					

⁶ In order to be able to create a profile on a social networking site, most of these services require that the user is registered with them. In order to register, the user needs to fill out a form with certain personal information (such as age, name, email address, etc)

Real name (only first)	X					
Religion			X			
Other, please specify...	Mobile Phone number, hobbies, likes and interestes					

Please list which personal information that you used for registration was automatically inserted into your profile ⁷	Information was inserted into profile	Information was not inserted into profile	I am not sure/It does not say (please also add comment)	Comment?
Age		X		There is an option on registration to hide your age.
Education		X		
e-mail		X		
Gender	X			
Home address		X		

⁷ With most social networking services, creating a profile is possible only after registration with the respective service. In some cases, the information provided for registration is also automatically used for building a profile for the new user. The objective of the testing is to check to what extent this happens and whether the user has any control on the information that is included in his/her profile.

Nationality		X		
Parents' e-mail		X		
Personal security/identification number		X		
Phone number		X		
Picture of yourself		X		
Political sympathies		X		
Real name (first and last)	X			
Real name (only first)				
Religion		X		
School or workplace		X		
Other, please specify..	hobbies, likes and interestes			

PLEASE SIGN OUT AS A CHILD AND THEN SIGN IN AGAIN AS AN ADULT.

	Yes	No	N/A	Comment?
When signed in as an adult user:				

I am able to search for my other profile(s) where I test as an 11/15 year old	X			I can find a thumbnail for the 15 year old's profile but can't view it before a friend request is accepted.
I am able to search for users /user profiles that are 16 years old or younger		X		
I am able to search for users /user profiles that are 12 years or younger		X		
When I use search engine and search my nick names I am able to find the profiles I have registered as a minor in the SNS		X		

Principle 7: Assess the means for reviewing illegal or prohibited content/conduct			
According to the self-declaration:			
Recommendation: Promote compliance with the Terms of Use, Acceptable Use Policy and/or House Rules. For example, by employing:	Yes (relevant quote from the self-declaration)	No info provided	Not applicable (relevant quote from the self-decl)
Does the provider in the self-declaration indicate that it employs human and/or automated forms of moderation?	In addition to responding to user reports of inappropriate		

	<p>content, Bebo proactively seeks out inappropriate content:</p> <ul style="list-style-type: none"> • Kebei software scans all hosted images for potential pornography; potential pornographic images are flagged for human review; • Users who are discovered to have uploaded pornography have their accounts deleted; • Inappropriate URLs are blocked from the site; • Groups are monitored for inappropriate content; • Thumbnail images of recently uploaded videos are reviewed for potentially inappropriate content; • The most recently watched videos within a given timeframe are reviewed to further identify inappropriate content. 		
<p>Does the provider in the self-declaration indicate that it employs technical tools (e.g. filters) to flag potentially illegal or prohibited content?</p>	<ul style="list-style-type: none"> • Kebei software scans all hosted images for potential pornography; potential pornographic images are flagged for human review; <p>Bebo conducts textual searches to help identify users that have provided a date of birth that</p>		

	indicates that they are 13 or older, but who subsequently post information on their profile that indicates that they are below 13.		
Does the provider in the self-declaration indicate that it provides community alerts?		X	
Does the provider in the self-declaration indicate that it responds to user-generated reports?	Bebo's Terms of Service outline what kinds of member conduct and content are prohibited, and users are able to report any conduct or content that breaks those terms using the 'report abuse' button, as outlined in Principle 4.		
Does the provider in the self-declaration indicate that where human moderators are employed, reasonable steps are taken to minimise the risk of employing candidates who may be unsuited for work which involves real-time contact with children or young people?		X	