

TEST

TECHNICAL INFORMATION

Name of SNS being reviewed	Hyves					
URL of SNS	http://www.hyves.nl					
Date of testing	28-29 October 2009					
Name of tester	Assoc. prof. dr. Michel Walrave MIOS, University of Antwerp, Belgium					
Nicknames to be used for testing (please list all)	MariaS1998 (Maria), MariaSmith94 (Marianne), Michal1977 (Micha) Mariasmith98@live.com , Mariasmith94@live.be , Michal77@live.com					
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>Only a few Terms of Use are only briefly pinpointed. No in-depth information is provided.</p> <p>“Children younger than 16 need permission of their parents to join Hyves.”</p> <p>“User accounts can be deleted for violation of the terms, especially in case of pornographic content.”</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>The provider pinpoints that they run educational campaigns with Mijn Kind Online on a regular basis. Moreover, the provider includes in the SNS tips not to share information with strangers. However, no details are given concerning several other issues that are dealt with and how users' attention is asked on online risks.</p>		
<p>Does the provider include information on privacy in their self- declaration?</p>	<p>A brief remark is included concerning the tips that are given not to share information with strangers. Users can set their profile to "private". "New profiles for under 16s are automatically defaulted to private." "No user can search for under 16s." "Users can block</p>		

	<p>other users from contacting them.” “Users can conceal their ‘online now’ status.” “Users can make all their photos, or sections of their photos, Private.” “All applications are governed by the same privacy controls that are in place for members. An application can only get information from the user if the user installs the application and thereby grants the application permission.”</p>		
<p>Does the provider state that the safety information is targeted (info specifically targeted at children)?</p>		<p>No information provided. The provider states that “Hyves regularly runs educational campaigns with our local partner Mijn Kind Online (My Child Online).” However, no information is</p>	

		provided if this campaign information is integrated in the SNS.	
Does the provider state that the safety information is presented in a prominent way?		No information is provided concerning the way in which safety information is presented in the website. The provider states that members can contact SNS personnel through a Help-link on every page. The provider pinpoints that: "Hyves provides contextual tips not to share information with strangers"	
Does the provider state that the safety information is accessible?		X	
Does the provider state that the safety information is easy to understand?		X	
Does the provider state that the safety information is presented in a practical format?		X	
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?		X	
Does the provider state that the service includes information on links to educational material and technical controls for parents?		X	
Does the provider state that the service provides advice/link to advice for		X	

teachers?			
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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		In the footer of the homepage a link is present leading to the terms of use ("gebruiksvoorwaarden"). However, the link is not clickable (for visitors who haven't subscribed) and therefore not giving access to this information. Moreover, the bottom of the webpage is divided into ten sections, including a total of 29 links.
Safety policy			X					On the bottom of the homepage a link lead to the safety tips ("Veilig Hyven")

								<p>not a safety policy. Handy tips are given in short paragraphs on several topics (f.i. passwords, sensitive information, how to report abuse, etc.) moreover, this brief overview ends with links to websites dealing with safety online for kids and teens (a.o. http://www.mijnkindonline).</p>
Privacy policy/information						X		<p>In the footer of the homepage a link is present to the terms of use (gebruiksvoorwaarden). However, the link is not clickable and therefore not giving access to this information.</p> <p>A visitor has to start a registration process to be able</p>

								to see clickable links to the Terms of Use and the Privacy Statement at the bottom of the online form.
Code of conduct ²						X		<p>No link to a code of conduct. The link leading to terms of use is not active (“Gerbuiksvoorwaarden”).</p> <p>A visitor has to start a registration process to be able to see clickable links to the Terms of Use and the Privacy Statement at the bottom of the online form.</p>
Safety tips/information for children			X					On the bottom of the homepage a link lead to the safety

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

								tips (“Veilig hyven”). Handy tips are given in short paragraphs on several topics (f.i. passwords, sensitive information, how to report abuse, etc.) moreover, this brief overview ends with links to websites dealing with safety online for kids and teens (a.o. http://www.mijnkindonline).
Safety tips/information for parents and carers						X		In the webpage including safety tips, links are leading to organizations’ website that include more safety information for children, teens, but also parents and teachers.
Safety tips/information for teachers						X		In the webpage including safety tips, links are leading to

								organizations' website that include more safety information for children, teens, but also parents and teachers.
Links to educational material or organizations active in child safety			X					In the webpage including safety tips, links are leading to organizations' website that include more safety information for children, teens, but also parents and teachers.
Other (according to self-declaration)							X	

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:

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

Easy to understand?					X	
Easy to access (less than 15 seconds ³)?						
Exhaustive?						
All material is available in (insert language)						

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
FOR PARENTS						
Easy to understand?					X	
Easy to access (less than 15 seconds)?						
Exhaustive?						
All material is available in (insert language)						

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	N o t a p p l	Comment?
FOR CHILDREN (<13)						

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").

					ic a bl e to th is S N S	
Easy to understand?		X				
Easy to access (less than 15 seconds)?		X				
Exhaustive?				X		<p>The webpage with safety hints includes hint on how to choose a secure password, warnings on accepting new contacts invitations, dubious and fake content. Moreover, the users are advised to make screen shots as proof when they report abuse to the provider.</p> <p>Warnings and hints could have been</p>

						included concerning spam, how to cope with harassment and bullying, phishing, third party software, etc.)
All material is available in Dutch	X					

FOR TEENAGERS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?	X					
Easy to access (less than 15 seconds)?		X				
Exhaustive?				X		
All material is available in Dutch	X					

What kind of safety information is provided at this SNS (please choose all that apply)?	Yes	No	Comment?
General textual info	X		
General audio/video info		X	
Concrete examples (e.g. anecdotes, information on concrete consequences of safety threats etc)	X		For instance, concrete information on how to formulate a strong password, how to make screenshots as proof when reporting abuse, and which personal data can be very sensitive to disclose.
Information/tips for children and young people	X		

Information on safety settings of the user's profile		X Unfortunately, the safety page does not explain the safety/privacy settings of subscribers' profiles	
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)	X		Links to other educational websites dealing with online safety.

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	No/ I cannot find this info	N/A to this SNS	Comment?

		people			
Content that is not allowed on the social network (e.g. pornographic or racist content)		X			<p>A website visitor can only access the terms of use while registering. A link is included in the registration form.</p> <p>First of all, the paragraph on forbidden content is included in a very long text on terms of use, which is certainly not appealing for (young) users to read.</p> <p>Although the paragraph on forbidden content (“verboden inhoud”) is written in rather common language, some (judicial) terms may be difficult for young users to understand</p>

					<p>(“intellectuele eigendomsrechten”, intellectual property rights, “pyramide spelen” pyramid game scams, “verordening” by-law).</p>
<p>Conduct (behavior/actions) that is not allowed (e.g bullying, harassment, racist comments)</p>		X			<p>In several parts of the terms of use, users are informed which conduct and content is not allowed. However, more judicial jargon is used in stead of straightforward language that could be clear for young users (f.i. bullying).</p>
<p>Consequences of engagement in prohibited behaviour/actions (e.g. your user profile/messages/ photos might be deleted, or police contacted)</p>		X			<p>In the terms of use the provider refers to the consequence of prohibited behaviour.content, like for instance the discontinuation and/or removal of the users’ account</p>

				<p>temporarily or permanently, to remove files, data and/or materials, to send out a warning and refuse to provide services.</p> <p>However, as this text consist of 14 paragraphs and a total of about 340 lines and 3060 words, in some parts including judicial jargon, it is certainly not appealing for users to inform themselves on their rights and obligations.</p>
Age requirements	X			<p>Persons younger than 16 years, need their parental permission to subscribe. ("Als je jonger bent dan zestien (16) jaar, moet je van je ouders of voogd</p>

				<p>toestemming hebben voor het aanmaken van een account. Door deze gebruiksvoorwaarden te accepteren, garandeer je dat je zestien (16) jaar of ouder bent of toestemming hebt van je ouders of voogd voor het aanmaken van een account.” If you are not yet sixteen (16) you may only create an account subject to the prior consent of your parents or guardian. By accepting these Terms of Use you guarantee that you are aged sixteen (16) or over or have the consent of your parents or guardian to create an account.)</p>
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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		Although no warning is given on specific risks like being confronted to pornographic content., a user can find how to report porn in f.i. the FAQ-page.
Violence		X		
Inappropriate contact from adults with a sexual interest in children		X		

Bullying		X		Although no information is given on bullying, types, consequences etc., a user can find how to report bullying in f.i. the FAQ-page.
Divulging personal information	X			In the Hyve Safely-page (“Veilig Hyven”) the provider formulates hints concerning sensitive data (passwords, telephone number etc.). However, the possible consequences of disclosing sensitive data, are not explained.
Posting sexually provocative photographs		X		
Information on self-harm actions (anorexia, suicide etc)		X		
Other, please list:			X	

Principle 2: Work towards ensuring that services are age-appropriate for the intended audience

According to its self-declaration:

Recommendation: Limit exposure to potentially inappropriate content and contact. For example:	Yes (relevant quote from the self-declaration)	No info provided in the self-declaration	Not applicable to this SNS (relevant quote from the self-declaration)
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<p>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?</p>		<p>X</p> <p>The provider declares that below all content a notification link is provided, to report inappropriate content. "After multiple reports, the content is automatically temporarily deleted". The SNS personnel reviews this content. No further details are given on this procedure, notification to the member who reported the inappropriate content, nor how the SNS deals with the author of this content. However, the provider stipulates that "user accounts can be deleted for violation of the terms, especially in case of pornographic content".</p> <p>The provider briefly states that "Alcohol related ads are not targeted to under 18s."</p>	
<p>Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?</p>	<p>The provider states only in the self-declaration form that youngsters under 16 year old</p>		

	need parental permission to join the SNS. Moreover, parents can request to block their IP-address to prevent their child from joining the SNS against their consent.		
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?		The provider only stipulates that SNS visitors under 16 need their parents' permission to register. No information is given on the procedures used to deny access to under-age users.	
Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?		No information is provided on the steps taken to delete under-age users from their services.	
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)?		No information is given.	
Does the provider in the self-declaration indicate how compliance with minimum age requirements is promoted (within technical and legal constraints)?		No information is provided.	
Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?		No information is given on how parental control is promoted.	
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?		No information is given concerning the functionalities that could be used to label, rate or restrict	

		content. The provider only states that “Alcohol related ads are not targeted to under 18”.	
Does the provider in the self-declaration outline that certain professionally produced content is only shown at particular times of the day?		No information is provided concerning the dayparting of certain content.	
Does the provider in the self-declaration outline other means they have employed to limiting exposure to potentially inappropriate <i>content</i> ?	X The provider states that “Alcohol related ads are not targeted to under 18”. Moreover, below all content a notification link is provided, to report inappropriate content. “After multiple reports, the content is automatically temporarily deleted”. The SNS personnel reviews this content.		
Does the provider in the self-declaration outline other means they have employed to limit exposure to potentially inappropriate <i>contact</i> ?		Under Principle 1 the provider pinpoints that tips are given not to share information with strangers. The SNS is using a CAPTCHA to prevent the use of automated systems to engage in f.i. spam (Principle 3 in the self-declaration).	

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				<p>Although the provider states in the online form that date of birth is required information to subscribe, the privacy policy states that only name and e-mail address</p> <p>“Wanneer je een dergelijk account creëert, kun je bepaalde informatie over jezelf invullen. Niet alle gegevens moet je verplicht verstrekken, alleen je naam en achternaam, e-mailadres en gebruikersnaam zijn verplicht. Deze gegevens zijn voldoende om van Hyves gebruik te kunnen maken.” When you create such an account, you complete certain information about yourself. You are not obliged to provide all the details, only your name and surname, e-mail address and user name are obligatory. This information is sufficient in order to</p>

					be able to use Hyves.)
Statement that I am above a certain age (e.g. by ticking a box)		X			New subscribers have to check a box stating that they agree with the Terms of Use. In the second paragraph of this very long text, the provider states that users who are younger than 16 need a parental agreement (“Als je jonger bent dan zestien (16) jaar, moet je van je ouders of voogd toestemming hebben voor het aanmaken van een account. Door deze gebruiksvoorwaarden te accepteren, garandeer je dat je zestien (16) jaar of ouder bent of toestemming hebt van je ouders of voogd voor het aanmaken van een account.” If you are not yet sixteen (16) you may only create an account subject to the prior consent of your parents or guardian. By accepting these Terms of Use you guarantee that you are aged sixteen (16) or over or have the consent of your parents or guardian to create an account.).
E-mail verification*/address for e-mail verification	X				
<i><u>*If e-mail verification DO NOT verify over e-mail yet:</u></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					Although the Terms of Use state that users younger than 16 year old, need to have their parents permission to sign in, no verification is conducted.
Sign up again as a 15 year old child using 06.06.94 as date of	X					

birth						
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		In the Hyves safety page, links are included to websites that

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

				formulate hints for youngsters, parents and educators. However, no specific information is given to stimulate users to consult this information.
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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		
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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?	Not under 18 but under 16. The provider briefly states that “No user can search for under 16s”.		
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?	Not under 18 but under 16. New profiles for under 16 year-olds are automatically defaulted to private.		
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?	The provider states that users can block other members from contacting them. Users can also set their profile to private and allow only those users whom they have proactively added to their contact list to see when they are on IM and to contact them. Moreover,		

	users can conceal their 'online now' status. Users can also make all their pictures, or specific sections, private.		
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?		No information provided.	
Does the provider indicate in the self-declaration that users have the option to delete unwanted comments of other users?		No information provided.	
Does the provider indicate in the self-declaration that users have the option to pre-moderate comments from other users?		No information provided.	
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?	The provider stipulates (under Principle 4) that a procedure to report abuse can be accessed "wherever user-generated content appears". Spam e-mails can be reported to SNS personnel.		
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?	The provider stipulates (under Principle 4) that a procedure to report abuse can be accessed "wherever user-generated content appears".		
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		No information provided.	

advice provided to parents by SNS to help them protect young people ?			
Does the provider address in the self-declaration how to delete profiles?		No	

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			In the Safety-page (“Veilig hyven”) and the FAQ-page, for instance, a user is informed on how to report abuse. Moreover, in user generated content a button is visible (image of a policeman)

				leading to an online form to report abuse.
The possibility to block other users from contacting me (or reject friendship requests);	X			This information is summarized clearly in the FAQ-page. A simple blocking button next to the profile of a friend can be used to block this contact.
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 "No user can search for under 16s."			

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					By default all SNS users can post comments.

Only my friends can post comments on my profile			X			By default subscribers can post comments.
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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				<p>By default some personal data (name, age, gender, day of birth and place of residence) are visible for all SNS subscribers.</p> <p>The user's e-mail address is by default only displayed to friends.</p> <p>Other contact details such as a phone number or a messenger account,</p>

					<p>but also place on Google maps is by default not visible for others.</p> <p>A subscriber can change his/her privacy settings and restrict the access to friends, friends of friends or make personal data invisible to all users.</p>
<p>My personal information is visible only to my friends</p>		<p>X</p>			<p>Only a user's e-mail address is by default visible to friends. Other data (like name, gender, age, day of birth, residence) are visible by all users (by default) whereas mobile phone number, messenger account, location on Google maps, is by default not made visible.</p>

I have to change settings for my personal information to be visible to other users		X				Contact details such as a mobile phone number, messenger account, and location on Google maps, is by default not made visible.
I have control over the display of my online status (if other people can see if I am online)	X					An easy to use drop-down menu gives the user the possibility to change his/her online status (f.i. buzy, away, show off line etc.).

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

					could warn users concerning the disclosure of personal data. In the footer of each webpage the link “Veilige Hyven” (Hyve safely) pinpoints some safety measures.
Safety tips and/or guidance about uploading the photo onto my profile	X				The provider gives the user the possibility to determine if the picture will be included in the album for friends, friends of friends or every user (by default

						the option friends is selected).
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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		

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				Information could be found in the

					FAQ.
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>No (relevant quote)</i>
Does the provider indicate in the self-declaration that a mechanism for reporting inappropriate content, contact or behavior is provided?	The provider stipulates (under Principle 4) that a procedure to report abuse can be accessed “wherever user-generated content appears”. The provider sums up that:	

	<p>“Users can report inappropriate content or behaviour to Hyves Users can report spam email complaints to Hyves. Users can easily report abuse in email, videos, forum posts and classifieds. Users are easily able to provide reasons when reporting images for Terms of Use violations.”</p>	
Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?	<p>The provider briefly summarizes that f.i. “Users can easily report abuse...” without giving more details about the accessibility of the specific mechanisms used.</p>	
Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?		No information provided.
Does the provider indicate in the self-declaration that the reporting procedure is age-appropriate?		No information provided.

Does the provider indicate in the self-declaration that reports are acknowledged?	The provider stipulates that “reports of abuse are acknowledged immediately and acted upon expediently by dedicated teams”.	
Does the provider indicate in the self-declaration that reports are acted upon expeditiously?	The provider stipulates that “reports of abuse are acknowledged immediately and acted upon expediently by dedicated teams”.	
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?		No detailed information is given on the information users need to provide when reporting abuse, nor how reports are usually handled. The provider only pinpoints that “users can easily report abuse ...” and that “users are easily able to provide reasons when reporting images for Term of Use violations” (Principle 4 of the self-declaration).

<p>Principle 5: Respond to notifications of illegal content or conduct</p> <p>According to the self-declaration:</p>			
	<i>Yes (relevant quote)</i>	<i>No info provided</i>	<i>Not applicable (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?	Below all content a notification link is provided, to report		

	<p>inappropriate content. “After multiple reports, the content is automatically temporarily deleted”. The SNS personnel reviews this content. The Customer Care Team of the SNS handles “sensitive user issues”, no examples or details about how they proceed are given. The provider stresses that “a dedicated security team ... works to identify potential problems and takes immediate action when security issues occur”. In this quote the provider uses “security issues”, therefore one can ask if monitoring of inappropriate content (text, picture, videos) is also included.</p>		
<p>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?</p>	<p>The provider only stipulates that “We work closely together with the Dutch police online taskforces”. The SNS states that ongoing support is</p>		

	<p>provided for law enforcement in investigation and prosecution.</p>		
<p>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?</p>	<p>The provider indicates that educational campaigns are regularly run with Mijn Kind Online (My Child Online) and that they participate in the EU Safer Social Networking Task Force. The provider states to work closely with the Dutch police online taskforces.</p>		

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				<p>In the footer a link “contact” is present, leading to an online form that can be used to report abuse (like spam, cyberbullying etc.).</p> <p>Near user generated content (like pictures) a button (policeman) leads to an online form to report abuse. The provider asks the category of possible abuse (f.i. porn, spam, fake profile, bullying, ...). The user can also formulate some reasons.</p>

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				In the FAQ –page information is clearly summarized on how to block a
A link/tool where I can report abuse/violation of terms is visible at all times when I am signed into the SNS	X				In user generated content the button (policeman figure and text “dit is niet OK” or “flag as offensive” in the English version). In one’s own profile, the user has to find the contact link in the footer.

When signed in to my user profile:	Yes	No	I do not know/it does not	N/A	Comment?
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			say		
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			
Is difficult to find (more than 15 seconds)		X		
Sends a notification/receipt to the user when a report has been sent	X			
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:	<p style="text-align: center;">Report sent on 30 October.</p> <p style="text-align: center;">Answer received on 31 October</p>			

Principle 6: Enable and encourage users to employ a safe approach to personal information and privacy			
According to the self-declaration:			
<i>Recommendation</i>	<i>Yes (relevant quote from self-declaration)</i>	<i>No info provided</i>	<i>Not applicable (relevant quote)</i>
Does the provider indicate in the-self declaration that a range of privacy setting options are provided for users?	The provider states first of all that profiles of users younger than 16 are automatically defaulted to private. Furthermore, all users can set their profile to private. Users can block other members from contacting them. Users can also allow only those users whom they have proactively added to their contact list to see when they are on IM and to contact them. Moreover, users can conceal their 'online now' status. Users can also make all their pictures, or specific sections, private.		
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?		No information provided.	
Does the provider indicate in the self-declaration that privacy options are prominent in the user experience?		No information provided.	

Does the provider indicate in the self-declaration that privacy options are accessible at all times?		No information about the accessibility of privacy options.	
Does the provider indicate in the self-declaration that the implications of automatically uploaded information provided during registration onto profiles have been considered?		No information 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?		No	
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?		No	
Does the provider indicate in the self-declaration that users are able to view their privacy status or settings at any given time?		No	
Does the provider address in the self-declaration the issue of third party applications?	The provider states that all applications must use the SNS applications programming interface which has integrated security features. Moreover, all applications are governed by the same privacy controls that are used for members. Concerning the data collection of		

	<p>applications, the provider stipulates that “An application can only get information from the user if the user installs the application and thereby grants the application permission”. The SNS states to take action against applications that violate safety and security requirements.</p>		
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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				In “Mijn menu” or for instance “Mijn Account” one of the links leads directly to the privacy settings.
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				The user decides which programs (like for instance gadgets will

					be used. The user can decide to be anonymous in the list of users or including picture/name. However, no information is provided concerning which personal data are processed by the third party.
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	Yes	Yes, but optional	No	I do not know/it does not say	N/A	Comment?
When registering⁶ to the SNS I am asked to provide the following personal information						
Age	X					Date of birth
Education			X			This information

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)

						is not asked during registration, but can be added in the profile of the SNS user.
e-mail	X					
Gender		X				
Home address		X				Only country and town of residence (including postal code).
Nationality		X				
School or workplace			X			
Parents' e-mail			X			
Personal security/identification number			X			
Phone number		X				Although the inclusion of a mobile phone

						number is not compulsory, the provider stimulates users to include it in the form ("Niet verplicht, wel handig!" Not compulsory, however handy) which could stimulate youngsters to include this (sensitive) information in the online form.
Picture of yourself			X			
Political sympathies			X			
Real name (first and last)	X					

Real name (only first)					X	
Religion			X			
Other, please specify...	Password, captcha Opt-in for commercial messages of partner companies, referring to discounts and nice prizes (“kortingen en leuke prijzen”) which could stimulate youngsters to opt-in for commercial messages.					

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			
Education		X		
e-mail	X			However, e-mail address is, by default, only visible for friends.

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.

Gender		X		
Home address		X		
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)		X		
Religion		X		
School or workplace		X		
Other, please specify..				

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

When signed in as an adult user:	Yes	No	N/A	Comment?
I am able to search for my other profile(s) where I test as an 11/15 year old	X			The adult user can find the profile of the young SNS user (11 years old) and send a message. Yet, the adult user cannot see the profile of the minor user.
I am able to search for users /user profiles that are 16 years old or younger	X			When using the SNS search engine to find other SNS-users with (similar) nick names, the adult user can

				find users and have full access to profiles off some 12, 14 and 15 year olds.
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?	The provider declares that below all content a notification link is provided, to report inappropriate content. "After multiple reports, the content is automatically temporarily deleted". The SNS personnel		

	<p>reviews this content. The Customer Care Team of the SNS handles “sensitive user issues”, no examples or details about how they proceed are given. The provider stresses that “a dedicated security team ... works to identify potential problems and takes immediate action when security issues occur”. In this quote the provider uses “security issues”, therefore one can ask if monitoring of inappropriate content (text, picture, videos) is also included.</p>		
<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>		<p>The provider stipulates, under Principle 2, that alcohol related ads are not targeted to teens under 16 year old. Moreover, violations of the terms of Use (especially in the case of pornographic content) can lead to the users’ profile deletion. Which technical or other tools that are used, are not</p>	

		addressed in the self-declaration.	
Does the provider in the self-declaration indicate that it provider employs community alerts?		No information provided	
Does the provider in the self-declaration indicate that it responds to user-generated reports?	The provider stresses (in Principle 4) that “Reports of abuse are acknowledged immediately and acted upon expediently by dedicated teams”.		
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?		No information provided.	