

TEST

TECHNICAL INFORMATION

Name of SNS being reviewed	Netlog					
URL of SNS	http://www.netlog.be					
Date of testing	24-25 October 2009					
Name of tester	Assoc. prof. dr. Michel Walrave MIOS, University of Antwerp, Belgium					
Nicknames to be used for testing (please list all)	smithmaria1994 (Maria), mariasmith98 (Marianne) michalmochi (Micha) MariaSmith94@live.be MariaSmith98@live.com 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>The provider does refer to the general Terms & Conditions page and the fact that a link is present at the bottom of every webpage. However, no summary is given of key aspects of their Terms & Conditions.</p> <p>“Our Terms & Conditions (http://en.netlog.com/go/about/legal/view=general), Privacy Statement (http://en.netlog.com/go/about/legal/view=privacy) and Code of Conduct are always clearly visible in the footer of each Netlog page.”</p>		
Does the provider include information on safety in their self- declaration?	The provider stresses the fact that they include information about major security risks in a Netlog news section on the homepage and footer of the webpages.		

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

“We also want our users to be aware of all major security risks. This is why we announce them in the Netlog news (available on the homepage and in the footer) or even by official private messages.”

What’s more, the provider has dedicated a specific web page to security features, called the “security centre” containing tips and tricks to deal with potential threats.

“On top of that, Netlog has created an online security centre (<http://en.netlog.com/go/helpdesk/view=security>), gathering all useful information on safety and security, as well as tips & tricks on how to react to potential threats. This page is translated into all Netlog languages.”

The SNS community managers can be contacted by users when they are confronted with specific problems. Moreover, the community managers are posting blog messages and videos on safety and security issues.

“In case our users feel that their problem requires personal assistance, Netlog employs trained and helpful staff waiting to help our members with any predicament they might be in. Netlog’s Community Managers value security and safety tremendously. This is why they often post blog messages and featured videos on these topics. Each Netlog language version has its own Community Managers and official Netlog group, ensuring that all information comes in the language the member speaks and understands.”

The provider underscores the presence of a FAQ-page dealing with various issues, that are not detailed in the self-declaration form, and including links to f.i. suicide prevention centres.

Moreover, we have a whole set of FAQs (<http://en.netlog.com/go/helpdesk>) devoted to all sorts of issues

	<p>that users might encounter. Netlog’s FAQs are very detailed. They even consist of national and international links to suicide prevention centres, to make sure we can assist our members in all possible ways.</p>		
<p>Does the provider include information on privacy in their self- declaration?</p>	<p>The provider does refer to the general Privacy Statement page and the fact that a link is present at the top of every webpage. Moreover, the provider refers to some aspects of the privacy settings.</p> <p>“Netlog is very proud of its extensive privacy options. During registration, members already have to decide if they want to use their profile to meet new friends, or to keep contact with the friends they already know. To make sure our members know how to find the privacy options after registration, we remind them in various places throughout the site.”</p> <p>“Our Terms & Conditions (http://en.netlog.com/go/about/legal/view=general), Privacy</p>		

	<p>Statement http://en.netlog.com/go/about/legal/view=privacy) and Code of Conduct are always clearly visible in the footer of each Netlog page.”</p>		
<p>Does the provider state that the safety information is targeted (info specifically targeted at children)?</p>		<p>The provider does not explicitly state that safety information is targeted at f.i. children. However, in presenting several features, they stress that all information comes in the language members speak and understand. Moreover, their self-declaration of principle 1 starts with underscoring the attention given to security and privacy, especially when minors are concerned.</p> <p>“Each Netlog language version has its own Community Managers and official Netlog group, ensuring that all information comes in the language the member speaks and understands.”</p>	

		<p>“Netlog pays a lot of attention to security and privacy, especially when minors are concerned.”</p>	
<p>Does the provider state that the safety information is presented in a prominent way?</p>		<p>Although the provider underlines that a link to the Code of Conduct, Terms & Conditions, Privacy Statement is visible in the footer of each webpage, no information is given in the self declaration form concerning the prominent presence of links to safety information (namely the link to the safety centre). Nevertheless, major security risks are dealt with in the Netlog News that is accessible on the homepage and footer and sent by the providers official messages.</p> <p>“We also want our users to be aware of all major security risks. This is why we announce them in the Netlog news (available on the</p>	

		homepage and in the footer) or even by official private messages.”	
<p>Does the provider state that the safety information is accessible?</p>	<p>The provider inserts in the self declaration form the link to the Online Security Centre, dealing with safety and security issues. However, no information is given concerning the presence of links to this information on prominent places in the website. Yet, major security issues are dealt with in the news section available on the homepage and footer of each page.</p> <p>Moreover some issues are dealt with in the FAQ.</p> <p>Moreover, official private messages are sent to users concerning major security risks.</p> <p>“On top of that, Netlog has created an online security centre (http://en.netlog.com/go/helpdesk/view=security), gathering all useful information on safety and security, as well as tips & tricks on how to react to potential threats.”</p> <p>“We also want our</p>		

	<p>users to be aware of all major security risks. This is why we announce them in the Netlog news (available on the homepage and in the footer) or even by official private messages.”</p>		
<p>Does the provider state that the safety information is easy to understand?</p>		<p>No information is given concerning the adaptation of the safety information to the target groups. The provider only states that the information of community managers, the SNS official group and the Security Centre is provided in a language the users speak and understand.</p> <p>“Each Netlog language version has its own Community Managers and official Netlog group, ensuring that all information comes in the language the member speaks and understands.”</p> <p>“On top of that, Netlog has created an online security centre</p>	

		(http://en.netlog.com/go/helpdesk/view=security), gathering all useful information on safety and security, as well as tips & tricks on how to react to potential threats. This page is translated into all Netlog languages.”	
Does the provider state that the safety information is presented in a practical format?	The provider stresses the different forms that are used to present information on safety and security. Next to the FAQs, community managers post messages and videos on these topics.		
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?		No information is given concerning inappropriate content and conduct and consequences of breaching the Code of Conduct and Terms & Conditions. The provider only refers to the presence of prominent links to this information, in the self declaration form.	
Does the provider state that the service includes information on links to educational material and technical controls for parents?		No references are made to information and educational material, including technical control features for parents.	
Does the provider state that the service provides advice/link to advice for teachers?		No explicit reference to advice for teachers, in the self-declaration form.	

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					A link to the Terms of Use "gedragscode" is situated at the bottom of the homepage. However, in this part of the webpage (light gray background) the user is confronted with in total 13 links on the bottom and just above these links, 6 columns of in total 51 links to several services/information of the SNS.
Safety policy			X					A link to safety tips "veiligheid" is situated at the bottom of the homepage, not to

							<p>the safety policy of the site. A website visitor has to scroll down to find the footer where several important links are summed up.</p> <p>Moreover, in this part of the webpage (light gray background) the user is confronted with in total 13 links on the bottom (dark gray on light gray background) and just above these links, 6 columns of in total 51 links to several services/information of the SNS.</p>
Privacy policy/information			X				<p>A link to the Privacy policy (Privacy Statement) is situated at the bottom of the homepage. However, in this</p>

								part of the webpage (light gray background) the user is confronted with in total 13 links on the bottom and just above these links, 6 columns of in total 51 links to several services/information of the SNS.
Code of conduct ²			X					“GEDRAGSCODE” cf. supra
Safety tips/information for children			X					The link “Veiligheid” (safety) leads to a Help and FAQ webpage dealing with security features (warnings concerning spam, phishing, how to choose a password, third party software etc.). Next some

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

							<p>safety tips are given concerning the protection of personal data. Users are encouraged to 'think before they post' and for instance not to engage in cyberbullying activities. Users are invited to report cyberbullying to parents, teachers and the provider, if the bully did not respond to the victim's demand to stop.</p> <p>Moreover, website visitors are informed about the possibility to add contact to a blacklist, when they had negative experiences with a SNS user and want to prevent that user to seek contact</p>
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							<p>again.</p> <p>Users are also informed on how to report abuse using the provider's abuse-email address or, when they feel at risk, to contact ecops (URL to website). However, no information is given on how to report abuse, namely which information the provider needs to be able to deal with the complaint.</p> <p>Although several important issues are dealt with, and short understandable paragraphs are written on each issue, one can regret that this page sums up in three columns short paragraphs on different issues and</p>
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							<p>does not include graphs or videos that could be more appealing to young users to explain certain topics (like f.i. phishing).</p> <p>http://nl.netlog.com/go/helpdesk/view=security</p> <p>The “Help & FAQ” page refers to several links (how to register and several services). Yet, no direct link is made from this FAQ-page to safety (veiligheid) nor privacy. On the bottom of this page, the links are included in the footer that are used in all webpages. The provider could include a direct link to privacy and security pages from the general FAQ-</p>
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								Helpdesk-page
Safety tips/information for parents and carers						X		
Safety tips/information for teachers						X		
Links to educational material or organizations active in child safety						X		
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	In the self-declaration form, no references are made to specific information for

						teachers.
Easy to access (less than 15 seconds ³)?						
Exhaustive?						
All material is available in Dutch						

FOR PARENTS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?					X	In the self-declaration form, no references are made to specific information for parents
Easy to access (less than 15 seconds)?						

³ Research 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").

Exhaustive?						
All material is available in Dutch						

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
FOR CHILDREN (<13)						
Easy to understand?					X	Although the SNS stresses that users must be over 13 year old, no information is given on how this minimum age requirement will be checked. Therefore, younger teens or children can

						<p>subscribe.</p> <p>Specific terms are used that are not clearly defined. Moreover, the safety information consists of a webpage with three columns of text, which is certainly not attractive for younger users.</p>
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Easy to access (less than 15 seconds)?						
Exhaustive?						No information about how to deal with requests for offline contact, how to deal with harassment or other negative online contact.
All material is available in Dutch						

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

All material is available in Dutch	X					
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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		
Information/tips for children and young people	X		
Information on safety settings of the user's profile	X		You have to be registered to consult this

			information.
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)	X		Only eCops, no specialized hotlines, nor awareness raising organizations. In sum, no easy to use procedure for young people to report abuses to an external party.

In their terms of service/use and/or codes of conduct does	Yes	Yes, but it is difficult to understand	N	N	Comment?
			o	/	
			/	A	

<p>the SNS clearly list the following:</p>		<p>for children/young people</p>	<p>I t c o n t h i s f S i N d t h i s i n f o</p>	
<p>Content that is not allowed on the social network (e.g. pornographic or racist content)</p>		<p>X</p>		<p>The Code of Conduct states that users are forbidden to post defamatory, aggressive and other illegal content online (f.i. racist or vulgar comment). The Code stipulates further that pornography is forbidden and “excessive erotic pictures” (“overdreven erotische beelden”). Furthermore, the</p>

				<p>site may not be used for purely political, religious or commercial purposes. Next, users have to respect the intellectual property rights of thirds. Users may not disturb the public order in the SNS by spamming, flooding etc. Hacking attempts will immediately be reported to the police services. In sum, a long list of illegal and disrespectful content that is forbidden in the SNS is enumerated.</p> <p>However, some terms are difficult to understand by young users. Although terms and conditions of SNS use are written in short paragraphs, and sometimes phrased in easy to understand phrases, some parts are written rather formally, not suited for young users. Moreover, some terminology is used that can be difficult for young visitors to understand f.i. negationism, xenophobia, defamation, escort services. Also judicial jargon is used like f.i. 'openbare zedenschennis' which stands for outraging public decency.</p> <p>The terms of use are structured and written in short paragraphs. However, again judicial jargon and, in some parts, very formal language is used. The length and terminology used in some parts will</p>
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				not encourage young users to read the terms & Conditions. Some parts will be difficult to understand as specific jargon is used. For instance, “wettige handelingsbekwaamheid”, “wettige vertegenwoordiger”, “aansprakelijk, zowel civiel als strafrechterlijk” etc. Those legal terms will not increase the comprehension of young users about usage restrictions.
Conduct (behavior/actions) that is not allowed (e.g bullying, harassment, racist comments)		X		<p>The following conducts are explicitly mentioned in the Code of Conduct (Gedragscode) of the SNS: a.o. racism, xenophobia, discrimination (e.g. homofobia), stalking, paedofilia, prostitution / escort services, defamation. The Code states that it is forbidden to publically or privately, implicitly or explicitly invite a user for sexual activities.</p> <p>In general obscenity and aggression are referred to as being illicit and prohibited. In the Code of conduct, cyberbullying is not explicitly referred to, nor explained. However, some types of bullying are referred to (f.i. call someone names, deceive)</p>

Consequences of engagement in prohibited behaviour/actions (e.g. your user profile/messages/ photos might be deleted, or police contacted)	X			The provider clearly states that in some cases of law infringements, police services will be alerted. The provider will stop illicit activities on their SNS and pursue with sanctions, like blocking or deleting the users account.
Age requirements	X			The provider clearly states in the Terms of Use (Algemene Voorwaarden) that SNS users are permitted to register only if they are older than 13 year old. The statement stresses that minors need their parents' consent. However, no information is given if and possibly how this will be checked. Although the self-declaration form states that the target group of this SNS is 13-24 year-olds, no maximum age is mentioned in the Terms of Use.

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		The provider stresses that several types of negative content and conduct are forbidden in the SNS. However, no explanation is given concerning the different aspects and effects of specific online risks.
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			In the “Help FAQ / Veiligheidscentrum” users are informed about how they have to protect sensitive data like passwords and how they have to react on requests to provide f.i. their password. Next, users are clearly informed about their privacy

				settings. However, no awareness raising information is included on the possible impact of privacy infringements. Even though youngsters are clearly confronted with a lot of privacy setting choices, more awareness raising information could be included.
Posting sexually provocative photographs		X		
Information on self-harm actions (anorexia, suicide etc)	X			The self-declaration form states that the provider integrates links to national and international suicide prevention centres.
Other, please list:				

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?		No information is given in the self-declaration form concerning the means used	

		to inform young users when services are not age appropriate. However, the provider states that age inappropriate content (like pictures, videos) are blocked. Also the access to ads for products and brands that are targeting adults, is blocked.	
Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?	<p>The provider clearly states that in its Terms of Service that the minimum age for registering is 13.</p> <p>“Netlog’s Terms of Service state that the minimal user age on Netlog is 13, and nobody below that age can register. If Netlog staff happens to find out that someone is lying about his or her age, the account is blocked instantly.”</p>		
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?		<p>The provider states that access to under 13 year-olds is denied. No details are given concerning the steps taken to proceed.</p> <p>“Netlog’s Terms of Service state that the</p>	

		minimal user age on Netlog is 13, and nobody below that age can register. If Netlog staff happens to find out that someone is lying about his or her age, the account is blocked instantly.”	
Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?	“Netlog’s Terms of Service state that the minimal user age on Netlog is 13, and nobody below that age can register. If Netlog staff happens to find out that someone is lying about his or her age, the account is blocked instantly.”		
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 concerning the procedure that is used to prevent users from attempting to re-register with a different age.	
Does the provider in the self-declaration indicate how compliance with minimum age requirements is promoted (within technical and legal constraints)?	The provider states that information about the minimum age (13) is provided in the SNS’s terms & Conditions page.		

	“Netlog’s Terms of Service state that the minimal user age on Netlog is 13, and nobody below that age can register.”		
Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?		No information is provided concerning the promotion of parental control.	
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 on functionalities that are provided to partners to label/rate or age restrict their content. However, the provider states that young users are prevented to see pictures, videos, ads and other information about brands or to access sites that are destined to adults. However, no details are given concerning the age limit: <i>from which age on youngsters are able to access content that is intended for adults?</i> As the range of users who have access to the SNS reaches from 13 year till 24, according to the self-declaration form, some decisions have to be made	

		from which age on youngsters are delivered access to adult content.	
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 on the day-parting of specific (adult) content.	
Does the provider in the self-declaration outline other means they have employed to limiting exposure to potentially inappropriate <i>content</i> ?	<p>The provider only clearly states that all pictures and videos are moderated as the provider wants to ensure that the content is appropriate for the SNS's target group of 13-24 year-olds.</p> <p>No details are given concerning the steps taken to delete inappropriate content.</p> <p>“The target group of Netlog is 13-24, which is why Netlog is very strict about what sort of content is appropriate for the site. All pictures and videos are moderated and the blocked items are hashed so that it is not possible to upload them again.”</p>		

The provider outlines how young members are prevented to be confronted with inappropriate content. The SNS has elaborated a wordlist with inappropriate terms, a blocklist including URLs to inappropriate content. The SNS provider states that both lists are constantly updated. Moreover, the provider ensures that f.i. ads for products / brands that are inappropriate for young users (f.i. alcohol ads) are only accessible for adult users.

“To further prevent our young members from seeing inappropriate content, Netlog has a Wordlist with inappropriate words, and a Blocklist with inappropriate URL addresses. Both lists are constantly updated, as we want to be

	<p>sure they reflect the constantly changing reality.</p> <p>Netlog also restricts some brand pages, ads and applications (for example alcohol related ones) to ensure that they are accessible to adults only.”</p> <p>The users can also report inappropriate content by using an abuse button. These users’ reports are reviewed by a trained staff on a constant basis, according to the provider.</p> <p>“We enable our users to report all inappropriate content by simple abuse buttons. Our trained staff review those abuse reports on a 24/7 basis.”</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>The provider stresses the user-friendly way to register, report abuse and contact the SNS staff members for assistance.</p>		

	<p>No other information is provided concerning the prevention of inappropriate contact.</p> <p>Nevertheless, the provider refers to their Wordlist with inappropriate words that is used to block certain content. One can derive from this that insulting or other negative messages during users' contact could be stopped. However, no further details are given in the self-declaration.</p> <p>“To further prevent our young members from seeing inappropriate content, Netlog has a Wordlist with inappropriate words, and a Blocklist with inappropriate URL addresses.”</p>		
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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		Although the self-declaration stipulates that users have to be older than 13, no specific procedure is used to ask the user to state that he/she is older than the minimum age.
E-mail verification*/address for e-mail verification	X				An e-mail is sent to the newly registered user to confirm his/her registration.
<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			To register one must select a date of birth from a drop-down menu. For the year of birth the list ranges from 1900 till 1996. Therefore at this stage registration with the date of birth 06.06.98 is

						not possible. This is in line with the self-declaration indicating that users have to be older than 13. However, another year of birth can be easily selected.
Sign up again as a 15 year old child using 06.06.94 as date of birth	X					Users have to be older than 13 years old, therefore this registration as a 15 year-old was possible.
IF PREVIOUS ATTEMPTS ARE REFUTED: Sign up again as a					x	

15 year old child using 07.07.94 as date of birth						
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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		Minimum age is 13
A 15 year old user	X					After the adult subscription, another subscription as a 15 year-old was successful.
No need to sign in, access open					X	

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

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		The self-declaration form does not state that parental control tools are provided.

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		

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

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?	The provider pinpoints that adult users cannot “search for minor users”. By default, privacy settings of all minors are closed. This means that they cannot choose to show their profile to everyone.		
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?	The provider states that minors’ profile are especially protected. First of all, privacy settings are closed, preventing minors to give access to every user. Secondly, adults can only contact minors if they are friends. Friendship requests of adults to minors cannot be motivated. The provider states this could prevent some adult users to use		

inappropriate language in this request. Thirdly, adults cannot search for minor users and their MSN cannot be seen by adult users. The provider suggests that these measures form part of a larger range of techniques. No further information is given on other techniques, strategies used.

“By default, privacy settings of all minors are closed, i.e. they cannot choose to show their profile to everyone, adults cannot contact minors unless they are friends, the friendship requests that are sent to them cannot be motivated (to avoid ‘dirty talk’ in friend requests to minors), adults cannot see their MSN details and cannot search for minors, etc.”

<p>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?</p>	<p>According to the provider, users can:</p> <ol style="list-style-type: none"> 1) choose who can contact them 2) block certain users from accessing their profile (blacklist) 3) pre-approve comments that are posted on their profile 4) choose the privacy settings of each image/video that's is posted in their profile <p>“It is possible to block certain individuals from accessing one’s profile by applying our easy to use blacklist option. It is also possible for users to pre-approve all the comments to their profile and to choose who can contact them. In terms of images and videos, users can choose the privacy settings for</p>		
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	each image and video separately.”		
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?		The provider states that users can choose to pre-approve comments that are posted. No information is given concerning different options for specific categories of friends.	
Does the provider indicate in the self-declaration that users have the option to delete unwanted comments of other users?		The provider states that users can choose to pre-approve comments that are posted. No information is given concerning the possibility to delete unwanted comments.	
Does the provider indicate in the self-declaration that users have the option to pre-moderate comments from other users?	The provider states that users can choose to pre-approve comments that are posted. “It is also possible for users to pre-approve all the comments to their profile and to choose who can contact them.”		
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?	No specific information is given on how users can report inappropriate contact from other SNS users. However, in detailing the implementation of Principle		

	<p>1, the provider notified about the existence of an “abuse button”. However, it is not clear if users can also report inappropriate contacts. Under Principle 4, the provider states that “Netlog provides an extensive Helpdesk service as well as abuse and privacy infringement email addresses for all language versions. Both Netlog users and people who are not registered on the website are welcome to contact Netlog at any time in order to receive backup.”</p>		
<p>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?</p>		<p>No information is given on how users can report inappropriate contact from other SNS users. However, in detailing the implementation of Principle 1, the provider notified about the existence of an “abuse button”. However, it is not clear if users can also report inappropriate contacts.</p>	

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 advice provided to parents by SNS to help them protect young people ?		No information is given concerning the elaboration of specific information for parents on how they can use tools for wider internet access, nor to help them to protect their youngsters.	
Does the provider address in the self-declaration how to delete profiles?		No information is available in the self-declaration form on how to delete ones own profile.	

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			A button with a figure of a policeman is used to report "misbruik" (abuse) in general. On the Security page an e-mail address is referred to (abuse@...)
The possibility to block other users from contacting me (or reject friendship requests);	X			A button that is clearly visible on the right, refers to the blacklist. The user can select

			<p>which SNS visitors can get in touch with them (SNS members, friends, friends and their friends, nobody).</p> <p>In the 15-year old profile “friends and their friends” was pre-checked for chatting and personal messages, while for comments and ratings SNS members was pre-checked as category.</p>
<p>The possibility to specify who or which groups of users can contact me (defined by age, gender, etc.);</p>		<p>X</p>	<p>A user cannot make choices based on gender, age or other demographical criteria. The opportunity is</p>

				given to chose between the following categories that can contact the user (e-mail, chat, place comments, see the shouts): SNS members, friends, friends and their friends, nobody.
Restrictions on search options for profiles (e.g. not able to search for minors);	X			Users have the opportunity to choose if their profile will be visible for SNS members, friends or specific SNS members. In this last category the user can specify the region of users that can have access to their profile (country, or region) and/or age group

				<p>(combinations are possible: check-boxes). Moreover, users can decide that their profile can only be seen by members of Trust. This security label of the SNS depicts a specific icon on the profile, messages etc. of Trust-members. To become a Trust-member one has simply to communicate a mobile phone number to receive a code. Yet, the number of an anonymous prepaid card could be introduced, which diminishes the trustworthiness</p>
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				of the label.
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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 users can post comments. However, by default only

						friends can post comments without prior approval. Other users' comments need to be approved by the user first before they are published on the profile. The user can adapt this in the privacy settings and has the choice between three levels of control: "all reactions appear immediately", "reactions of friends appear immediately, other after approval",
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					<p>“reactions appear after approval”. Moreover, in the privacy options a user can select SNS member categories that can post comments (only friends, all users, friends and their friends or nobody). Also a blacklist can be used to ban individual users.</p> <p>The SNS offers its users several options concerning f.i. the visibility of their profile,</p>
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					<p>being found and contacted, managing a white- and blacklist.</p> <p>Moreover, the provider offers the user the possibility to choose between several levels of privacy protection.</p> <p>Two general scenario's are presented to the user: meeting new people online or stay in touch with friends. In both situations, users can select a low</p>
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					<p>and a higher level of privacy protection.</p> <p>If you would like to meet new people, you can select a rather open access (your profile will be searchable and published in the explore-function of the SNS, everybody has access to your profile (users and non-users)).</p> <p>However, a higher level of privacy protection can be selected, where users</p>
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					<p>between 13 and 20 years can have access to the users' profile, send private messages, invite for a chat etc.</p> <p>Moreover, users can adapt each item in the privacy settings, f.i. the minimum and maximum age of persons who can have access to the profile etc.</p> <p>Users who merely want to stay in touch with friends, can also chose between two</p>
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						<p>privacy levels. What's more, the can individually adapt the privacy settings and strengthen or weaken them.</p> <p>In sum, SNS users have tremendous choice to adapt their visibility and access. One can only regret that these very interesting options are not promoted in the Security centre or, more effectively, explained in a short video that offers an</p>
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						overview of privacy options.
Only my friends can post comments on my profile	X					By default all SNS member can post comments. However, by default only friends can post comments without prior approval. Other users' comments need to be approved by the user first before they are published on the profile. The user can adapt this in the privacy settings and has the choice

						between three levels of control: "all reactions appear immediately", "reactions of friends appear immediately, other after approval", "reactions appear after approval". Yet, users can adapt restrictions in their privacy settings.
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	Yes	Yes, but only some of the information	No	I do not know/it does not say	N/A	Comment?
When signed in to my user profile:						
My personal information is visible to all other users	X					By default all personal

						data that are inserted in the online form are shown in the profile, as the box indicating that a certain piece of information may be shown in the profile is pre-checked. However, the user can decide for each individual personal information not to include it in the profile.
My personal information is visible only to my friends			X			
I have to change settings for my personal information to be			X			

visible to other users						
I have control over the display of my online status (if other people can see if I am online)	X					The online status can be concealed. In a drop-down menu, users have different choices (buzzy, lunch, phone call, ...) and can hide that they're online .

	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			Safety tips are concentrated in the

					Security Centre where a lot of different issues are addressed in short paragraphs.
Safety tips and/or guidance about uploading the photo onto my profile		X			The only warning that is given to the user uploading a picture is that copyrights have to be respected.

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				X		

posted on other people's profiles						
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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				In 'settings', one can easily find the 'account' section where a user is given the possibility to delete it.
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?	<p><i>The provider states that users can report inappropriate content by an “abuse button”.</i></p> <p>“All users get the opportunity to report any inappropriate content by simply hitting the report abuse button. Our experienced and trained Community Managers and Community Assistants check the reports on a 24/7 basis.”</p> <p>Moreover a helpdesk function is available to report abuse and privacy infringements.</p>	

	<p>“Netlog provides an extensive Helpdesk service as well as abuse and privacy infringement email addresses for all language versions. Both Netlog users and people who are not registered on the website are welcome to contact Netlog at any time in order to receive backup.”</p>	
<p>Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?</p>		<p>No information is given on the prominent presence of the “abuse button” nor the link to the helpdesk.</p> <p>“Netlog provides an extensive Helpdesk service as well as abuse and privacy infringement email addresses for all language versions. Both Netlog users and people who are not registered on the website are welcome to contact Netlog at any time in order to receive backup.”</p> <p>In the self-declaration form, under Principle 2 & 4, the provider states that the trained</p>

		<p>staff review abuse reports on a 24/7 basis.</p> <p>Principle 2: “We enable our users to report all inappropriate content by simple abuse buttons. Our trained staff review those abuse reports on a 24/7 basis.”</p> <p>Principle 4: “All users get the opportunity to report any inappropriate content by simply hitting the report abuse button. Our experienced and trained Community Managers and Community Assistants check the reports on a 24/7 basis.”</p>
Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?		The provider only stresses the easy to use “abuse button”. No further details are given concerning the way in which the procedure to report abuse is made understandable for users.
Does the provider indicate in the self-declaration that the reporting procedure is age-appropriate?		The provider only stresses the easy to use “abuse button”. No further details are given concerning the way in which the procedure to report abuse is age-appropriate.
Does the provider indicate in the self-declaration that reports are acknowledged?		The provider only states that abuse reports are dealt with on a 24/7 basis. No information is given concerning the acknowledgement of abuse reports.

<p>Does the provider indicate in the self-declaration that reports are acted upon expeditiously?</p>	<p>The provider states that abuse reports are dealt with on a 24/7 basis.</p> <p>“All users get the opportunity to report any inappropriate content by simply hitting the report abuse button. Our experienced and trained Community Managers and Community Assistants check the reports on a 24/7 basis.”</p>	
<p>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?</p>		<p>No information is given on how users have to make an effective abuse report and how the reports are handled.</p>

<p>Principle 5: Respond to notifications of Illegal content or conduct</p>			
<p>According to the self-declaration:</p>			
	<p><i>Yes (relevant quote)</i></p>	<p><i>No info provided</i></p>	<p><i>Not applicable (relevant quote)</i></p>
<p>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</p>	<p>The provider indicates that abuse reports are dealt with on a 24/7 basis.</p>		

<p>conduct?</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 stresses its close collaboration with eCops, an online police report system. No information is given concerning their collaboration with other services, like hotlines.</p> <p>“Netlog is proud to closely collaborate with eCops (https://www.ecops.be/), an online reporting service to which Internet users can report crimes committed through the Internet. Netlog reports all law violations (racism, child porn...) to eCops and makes sure all data for further investigation is saved. In case of offences that are prosecuted only in case of complaints, we guide the member to the correct authorities, and</p>		

	<p>we make sure all data is saved in case the police need it.”</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>X</p> <p>No information is given concerning their collaboration or links in the SNS to other relevant Inhope services.</p> <p>In the self-declaration form only the following organizations are cited:</p> <ol style="list-style-type: none"> 1) ecops 2) national and international suicide prevention centres <p>The SNS provider indicates its collaboration with several bodies to improve their systems.</p> <p>“Netlog is engaging in debates with users, NGOs, police authorities and governments to assure that all of these systems are constantly improved.”</p>		

	(Principle 7)		
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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>A link to report abuse is available when checking f.i. friends' or other SNS users' profiles or user generated content like blogs or looking at your own guestbook.</p> <p>When browsing through brands, games and other professional generated content, a user has to go to the Security Center where one can find more information on reporting abuse.</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				A blacklist is proposed to the user.
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 checking user generated content (f.i.profile, blog) and while chatting, a link to report abuse is clearly visible.

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				By default friends and their friends

					can contact a user. In the privacy settings one can restrict online contact to only friends or nobody or give every SNS member the possibility to get in touch.
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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 provider offers a clear link (and relevant symbol: “policeman”) to report abuse: an e-mail form is opened where the complainer is asked to check the type of content (f.i. blog, comment, video etc.) and is obliged to include some reason(s) in the message. The user can also include the link to the webpage.
Is difficult to find (more than 15 seconds)		X		
Sends a notification/receipt to the user when a report has been sent	X			On the same webpage the complainer is notified that a moderator will check the abuse report.

Sends information to the user on how a report will be handled	X		On the same webpage the complainer is notified that a moderator will check the abuse report.
Gives feedback to the user about the report/result? If so, how long did it take:			

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?	<p><i>In the self-declaration form, under principle 6, privacy is dealt with in general terms. Reference is made to the opportunity to manage the extent to which they want to expose their profile to others.</i></p> <p>“Netlog is glad to observe that more and more people approach the issue of privacy</p>		

	<p>with great awareness. We want to enable everyone to manage the extent to which they want to expose themselves to the online world through the extensive privacy settings that Netlog created. Our security centre and FAQ provide information on how to maximize online safety in general.</p> <p>Our trained staff also keeps an eye on everyone's safety, and react promptly if someone's privacy is at stake."</p> <p>In explaining the implementation of Principle 1, the provider states that users can make decisions about their privacy settings upon registration. In "various places throughout the site" they are also reminded about the privacy options.</p> <p>"During registration, members already have to decide if they want to use their profile to meet new friends, or to keep contact with the friends they already know. To make sure our members know how to find the privacy options after registration, we remind them in various places throughout the site."</p> <p>The provider stresses that users have a wide range of privacy settings (under</p>		
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	<p>Principle 3)</p> <p>“Netlog has very extensive privacy settings that enable all users to tailor their availability to others. The settings range from very open to strictly limited account accessibility.”</p> <p>The provider indicates (under Principle 3) that for each image and video separate privacy settings can be chosen. Furthermore, comments posted on their profile can be pre-approved.</p> <p>“It is also possible for users to pre-approve all the comments to their profile and to choose who can contact them. In terms of images and videos, users can choose the privacy settings for each image and video separately.”</p>		
<p>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?</p>		<p>The self-declaration form doesn't address how users are encouraged to make informed decisions when they post information online.</p> <p>In general terms, the provider stresses that safety and security issues are not</p>	

		<p>only dealt with in the FAQs and security centre, but that community managers post regularly comments, tips and tricks and video's on these issues in the news section of the SNS.</p> <p>“We also want our users to be aware of all major security risks. This is why we announce them in the Netlog news (available on the homepage and in the footer) or even by official private messages. On top of that, Netlog has created an online security centre (http://en.netlog.com/go/helpdesk/view=security) , gathering all useful information on safety and security, as well as tips & tricks on how to react to potential threats.”</p>	
<p>Does the provider indicate in the self-declaration that privacy options are prominent in the user experience?</p>	<p>The provider indicates that they give great importance to privacy settings.</p> <p>“Netlog is glad to observe that more and</p>		

	<p>more people approach the issue of privacy with great awareness. We want to enable everyone to manage the extent to which they want to expose themselves to the online world through the extensive privacy settings that Netlog created. Our security centre and FAQ provide information on how to maximize online safety in general.”</p>		
<p>Does the provider indicate in the self-declaration that privacy options are accessible at all times?</p>	<p>The provider states that next to the privacy settings while registering, the users are reminded about their privacy options in “various places throughout the site” (Principle 1)</p> <p>Moreover, a link to the <i>Privacy Statement</i> is included in the footer of each page. However, no information is given in the self-declaration form concerning the accessibility of <i>privacy settings</i> at all time.</p> <p>“Our Terms & Conditions (http://en.netlog.com/go/about/legal/view=general), Privacy Statement (http://en.netlog.com/go/about/legal/view=privacy) and Code of Conduct are always clearly visible in the footer of each Netlog page.”</p>		

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 is given in the self-declaration form.	
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 information is given in the self-declaration form.	
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 information is given in the self-declaration form.	
Does the provider indicate in the self-declaration that users are able to view their privacy status or settings at any given time?		No information is given in the self-declaration form.	
Does the provider address in the self-declaration the issue of third party applications?		No information is given in the self-declaration form.	

	Yes	No	I do not know/it does not say	N/A	Comment?
When signed in to my user profile:					
I can easily change my privacy settings.	X				The upper

					menu includes a direct link to a web page where a user can manage his/her personal data and a link is made with the privacy settings page.
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				

	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					
Education			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)

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					
Real name (only first)			X			
Religion			X			
Other, please specify...	password					

Please list which personal information that you used for registration was automatically inserted into your profile⁷	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		
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			

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.

Real name (only first)		X		
Religion		X		
School or workplace		X		
Other, please specify..		City, country, date of birth		

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			The adult avatar (32 year old) can not only search for the young avatar (15 year old) but also have a look at the profile page. Some information

			<p>is visible (name, age, city, school name and picture). The IM-account is not visible. The adult user is informed that because the user is a minor, the IM-account stays undisclosed. However, a “temporary access” is possible.</p> <p>Moreover, the adult cannot send an e-mail or chat with the younger user. The provider warns the</p>
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				<p>user that this member is minor and therefore not reachable by mail or chat through the SNS.</p> <p>He can invite though the younger user to become friends.</p>
I am able to search for users /user profiles that are 16 years old or younger	X			<p>The adult user is limited to search for members who are 18 years or older.</p> <p>However, when looking for (popular)</p>

				nicknames, an adult user can find minors' profiles.
I am able to search for users /user profiles that are 12 years or younger	X			When looking for (popular) nicknames, an adult user can find minors' profiles.
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?	Automated and human moderation is used in the SNS. "All pictures and videos are		

	<p>moderated and the blocked items are hashed so that it is not possible to upload them again. We enable our users to report all inappropriate content by simple abuse buttons. Our trained staff review those abuse reports on a 24/7 basis.” (Principle 2)</p> <p>“To further prevent our young members from seeing inappropriate content, Netlog has a Wordlist with inappropriate words, and a Blocklist with inappropriate URL addresses. Both lists are constantly updated, as we want to be sure they reflect the constantly changing reality. Netlog also restricts some brand pages, ads and applications (for example alcohol related ones) to ensure that they are accessible to adults only.” (Principle 2)</p>		
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	<p>“Our experienced and trained Community Managers and Community Assistants check the reports on a 24/7 basis.” (Principle 4)</p> <p>“Our trained staff also keeps an eye on everyone’s safety, and react promptly if someone’s privacy is at stake.” (Principle 6)</p> <p>“In case our users feel that their problem requires personal assistance, Netlog employs trained and helpful staff waiting to help our members with any predicament they might be in.” (Principle 1)</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 SNS uses a list of words and URL’s to prevent youngsters to be confronted with age inappropriate content (pictures, websites, brands, ads).</p>	

		<p>“To further prevent our young members from seeing inappropriate content, Netlog has a Wordlist with inappropriate words, and a Blocklist with inappropriate URL addresses.” (Principle 2)</p> <p>“Netlog also restricts some brand pages, ads and applications (for example alcohol related ones) to ensure that they are accessible to adults only.” (Principle 2)</p>	
<p>Does the provider in the self-declaration indicate that it provider employs community alerts?</p>	<p>The provider indicates that messages can be sent concerning security issues and that community managers post these kinds of issues as news items and send private messages.</p> <p>“We also want our</p>		

	users to be aware of all major security risks. This is why we announce them in the Netlog news (available on the homepage and in the footer) or even by official private messages.” (Principle 1)		
Does the provider in the self-declaration indicate that it responds to user-generated reports?	The provider states that user generated abuse reports are dealt with on a 24/7 basis.		
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 is provided in the self-declaration form.	