

TEST

TECHNICAL INFORMATION

Name of SNS being reviewed	Tuenti					
URL of SNS	Tuenti.es, tuenti.com					
Date of testing	27.X.09					
Name of tester	Charo Sádaba, School of Communication, University of Navarra					
Nicknames to be used for testing (please list all)	Maria Perez (15 years old), Maria Jimenez (32 years old) (no nicks, real names)					
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?		X	
Does the provider include information on safety in their self-declaration?	“TUENTI members do not allow unknown people or fake profiles in their networks and report questionable profiles to our staff as a safety precaution”		
Does the provider include information on privacy in their self-declaration?	“TUENTI does not index any user data in online search engines, and nobody can join TUENTI without a prior invitation from a current member”		
Does the provider state that the safety information is targeted (info specifically targeted at children)?		X	
Does the provider state that the safety information is presented in a prominent way?		X	

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

Does the provider state that the safety information is accessible?		X	
Does the provider state that the safety information is easy to understand?		X	
Does the provider state that the safety information is presented in a practical format?		X	
Does the provider state that the safety information provides guidance regarding inappropriate content and conduct and information on the consequences of breaching the Terms of Service?		X	
Does the provider state that the service includes information on links to educational material and technical controls for parents?		X	
Does the provider state that the service provides advice/link to advice for teachers?	YES*		

* (***Text disappears if I write in this cell:*** TUENTI works in permanent collaboration with educational institutions in order to disseminate online security policies by using a series of tools made available by TUENTI, along with specific education on our general privacy principles. Furthermore, TUENTI collaborates with institutions that protect minors to develop promotional campaigns to foster online safety for minors on the Internet)

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		Any of this information is offered on the SNS website. It is just a login page, and tuenti has not a public homepage with external or public information
Safety policy						X		
Privacy policy/information						X		
Code of conduct ²						X		
Safety tips/information for children						X		
Safety tips/information for parents and carers						X		

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

Safety tips/information for teachers						X		
Links to educational material or organizations active in child safety						X		
Other (according to self-declaration)						X		There are four links in the homepage: a) one regarding logging problems (offering an email to solve); b) a corporate blog with a lot of info on tuenti activities, not specifically related to this fields (any of the categories is related to safety, or educational tips); c) one link to job opportunities and d) one on Identification Information of the SNS (address, phone numbers...)

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?					This information does not exist at all on the website	In the home page it is not any information for teachers.
Easy to access (less than 15 seconds ³)?						
Exhaustive?						
All material is available in (insert language)						

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

FOR PARENTS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?					This information does not exist at all on the website	In the home page it is not any information for parents.
Easy to access (less than 15 seconds)?						
Exhaustive?						
All material is available in (insert language)						

FOR CHILDREN (<13)	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?					This information does not exist at all on the website	
Easy to access (less than 15 seconds)?						
Exhaustive?						
All material is available in (insert language)						

FOR TEENAGERS	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
Easy to understand?					This information does not exist at all on the website	
Easy to access (less than 15 seconds)?						
Exhaustive?						
All material is available in (insert language)						

What kind of safety information is provided at this SNS (please choose all that apply)?	Yes	No	Comment?
General textual info		X	This information does not exist at all on the website
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	
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)		X	In the first principle, Tuenti states that it is working closely with educational institutions and those promoting safer environments for minors. Any of those institutions is mentioned or linked in tuenti homepage (tuenti.es; tuenti.com).

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	This information does not exist at all on the website
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	

Is there any information provided on specific risks regarding using online services?	Yes, I can find it on the site	No/I cannot find this info	N/A to this SNS	Comment?
The possibility of seeing or being the subject of images of child abuse			X	
Hate speech			X	
Pornography or sexual content			X	
Violence			X	
Inappropriate contact from adults with a sexual interest in children			X	
Bullying			X	
Divulging personal information			X	
Posting sexually provocative photographs			X	
Information on self-harm actions (anorexia, suicide etc)			X	
Other, please list:			X	

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?			
Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?	“TUENTI is a network platform for users aged 14 and over and complies with this standard by upholding a very clear-cut Privacy Policy”.		
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?	“In addition, we have signed an agreement with the Spanish Data Protection Agency, whereby our public commitment to prevent minors from creating and maintaining accounts in our network is formally laid out. information about our commitment in this respect.”		

Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?		X	
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)?	“TUENTI and the Agency work jointly with a view to develop tools to achieve this goal and to disseminate”		
Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?		X	
Does the provider in the self-declaration outline what functionality is provided for content providers, partners or users to label, rate or age restrict content that is provided?		X	
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	
Does the provider in the self-declaration outline other means they have employed to limit exposure to potentially inappropriate <i>contact</i> ?		X	

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				The system does not allow to introduce a birthday after 1995.
E-mail verification*/address for e-mail verification	X				Email verification is previous: you have to be invited by someone inside the network, and this invitation arrives to your email address with a link to suscription page linked with your email (and it is not possible change it).
<i><u>*If e-mail verification DO NOT verify over e-mail yet:</u></i>					
I am able to sign in even without verifying my e-mail address first (e.g. without clicking on a verification link sent over the e-mail)		X			

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

	The SNS allows me to sign up because the service is not age restricted	The SNS is intended to be age restricted but it allows me to sign up anyway	The SNS denies the signing up due to age restrictions	The SNS denies the signing up, but I am not told why	N/A to this SNS	Comment?
Sign up as a 11 year old child using 06.06.98 as date of birth			X			
Sign up again as a 15 year old child using 06.06.94 as date of birth		X				Access is forbidden for under 14.
IF PREVIOUS ATTEMPTS ARE REFUTED: Sign up again as a 15 year old child using 07.07.94 as date of birth					N/A here	

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

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

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

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

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

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

Principle 3: Empower users through tools and technology			
According to its self-declaration:			
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?	It is stated but under the first principle, not in this one.		
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?		X	
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?		X	

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?		X	
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>“TUENTI provides its users with user-friendly tools that ensure a high level of privacy. We offer our users a wide range of very secure functionalities that, for instance, allow them to block messages sent by unknown senders and to decide which of their contacts can or cannot view and/or download their pictures. At TUENTI we also advocate a model based on self-regulation by which users themselves manage and identify questionable profiles or inappropriate user behaviour, subsequently reporting such cases through the abuse reporting systems made available by TUENTI for such purposes.”.</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 ?		X	
Does the provider address in the self-declaration how to delete profiles?		X	

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

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

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

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

Only my friends can post comments on my profile	X					
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When signed in to my user profile:	Yes	Yes, but only some of the information	No	I do not know/it does not say	N/A	Comment?
My personal information is visible to all other users			X			Everyone could see my picture, name and place/networks I belong to. But not as an active link if they are not friends.
My personal information is visible only to my friends	X					
I have to change settings for my personal information to be visible to other users	X					
I have control over the display of my online status (if other people can see if I am online)				X		

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

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

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.					It is explained on the Terms of use. The link is not easy to find (inside the profile options, in the bottom of the page)
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			I am ask about the reasons to eliminate my profile. The SNS informs me that in some day it would be effective.
The provider provides information about what personal information the SNS collects/retains after deleting/deactivating my profile.	X				On the Terms of use.
The provider provides information about how the personal information is/may be used once I delete/deactivate my profile.					On the Conditions and terms of use it is explained.

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?	“users themselves manage and identify suspect profiles or inappropriate user behavior, subsequently reporting such cases through TUENTI’s support system.”	
Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?	Not in this principle, but in the third one, it is stated that “We offer our users a wide range of very secure functionalities”. Not mention about availability.	
Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?		X
Does the provider indicate in the self-declaration that the reporting procedure is age-appropriate?		X

Does the provider indicate in the self-declaration that reports are acknowledged?		X
Does the provider indicate in the self-declaration that reports are acted upon expeditiously?		X
Does the provider indicate in the self-declaration that users are provided with the information they need to make an effective report and, where appropriate, an indication of how reports are typically handled?		X

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?	X		
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?		X (not specifically; it is said that they train their team to deal with this kind of issues, and they have a Legal Department (inhouse).	
Does the provider indicate in the self-declaration that links to other local agencies or organizations, for example that relevant Inhope services and law enforcement agencies are featured?		X	

On the Social Networking Site					
When signed into my user profile I can find:	Yes, (available all the time)	Difficult (more than 15 seconds)	No, I cannot find it	N/A to this SNS	Comment?
a link/information on where to report other users that bothers me /violations of terms		X			This information is explained in a FAQ section, inside the Help link.
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			Information about blocking is hard to find, but a block link is present at the bottom of every user profile.
A link/tool where I can report abuse/violation of terms is visible at all times when I am signed into the SNS	X				This tool is available when I am in a user profile or viewing a picture.

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			I used to different options as I could not find how to handle this situation in the FAQs. I sent an email to soporte@tuenti.com (this is what they ask to do in the Terms of Use in this case); the other option was to send through the help page a message using the problem-menu they were offering.
Sends a notification/receipt to the user when a report has been sent		X		I received an email in less than a minute asking to check the FAQs and, if I didn't find the answer, email them again.
Sends information to the user on how a report will be		X		

handled				
Gives feedback to the user about the report/result? If so, how long did it take:	NO			

Principle 6: Enable and encourage users to employ a safe approach to personal information and privacy			
According to the self-declaration:			
Recommendation	Yes (relevant quote from self-declaration)	No info provided	Not applicable (relevant quote)
Does the provider indicate in the-self declaration that a range of privacy setting options are provided for users?	<i>It refers to</i> “TUENTI we have developed a very safe network through the implementation of a strict Privacy Policy as well as the tools made available to users within the platform.”		
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?		X	They mentioned the “trust model based on by invitation only” as a way to follow names and invitations in order to assure the authenticity.
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	

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

When registering⁶ to the SNS I am asked to provide the following personal information	Yes	Yes, but optional	No	I do not know/it does not say	N/A	Comment?
Age	X					
Education	X					
e-mail	X					
Gender	X					
Home address			X			
Nationality			X			

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)

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...	<p>If in school age, which school am attending (real and complete one, checked with their database), in which , and year of ending studies.</p> <p>If working, company (real and complete name, checked with their database) and place of work.</p>					

Please list which personal information that you used for registration was automatically inserted into your profile ⁷	Information was inserted into profile	Information was not inserted into profile	I am not sure/It does not say (please also add comment)	Comment?
Age	X			
Education	X			
e-mail		X		
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		

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.

Religion		X		
School or workplace	X			
Other, please specify..	Place where I live (city) and date of registration			

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

When signed in as an adult user:	Yes	No	N/A	Comment?
I am able to search for my other profile(s) where I test as an 11/15 year old	X			
I am able to search for users /user profiles that are 16 years old or younger	X			I can find these users, but if I am not in their friends network, I cannot access their profiles (if those are closed).
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:	<i>Yes (relevant quote from the self-declaration)</i>	<i>No info provided</i>	<i>Not applicable (relevant quote from the self-decl)</i>
Does the provider in the self-declaration indicate that it employs human and/or automated forms of moderation?		X	
Does the provider in the self-declaration indicate that it employs technical tools (e.g. filters) to flag potentially illegal or prohibited content?		X	
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?		X	
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	