

TEST

TECHNICAL INFORMATION

Name of SNS being reviewed	Piczo					
URL of SNS	http://www.piczo.com					
Date of testing	30/10/2009					
Name of tester	Simon Grehan					
Nicknames to be used for testing (please list all)	MariaS and Daddy Smith					
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?	Yes – “A clear Terms of Service and Privacy statement along with a separate Acceptable Use Policy is located off the Homepage, on the Safety page, linked in the footer and called out during the registration process.		
Does the provider include information on safety in their self- declaration?	“A robust Safety education page is located off the Homepage, linked in the footer, and called out during the Registration process. • Periodic Safety and Security campaigns are run on the Piczo service with partners including		

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

	NSPCC/Childline in the UK, NCMEC in the US, and Cybermentors.”		
Does the provider include information on privacy in their self-declaration?	“Members are presented with Privacy options and information regarding those options before posting content and while using the service.”		
Does the provider state that the safety information is targeted (info specifically targeted at children)?	“All under 13s must review and accept Safety Tips when they register on the site.”		
Does the provider state that the safety information is presented in a prominent way?	“..is located off the Homepage, on the Safety page, linked in the footer and called out during the registration process.”		
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		X	

consequences of breaching the Terms of Service?			
Does the provider state that the service includes information on links to educational material and technical controls for parents?	“The Safety education page contains links for Parents and Care Givers including Tips for Parents, a Parent Safety FAQ, and a Parent’s Guide to Piczo.”		
Does the provider state that the service provides advice/link to advice for teachers?		X	

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						There is a hyperlink to the terms and conditions on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The

								user must scroll down twice in order to see the footer.
Safety policy		X						There is a hyperlink to the Safety information on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The user must scroll down twice in

								order to see the footer
Privacy policy/information		X						There is a hyperlink to Privacy on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The user must scroll down twice in order to see the footer

Code of conduct ²		X					There is a hyperlink to the Acceptable Use on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The user must scroll down twice in order to see the footer
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² A code of conduct is a set of rules outlining the responsibilities of or proper practices for an individual.

Safety tips/information for children		X						There is a hyperlink to Safety on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The user must scroll down twice in order to see the footer
Safety tips/information for parents and carers		X						There is a hyperlink to

								<p>Parents on the footer on the homepage. This link is in a font size larger than the text on the homepage. However this link is not immediately visible when the homepage loads. The user must scroll down twice in order to see the footer</p>
Safety tips/information for teachers						X		
Links to educational material or organizations active in child safety			X					<p>There is a Report Abuse page linked to from the</p>

								<p>footer on the homepage. At the bottom of this [age there is a sub-heading Other Helpful links; in this section there are links to online child safety resources.</p>
Other (according to self-declaration)					X			<p>In the self-declaration there is reference to the following: 1. Periodic Safety and Security campaigns are run on the Piczo service with</p>

								partners including NSPCC/Childline in the UK, NCMEC in the US, and Cybermentors. 2. Members are presented with Privacy options and information regarding those options before posting content and while using the service. 3. All under 13s must review and accept Safety Tips when they register on the site.
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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		There doesn't seem to be any material specifically targeting teachers on the isite.
Easy to access (less than 15 seconds ³)?				X		There doesn't seem to be any material

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").

						specifically targeting teachers on the isite.
Exhaustive?				X		There doesn't seem to be any material specifically targeting teachers on the isite.
All material is available in (insert language)				X		There doesn't seem to be any material specifically targeting teachers on the isite.

	Yes, very	Sufficiently	Some parts are easy, some parts	No	Not applicable	Comment
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FOR PARENTS			are difficult		to this SNS	?
Easy to understand?		X				<p>There is amount of technical jargon used in the Parent's Guide to Piczo . Terms such as "Automated and Manual Content Moderation", "Site parsing" and "Black/white listing technology" are used without explanation.</p>

Easy to access (less than 15 seconds)?	X				There is a link to the parents information from the footer on the home page. On this page there are prominent links to an FAQ for parents and a Parent's Guide from a third-party online safety organisation.
Exhaustive?		X			
All material is available in English	X				

FOR CHILDREN (<13)	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?			X			There is no real distinction between the information provided to <13 and >13 year olds on the site. Most of the content on the Safety section of the site is child-friendly. It has short safety tips accompanied by supporting graphics.

						<p>It also has links to sections of the site with more information such as a Safety FAQ and Acceptable Use and Privacy Policies. These policy sections are very dense textually with technical/legal jargon throughout and are not suitable for <13 users.</p>
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Easy to access (less than 15 seconds)?	X					
Exhaustive?	X					
All material is available in English	X					

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
FOR TEENAGERS						
Easy to understand?			X			There is no real distinction between the information provided to <13 and >13 year olds on the site. Most of the content on the Safety section of the site is child-

						friendly. It has short safety tips accompanied by supporting graphics. It also has links to sections of the site with more information such as a Safety FAQ and Acceptable Use and Privacy Policies. These policy sections are very dense textually with technical/legal jargon throughout
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						t and are not suitable for >13 users.
Easy to access (less than 15 seconds)?	X					
Exhaustive?	X					
All material is available in English	X					

	Yes	No	Comment?
What kind of safety information is provided at this SNS (please choose all that apply)?			
General textual info	X		Text and graphics are

			used.
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		There is a safety section in the site's user guide that steps through how to report abuse and configure moderation and blocking settings on their profiles.
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)	X		The site links to a parent's guide from Wired 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 people	No/I cannot find this info	N/A to this SNS	Comment?
Content that is not allowed on the social network (e.g. pornographic or racist content)		X			Piczo has both an Acceptable Use Policy which supplements the Terms and of Website Use policy. Both these sections of the site are written using legal and technical terms that would be difficult for

					both children and young people to understand.
Conduct (behavior/actions) that is not allowed (e.g bullying, harassment, racist comments)		X			
Consequences of engagement in prohibited behaviour/actions (e.g. your user profile/messages/ photos might be deleted, or police contacted)		X			
Age requirements			X		Age requirements are dealt with through the registration process.

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		There is no mention of images of child abuse or pornography of any kind in the Safety, Acceptable Use, or Safety FAQ sections of the site.
Hate speech	X			There is mention of hate speech in the Acceptable Use Policy of the site. It says "contributions must not contain any material which is obscene, offensive, violent, hateful or inflammatory against people or property, such as, uploading any text or pictures that threaten, bully or humiliate any other person."
Pornography or sexual content	X			There is mention of hate speech in the Acceptable Use Policy of the site. It says "contributions must not contain any sexually explicit or pornographic material"
Violence	X			There is mention of violence in the Acceptable Use Policy of the site. It says"

				contributions must not contain any violence”
Inappropriate contact from adults with a sexual interest in children		X		
Bullying	X			There are prominent tips on the safety page encouraging respect for others. There are also detailed information on how to configure the moderation and privacy settings of profiles to minimise the risk of bullying. There are bullying behaviours listed as prohibited uses in the Acceptable Use policy.
Divulging personal information	X			There are prominent tips on the safety page encouraging users to never share personal information. “We want you to stay safe. Make sure you NEVER give your real name, address, email, phone number, passwords, or any other information to anyone.”
Posting sexually provocative photographs	X			There are prominent tips on the safety page encouraging users to think before they post. “Whatever you put on your site will be available for others to see. Do not put anything on your site that is private, personal, inappropriate, or upsetting to others.”
Information on self-harm actions (anorexia, suicide etc)		X		

Other, please list:			X	
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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?		X	Users that declare themselves as under 13 must have parental approval (via a confirmation email) before being allowed to access the service.
Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?		X	
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?		X	Under 13 members require parental approval prior to using the service. Under 13 member sites cannot be viewed by other members without

			being invited and made a friend of their site, and are permissioned to private in the service.
Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?		X	No minimum age is stated to access the service.
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)?		X	
Does the provider in the self-declaration indicate how compliance with minimum age requirements is promoted (within technical and legal constraints)?	X		Parent's must validate their email address prior to their child use of the service. Piczo segregates members into over 13 and under 13, with the under 13 service being Children's Online Privacy Protection Act (COPPA) compliant.
Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?	X		Parents of under 13 members have monitoring tools available to them to monitor what their child is doing on the service. Piczo emails parents a daily log of their child's activity on Piczo.

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?		X	There seems to be a pass/fail hurdle for all content to cross. It either complies with the TOS or doesn't, in which case it is removed from the site.
Does the provider in the self-declaration outline that certain professionally produced content is only shown at particular times of the day?		X	
Does the provider in the self-declaration outline other means they have employed to limiting exposure to potentially inappropriate <i>content</i> ?	X		<p>Piczo uses content moderation solutions to identify and remove any content or members that break the Terms of Service and Acceptable Use Policy (TOS). All hosted images are reviewed for compliance with TOS. Images that break our TOS are hashed to ensure they cannot be reuploaded.</p> <p>Inappropriate URLs and HTML codes are blocked from being posted on member sites. Piczo regularly cancels member accounts for excessive and/or repeat offences. Piczo maintains a strict acceptable use policy with our advertising</p>

			<p>partners. Advertising must be age appropriate (tweens and teens) and ads relating to drinking, gambling, dating services, and other adult products and/or services are not allowed on our service. Piczo only partners with third-party content providers that have best-in-industry content standards and moderation services.</p>
<p>Does the provider in the self-declaration outline other means they have employed to limit exposure to potentially inappropriate <i>contact</i>?</p>		<p>X</p>	

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

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

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

	The SNS allows me to sign up because the service is not age restricted	The SNS is intended to be age restricted but it allows me to sign up anyway	The SNS denies the signing up due to age restrictions	The SNS denies the signing up, but I am not told why	N/A to this SNS	Comment?
Sign up as a 11 year old child using 06.06.98 as date of birth			X			Feedback seems to contradict the information provided in the self declaration = "The minimum age to sign up for Piczo is 13". According to the help files a validation email should be send to the parent's email account in order to

						activate the account of an <13. This doesn't seem to be the case.
Sign up again as a 15 year old child using 06.06.94 as date of birth		X				
IF PREVIOUS ATTEMPTS ARE REFUTED: Sign up again as a 15 year old child using 07.07.94 as date of birth					X	

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

I have successfully signed in as	Yes	Yes, but I had to remove cookies first	Yes, but I had to change computer	No, I had to move on to the next user profile	N/A to this service	Comment?
An 11-year old user				X		
A 15 year old user	X					
No need to sign in, access open	X					It is possible to view unrestricted content on this site without registering.

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

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

<p>Does the SNS provide any parental control tools?</p>		<p>X</p>		<p>The self declaration and information on the site indicates that there is an under 13 Piczo, which offers the same functionality as the Piczo site backed by more safety features to allow parents to follow exactly what their pre-teens are doing online. My experience was that under 13s simply weren't allowed</p>
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				register.
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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		This seems to be the theory according to the information provided on the site and in the self declaration. However my experience was that the email never arrived in the parental

				account.
I consider available parental control tools efficient.		X		

Principle 3: Empower users through tools and technology			
According to its self-declaration:			
Recommendation: Employ tools and technologies to assist children and young people in managing their experience on their service. For example:	Yes (relevant quote from the self-declaration)	No info provided	Not applicable to this SNS (relevant quote from the self-declaration)
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?	“All Member websites are private and not locatable when they first register. Members must take deliberate steps to alert others of their website address.”		
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?		X	.
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?	Members can set their websites to one of 5 types of privacy settings; the world, the Piczo community, Friends Only, Password Protected, or Only viewable by site owner.		
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?		X	

Does the provider indicate in the self-declaration that users have the option to delete unwanted comments of other users?		X	
Does the provider indicate in the self-declaration that users have the option to pre-moderate comments from other users?	Comment boards can be set to Friends only, require new posts be approved prior to going "live", and delete unwanted posts.		
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?	Piczo members have access to Piczo's report abuse page throughout out site. Member's can report inappropriate content and/or other members to us directly.		
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?	Piczo members have access to Piczo's report abuse page throughout out site. Member's can report inappropriate content and/or other members to us directly.		
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 ?	Parents are provided with information about the benefits of using filtering tools and recommendations on teaching children good Internet etiquette.		

Does the provider address in the self-declaration how to delete profiles?		X	
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On the Social Networking Site, I can find information on:	Yes, I can find it on the site	No/I cannot find this info	N/A to this SNS	Comment?
How to report abuse or bullying;	X			
The possibility to block other users from contacting me (or reject friendship requests);	X			
The possibility to specify who or which groups of users can contact me (defined by age, gender, etc.);	X			
Restrictions on search options for profiles (e.g. not able to search for minors);	X			Members must submit their site to be discoverable in search on Piczo or by other third-party search engines

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

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

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

When signed in to my user profile:	Yes	Yes, but only some of the information	No	I do not know/it does not say	N/A	Comment?
My personal information is visible to all other users			X			<p>Since the self-declaration Piczo has changed from a social networking site to a blogging platform. As such a website rather than a personal profile is created. This website is visible to all other users but does not</p>
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					

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

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

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

Principle 4: Provide easy-to-use mechanisms to report conduct or content that violates the terms of service		
According to the self-declaration:		
	<i>Yes (relevant quote)</i>	<i>Yes (relevant quote)</i>
Does the provider indicate in the self-declaration that a mechanism for reporting inappropriate content, contact or behavior is provided?	Member's can report inappropriate content and/or other members	

	<p>directly. Members also have the ability to quickly flag inappropriate material without going through the entire report abuse process.</p> <p>Piczo provides our members with links to directly report inappropriate material or behaviour to several law enforcement agencies, including NSPCC, Children’s Exploitation and Online Protection Centere (CEOP), NCMEC, Inhope, and the Virtual Global Taskforce (VGT).</p>	
<p>Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?</p>	<p>Piczo members have access to Piczo’s report abuse page throughout out site.</p>	
<p>Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?</p>	<p>Members also have the ability to quickly flag inappropriate material without going through the entire report abuse process.</p>	

Does the provider indicate in the self-declaration that the reporting procedure is age-appropriate?		No
Does the provider indicate in the self-declaration that reports are acknowledged?	Members are alerted when reports are received and can provide details on inappropriate content and/or behaviour they are reporting. All reports received are responded to. Piczo supplies links to several 3 rd -party organizations throughout the service and actively recommend members reach out to these groups and their parents or guardians for support.	
Does the provider indicate in the self-declaration that reports are acted upon expeditiously?	Piczo Member Services responds to reports and flags expeditiously and with the utmost care and attention.	
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	

Principle 5: Respond to notifications of Illegal content or conduct			
According to the self-declaration:			
	<i>Yes (relevant quote)</i>	<i>No info provided</i>	<i>Not applicable (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?	Piczo Member Services responds to reports and flags expeditiously and with the utmost care and attention.		
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?	Piczo provides our members with links to directly report inappropriate material or behaviour to several law enforcement agencies, including NSPCC, Children’s Exploitation and Online Protection Centere (CEOP), NCMEC, Inhope, and the Virtual Global Taskforce (VGT).		
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?	Piczo provide ongoing support for local, state, federal, and international law enforcement in investigations and prosecutions. Piczo has		

	<p>created a dedicated page on our service for law enforcement that includes a separate contact form and a guidebook on how to contact Piczo for member information and relevant support inquiries. A separate hotline for law enforcement with a 24/7 answering service is also provided. Piczo responds to requests from law enforcement with the utmost urgency and care.</p>		
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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				There is a report abuse link in the footer of every page and a prominent "Report this post " link on all profiles/webpages.
a link/information on where to report content that bothers me/violations of terms	X				
Information on how to block a friend/contact request			X		
A link/tool where I can report abuse/violation of terms is visible at all times when I am signed into the SNS	X				

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

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

The report mechanism	Yes	No	N/A to this SNS	Comment?
Is easy to understand (for children/young people)	X			
Is difficult to find (more than 15 seconds)		X		
Sends a notification/receipt to the user when a report has been sent	X			There is an on screen message saying that your report of abuse has been sent. No confirmation e-mail was received.
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:	No feedback was received.			

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?	Members can set their websites to Community only, Friends only, Password Protected, or Private. When contributing content to the community, members can do so privately. Members can set comments to pre-approve prior to being posted. Members can block other Members from contacting them or viewing their site. Members can hide their online status. Members can see the privacy setting for the site and any pages on theirs site in the page name list when editing. Members can quickly edit their privacy here as well. Members can enable right-click protection on images on their site. IM is set to Friends only. You must be a friend with a member before you can IM them.		

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?		X	
Does the provider indicate in the self-declaration that privacy options are prominent in the user experience?		X	
Does the provider indicate in the self-declaration that privacy options are accessible at all times?		X	
Does the provider indicate in the self-declaration that the implications of automatically uploaded information provided during registration onto profiles have been considered?		X	
Does the provider state in their self-declaration that users are notified when the information used to register is automatically uploaded onto their profile?		X	
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?	Members can make any section of their site Community only, Friends only, Password Protected, or Private.		
Does the provider indicate in the self-declaration that users are able to view their privacy status or settings at any given time?		X	

Does the provider address in the self-declaration the issue of third party applications?	X		Piczo only partners with third-party content providers that have best-in-industry content standards and moderation services.
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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			<p>The instructions related to privacy seem to relate to a previous version of the site.</p> <p>In the new version the following approach seems to apply:</p> <p>You must know the exact URL of a Piczo member in order to see their site. For example, if you create a Piczo site titled <code>www.SarahsAwesomeSite345.piczo.com</code>, only you know this unique site address. You will then tell your friends the address, but again, only you or your friends will know the unique address. Visitors to Piczo cannot search and find any Piczo site. We also do everything we can to prevent a Piczo member site from showing up on search engine websites.</p>

					<p>We do this to keep Piczo members safe.</p> <p>You can also put a password on your website to give out to your friends and family in addition to your site URL. This way, no one can view your site unless they know the password.</p>
Applications (3rd party, external or additional programs and/or services) need permission from the user to be installed and/or pull info from user's profile.			X		

When registering ⁶ to the SNS I am asked to provide the following personal information	Yes	Yes, but optional	No	I do not know/it does not say	N/A	Comment?
Age	X					
Education			X			
e-mail	X					
Gender		X				
Home address			X			

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)

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...						

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?
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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.

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		
Real name (only first)		X		
Religion		X		
School or workplace		X		
Other, please specify..		X		

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

	Yes	No	N/A	Comment?
When signed in as an adult user:				
I am able to search for my other profile(s) where I test as an 11/15 year old		X		
I am able to search for users /user profiles that are 16 years old or younger		X		
I am able to search for users /user profiles that are 12 years or younger		X		
When I use search engine and search my nick names I am able to find the profiles I have registered as a minor in the SNS		X		

Principle 7: Assess the means for reviewing illegal or prohibited content/conduct			
According to the self-declaration:			
Recommendation: Promote compliance with the Terms of Use, Acceptable Use Policy and/or House Rules. For example, by employing:	Yes (relevant quote from the self-declaration)	No info provided	Not applicable (relevant quote from the self-decl)
Does the provider in the self-declaration indicate that it employs human and/or automated forms of moderation?	Piczo uses state-of-art content moderation solutions to identify and remove any content or members that break our Terms		

	of Service and Acceptable Use Policy (TOS).		
Does the provider in the self-declaration indicate that it employs technical tools (e.g. filters) to flag potentially illegal or prohibited content?	X see above		
Does the provider in the self-declaration indicate that it provider employs community alerts?		X	
Does the provider in the self-declaration indicate that it responds to user-generated reports?	Members are alerted when reports are received and can provide details on inappropriate content and/or behaviour they are reporting. All reports received are responded to.		
Does the provider in the self declaration indicate that where human moderators are employed, reasonable steps are taken to minimise the risk of employing candidates who may be unsuited for work which involves real-time contact with children or young people?		X	