

# TEST

## TECHNICAL INFORMATION

<b>Name of SNS being reviewed</b>	Youtube					
<b>URL of SNS</b>	<a href="http://www.youtube.com/?gl=GB&amp;hl=en-GB">www.youtube.com/?gl=GB&amp;hl=en-GB</a>					
<b>Date of testing</b>	27 <sup>th</sup> October-2 <sup>nd</sup> November					
<b>Name of tester</b>	Dr Leslie Haddon, London School of Economics and Political Sciences					
<b>Nicknames to be used for testing (please list all)</b>	Jack Vincent (Balatondance1), Gill Vincent (Doinadance1), Rebecca Vincent (Doinadance2), Mary Kirk (Marts1dance)					
<b>Contact e-mail for tester</b>						
<b>Contact phone for tester</b>						
<b>Other contact info for tester</b>						
<b>Browser used for testing</b>	Chrome	Firefox - Yes	Internet Explorer (7/8)	Opera	Safari	Other, Please specify

<b>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</b>			
<b>According to its self-declaration:</b>			
	<i>Yes (relevant quote from the self-declaration)</i>	<i>No info provided in the self-declaration</i>	<i>Not applicable<sup>1</sup> to this SNS (relevant quote from the self-declaration)</i>
Does the provider include information on terms of use in their self- declaration?	It makes reference to them  <i>YouTube's terms of use require all users to abide by our Community Guidelines before uploading videos.</i>		
Does the provider include information on safety in their self- declaration?	Yes – in various places, see later sections		
Does the provider include information on privacy in their self- declaration?	Yes – but late in the document  <i>We also offer our users tools to protect their privacy on the site, such as the ability to hide personal information.</i>  <i>YouTube always encourage users to employ a safe approach to personal information and privacy.</i>  <i>When setting up an account, users are advised in the Safety Tips, also accessible from every page, on how to protect their</i>		

<sup>1</sup> If the provider has indicated in the self-declaration an explanation why this optional recommendation is not part of the service, please note that explanation in the 'not applicable' column

	<p><i>identity.</i></p> <p><i>Privacy complaints can be submitted to YouTube through our online tool.</i></p> <p><i>In this context, users are advised about protecting their privacy in the safety tips page clickable from any page on YouTube.</i></p>		
Does the provider state that the safety information is targeted (info specifically targeted at children)?	<p>Yes</p> <p><i>That's why we.... educate children on how to stay safe online.</i></p>		
Does the provider state that the safety information is presented in a prominent way?	<p>It tells you where to find them</p> <p><i>Users are able to access YouTube's Community Guidelines, Help Centre and Safety Tips from every YouTube page</i></p>		
Does the provider state that the safety information is accessible?	<p>Yes</p> <p><i>Users are able to access YouTube's Community Guidelines, Help Centre and Safety Tips from every YouTube page.</i></p> <p><i>All these tools are designed to be self-explanatory and easy to find, but just in case we've also put instructions and guidance on how to use them in our Help Centre.</i></p>		
Does the provider state that the safety information is easy to understand?	<p>Yes</p> <p><i>All of these pages are written in an easy to understand, user-friendly format.</i></p>		

Does the provider state that the safety information is presented in a practical format?	Yes <i>All of these pages are written in an easy to understand, user-friendly format.</i>		
Does the provider state that the safety information provides guidance regarding inappropriate content and conduct and information on the consequences of breaching the Terms of Service?	Yes <i>We have zero tolerance for predatory behaviour, harassment, revealing other users' personal information, or any activity that endangers the safety or privacy of a child.</i>  <i>Users who repeatedly violate our policies will have their accounts terminated.</i>		
Does the provider state that the service includes information on links to educational material and technical controls for parents?	Yes <i>That's why we empower parents with tools to help them choose what content their children see online</i>		
Does the provider state that the service provides advice/link to advice for teachers?		Not really. There is one mention of teachers  <i>YouTube as a video platform is ideal, not only for demonstrating its own safety features, but also for many stakeholders to provide information to parents, teachers and young people how to remain safe online,</i>	

		<i>many of whom we partner with and support.</i>	
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**WITHOUT REGISTERING AS A USER, PLEASE ANSWER THE FOLLOWING QUESTIONS:**

<b>I can find the following information about the SNS on the site itself:</b>	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	Yes							Bottom of page
Safety policy	Yes							Safety Centre Bottom of page
Privacy policy/information	Yes							Bottom of page
Code of conduct <sup>2</sup>	Yes							Community Guidelines Bottom of page
Safety tips/information for children	Yes							In videos
Safety tips/information for parents and carers	Yes							Parents should consider whether to let children watch unsupervised.

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

								Also a section in the safety centre. Parental resources.
Safety tips/information for teachers	Yes							Education resources, right-hand side of safety centre
Links to educational material or organizations active in child safety	Yes							<u>The Internet Watch Foundation (IWF)</u>
Other (according to self-declaration)								

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?
<b>FOR TEACHERS</b>						
Easy to understand?					Teachers not	

Easy to access (less than 15 seconds <sup>3</sup> )?					addressed explicitly	
Exhaustive?						
All material is available in (insert language)						

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

	Yes, very	Sufficiently	Some parts are easy, some parts are difficult	No	Not applicable to this SNS	Comment ?
<b>FOR CHILDREN (&lt;13)</b>						
Easy to understand?	Yes					
Easy to access (less than 15 seconds)?	Yes					

<sup>3</sup>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?		Yes				
All material is available in (insert language)	English					

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

	Yes	No	Comment?
<b>What kind of safety information is provided at this SNS (please choose all that apply)?</b>			
General textual info	Yes		
General audio/video info	Yes		A video automatically starts on what and how to flag (report) things. There are other videos in the safety centre e.g. think before posting something, meeting people offline
Concrete examples (e.g. anecdotes, information on concrete consequences)	Yes		In the sense that the video's show something specific e.g. a

of safety threats etc)			playground fight, what can happen if you post video
Information/tips for children and young people	Yes		They are show in the videos and implied in the text
Information on safety settings of the user's profile		No	
External links/referrals to professional safety organizations and authorities (e.g. Insafe, national hotline, police, health authorities etc.)	Yes		<i>If being cyberbullied, contact <a href="http://www.cybermentors.org.uk">www.cybermentors.org.uk</a>, Samaritans if suicidal; <a href="#"><u>The Internet Watch Foundation (IWF)</u></a></i>

	Yes	Yes, but it is difficult to understand for children/young people	No/I cannot find this info	N/A to this SNS	Comment?
<b>In their terms of service/use and/or codes of conduct does the SNS clearly list the following:</b>					
Content that is not allowed on the social network (e.g. pornographic or racist content)	Yes				Nude, sexual, hate speech
Conduct (behavior/actions) that is not allowed (e.g. bullying, harassment, racist comments)	Yes				Bullying
Consequences of engagement in prohibited behaviour/actions (e.g. your user profile/messages/ photos might be deleted, or police contacted)	Yes				Under community guidelines violations: Account can be terminated
Age requirements	Yes				13

<b>Is there any information provided on specific risks regarding using online services?</b>	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	Yes			Videos containing minors should never be sexually suggestive.  Also 'be advised that we work closely with law enforcement and we report child exploitation'
Hate speech	Yes			In video
Pornography or sexual content	Yes			In video
Violence	Yes			In video
Inappropriate contact from adults with a sexual interest in children	Yes			In the video, tips on what to do if meeting some offline
Bullying	Yes			Text and video on what to do

Divulging personal information	Yes			There are various warnings about what not to do, including in the images posted on YouTube
Posting sexually provocative photographs	Yes, sexual videos			In video
Information on self-harm actions (anorexia, suicide etc)		Nothing explicit		
Other, please list:	Not gory content, content that incites violence,  <i>Don't post videos showing reckless or dangerous conduct like substance abuse, under-age drinking and smoking, or dangerous driving.</i>			In video

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

**According to its self-declaration:**

<b>Recommendation:</b> Limit exposure to potentially inappropriate content and contact. For example:	<b>Yes (relevant quote from the self-declaration)</b>	<b>No info provided in the self-declaration</b>	<b>Not applicable to this SNS (relevant quote from the self-declaration)</b>
Does the provider outline in the self-declaration how it is made clear to users when services are not appropriate for children and young people?	Yes <i>Content deemed “age-restricted” after staff review is only viewable by signed-in users who represent that they are 18 years of age and older and who’ve clicked through a warning message.</i>		
Does the provider outline in the self-declaration how it is made clear to users where a minimum registration age applies?	Yes <i>Users under the age of 13 are prohibited from using YouTube</i>		
Does the provider in their self-declarations outline the steps taken to deny access under-age users from their services?	Yes <i>If, upon registration a user puts a birth-date in under that age, they will be refused use of YouTube</i>		
Does the provider in their self-declarations outline the steps taken to deleting under-age users from their services?		No	
Does the provider in their self-declarations outline the steps taken to prevent users from attempting to re-register with a different age if they have previously been rejected for being below the minimum age (if their terms require a minimum age)?	Yes <i>In order to prevent a young person from trying to create a new account with an older birth-date, YouTube places a cookie on the users browser preventing the user attempting to register with a different age.</i>		
Does the provider in the self-declaration indicate how compliance with minimum age requirements is promoted (within technical and legal constraints)?		No – apart form the registering of date of birth noted above	

Does the provider in the self-declaration outline how uptake of parental controls is promoted on the service?		No	
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?	See below under 'other means' for violations removing material from browse pages		
Does the provider in the self-declaration outline that certain professionally produced content is only shown at particular times of the day?		No	
Does the provider in the self-declaration outline other means they have employed to limiting exposure to potentially inappropriate content?	<p>Yes</p> <p><i>Millions of users report potential violations of our Community Guidelines by selecting the "Flag" link when they encounter inappropriate content. Users are able to select from a list of over a dozen reasons for flagging a video and are given the opportunity to provide additional information, such as the specific time when the objectionable material appears in the video.</i></p> <p><i>In order to make it less likely for users to stumble upon this type of content it are excluded from certain listings and areas of the site such as the "most Viewed" page. YouTube have implemented automated systems to help classify content based on their content and meta-data and where videos are determined to be unsuitable for younger viewers, such content is demoted in browse pages for example.</i></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>No</p>	<p>Not mentioned in the self-declaration, though in practice one can block contacts</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	Yes				
Statement that I am above a certain age (e.g. by ticking a box)			No		
E-mail verification*/address for e-mail verification	Yes				When you first apply for a Google or YouTube account you provide an email and it sends you the final link there.
<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)		No			

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				Yes – the only comment is <i>'based on the information submitted'</i>		
Sign up again as a 15 year old child using 06.06.94 as date of birth		Yes – when I was an 11 year old pretending to be a 15 year old, although I had to provide an email address not known to Google.				It did not seem to put a cookie on my PC that was organised to stop this tactic
IF PREVIOUS ATTEMPTS ARE REFUTED: Sign up again as a 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.<sup>4</sup> IF THIS DOES NOT WORK, PLEASE CHANGE COMPUTER AND LOG IN AGAIN.

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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				This is correct – I was refused as an 11 year old, but managed by ‘pretending’ to be a 15 year old and offering an email verification address unknown to Google		
A 15 year old user	Yes					
No need to sign in, access open						

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

<b>Parental control tools</b>	Yes, I can find it on the site <sup>5</sup>	No/I cannot find this info	N/A to this SNS	Comment?
Does the SNS provide any parental control tools?	Yes			In the parents section of the <i>safety centre</i>

<b>As a parent:</b>	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	Yes			In the parents section of the <i>safety centre</i>
I can easily understand how to use the available parental control tools.	Yes			There is extra information not in the self-declaration about the age of child issue:  <i>If a user's video gets flagged and, upon review, we determine that the user has inaccurately stated their age during the account creation process, we will suspend their account</i>
I can monitor my child's activities on the SNS.	Yes, through checking their			You can check what videos the child has viewed, by looking at 'history' on their account. But  <i>If you don't see any videos in their viewing history, it's possible that</i>

<sup>5</sup> If yes, please answer the following set of questions about parental control tools

	account. But the child can get around this – see comment			<p><i>they've removed what they've viewed by clicking the "Clear Viewing History" button located on the <a href="#">History</a> page.</i></p> <p><i>Another thing you can do is check out your child's favorites and which YouTube channels they are subscribed to. These can give you clues about what they are watching on the site</i></p>
I have to verify my child's profile over the email before it can be used.		Cannot find		
I consider available parental control tools efficient.	Yes – ultimately you can shut down the access, but it takes some effort- that seems reasonable			<p>There is reasonably advice that the best thing to do is talk to the child.</p> <p>Also:</p> <p><b><i>How can I control what comments or content my children see?</i></b></p> <p><i>Our "Hide Objectionable Words" feature is one option. It helps block profanity, sexually suggestive language, and racial slurs for those users who prefer not to see them. Users can opt into this feature by clicking on "Options" next to the Comments header and checking the "Hide Objectionable Words" box. Users can also choose to hide comments altogether by clicking on "Hide Comments." Your preferences will remain in place until you change them on your browser.</i></p> <p><b><i>Can you remove my child's channel from YouTube?</i></b></p> <p><i>As a first step, speak with your teen directly about editing or removing videos, comments, or profile information that you feel is inappropriate. This is usually the easiest and fastest way to address inappropriate content posted by your child. Talking with your child can also give you the opportunity to learn more about his or her interactions on YouTube. If you would still like our assistance in removing your child's account, fax proof of guardianship (birth certificate or other identification that</i></p>

				<i>proves guardianship) to YouTube using the following fax number: +1 650-253-0001.</i>
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<b>Principle 3: Empower users through tools and technology</b>			
<b>According to its self-declaration:</b>			
<b>Recommendation:</b> Employ tools and technologies to assist children and young people in managing their experience on their service. For example:	<b>Yes (relevant quote from the self-declaration)</b>	<b>No info provided</b>	<b>Not applicable to this SNS (relevant quote from the self-declaration)</b>
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?			<i>YouTube does not have profile pages in the same way as social networking services. As mentioned before YouTube is a platform for sharing user created content rather than sharing a social profile of one's self. Rather YouTube users have 'Channels' on which to place their videos and view other's videos. Users come to YouTube to view and share videos and so when they're doing a search on the service it is not to find other people's 'profile pages' but to look for videos. Nonetheless YouTube does provide users with a variety of tools and advice to help them protect their privacy and to control how others interact with their videos.</i>
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?	Although not set to private - Note  <i>Users are able to add some personal information on their channel should they choose to do so. In fact, the default information on a users channel shows the user name, not their actual</i>		See above

	<i>name, but the user and channel name that is chosen when the user signs in.</i>		
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?		No	See above
Does the provider indicate in the self-declaration that users have the option to allow only direct friends to post comments and content to their profiles?	Yes  <i>Users can also choose to only share a video between a certain number of friends or family members</i>		
Does the provider indicate in the self-declaration that users have the option to delete unwanted comments of other users?	They can 'post-moderate' comments – which implies delete. Some quote in next box below.		
Does the provider indicate in the self-declaration that users have the option to pre-moderate comments from other users?	Yes  <i>When a user uploads a video they can choose whether or not to allow other users to make comment on it, or to pre-moderate comments before allowing them to become public or to post-moderate comments.</i>		
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 – contact is not mentioned	

		explicitly, but implied under conduct, below	
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?	Yes  <i>Users can also report abuse for violation of privacy, harassment, and cyberbullying.</i>		
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. It mentions parents are given tools, but does not say how they are educated	
Does the provider address in the self-declaration how to delete profiles?		No	

<b>On the Social Networking Site, I can find information on:</b>	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;	Yes			There is a <i>Help and Safety Tool</i>
The possibility to block other users from contacting me (or reject friendship requests);	Yes			Advice in the right hand side of the <i>safety centre</i>
The possibility to specify who or which groups of users can contact me (defined by age, gender, etc.);		No		
Restrictions on search options for profiles (e.g. not able to search for minors);	Yes			Under help, searching for videos, the filter is explained

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	Yes					<p>If you search for profile you can get advice on how to manage this.</p> <p>NB When you want to change details, you move out of YouTube to Google accounts. All the description is then of Google profiles rather than YouTube profiles</p>
I am able to delete/remove pictures on my profile				The instruction said you can add pictures, it did not say anything about removing them. In practice,		The details of what to do are no longer quite correct – it looks as though things have changed on the screen since

				I could not add a picture that was on my computer.		these instructions were provided
I am able to delete/remove postings I have put on other peoples profile				Does not say		
I am able to delete/remove pictures I have put on other peoples profile				Does not say		

<b>On my user profile:</b>	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			No			In the instruction it says: <i>You can now decide who can comment on your channel.</i>
Only my friends can post comments on my profile			No			See above

<b>When signed in to my user profile:</b>	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		Yes				The statistics concerning usage appear to be visible by default (e.g. when joined, last signed in , videos watched) – the default says, let some activities be visible
My personal information is visible only to my friends			No. Depends on setting			See below
I have to change settings for my personal information to be visible to other users		I have to change my settings for some info to become visible				The description says: <i>This information is not public. You decide who can view it. Enter your contact information here and then specify which people can see it.</i>
I have control over the display of my online status (if other people can see if I am online				It does not say		

<b>When I am about to upload a photo/publish information on my profile I get:</b>	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		No			On the one hand there is advice in the safety tips section, but if I am in the profile section and about to add information, at that point there is no warning
Safety tips and/or guidance about uploading the photo onto my profile		No			See above

<b>When signed in to my user profile:</b>	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					N/A	You cannot share or tag

posted on other people's profiles							pictures
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<b>If I wish to delete my profile:</b>	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.		No			It took some time to find this option
There is a clear link/button provided for deleting/deactivate my profile.	Yes				In My account
I can only deactivate my profile but not completely delete it.	Yes				It says 'delete' rather than deactivate
The provider provides information about what personal information the SNS collects/retains after deleting/deactivating my profile.		No			

The provider provides information about how the personal information is/may be used once I delete/deactivate my profile.		No			
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<b>Principle 4: Provide easy-to-use mechanisms to report conduct or content that violates the terms of service</b>		
<b>According to the self-declaration:</b>		
	<b>Yes (relevant quote)</b>	<b>No)</b>
Does the provider indicate in the self-declaration that a mechanism for reporting inappropriate content, contact or behavior is provided?	Yes  <i>Millions of users report potential violations of our Community Guidelines by selecting the “Flag” link when they encounter inappropriate content. Users are able to select from a list of over a dozen reasons for flagging a video and are given the opportunity to provide additional information, such as the specific time when the objectionable material appears in the video.</i>  <i>Users can also contact us directly with privacy or harassment complaints and other policy violations through our Help &amp; Safety Tool.</i>	
Does the provider indicate in the self-declaration that reporting mechanisms are easily accessible to users at all times?	Yes, if reports are being reviewed all the time it implies one can make them all time.  <i>Dedicated YouTube staff review videos 24 hours a day, seven days a week.</i>	
Does the provider indicate in the self-declaration that the reporting procedure is easily understandable?		No
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?		No
Does the provider indicate in the self-declaration that reports are acted upon expeditiously?	<p>Yes</p> <p><i>Every flagged video is promptly reviewed for compliance with our Community Guidelines.</i></p> <p><i>Videos which are flagged or reported through the Help &amp; Safety tool are reviewed within the hour and dealt with appropriately.</i></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?		No

<b>Principle 5: Respond to notifications of illegal content or conduct</b>			
<b>According to the self-declaration:</b>			
	<b>Yes (relevant quote)</b>	<b>No info provided</b>	<b>Not applicable (relevant quote)</b>
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?	<p>It does not explicitly say anything in detail about removal, but discusses how to block it once it has been removed.</p> <p><i>We use digital hashing technologies to prevent the re-upload of files that have been removed.</i></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	<p>Yes</p> <p><i>Activities that are criminal or content that demonstrates</i></p>		

<p>enforcement bodies and/or hotlines?</p>	<p><i>threats of imminent harm are reported to relevant law enforcement agencies</i></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>Yes</p> <p><i>We respond proactively to threatening situations and report all instances of child exploitation to the National Center for Missing and Exploited Children (NCMEC).</i></p> <p><i>You Tube's Help Centre also has a section on Safety Resources which includes contact information to report issues to local organisations such as Suicide Hotline, National Centre for Missing and Exploited Children (NCMEC) and the Anti-Defamation League.</i></p>		

On the Social Networking Site					
When signed into my user profile I can find:	Yes, (available all the time)	Difficult (more than 15 seconds)	No, I cannot find it	N/A to this SNS	Comment?
a link/information on where to report other users that bothers me /violations of terms	Yes				There is <i>Help and Safety tool</i> – then you have to go through menus (Maybe takes slightly more than 15 seconds, but not difficult)
a link/information on where to report content that bothers me/violations of terms	Yes				The Flag videos link is prominent in the <i>Safety Centre</i>
Information on how to block a friend/contact request	Yes				<i>Safety centre</i>
A link/tool where I can report abuse/violation of terms is visible at all times when I am signed into the SNS	Yes				<i>Safety Centre</i> is at the bottom of the page

<b>When signed in to my user profile:</b>	Yes	No	I do not know/it does not say	N/A	Comment?
I can block a friend	Yes				The block users link is prominent in the <i>Safety Centre</i>
I can decline a contact request	It's implicit				It tells you how to request and contact and makes it clear that this person then has to accept before they are a 'friend'

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)	Yes			There are different mechanisms for different types of reporting – e.g. content of videos vs. hate speech
Is difficult to find (more than 15 seconds)		No		It's just a few clicks
Sends a notification/receipt to the user when a report has been sent	Yes It does not say 'report has been sent', but see below under 'gives feedback' – i.e. it acted on the report			The menu then takes you through options (e.g. being harassed), asks the username of the person doing this, and asks you to click on how they are harassing you (I submitted the adult persona). But there is nowhere to submit the specific wording for the test.
Sends information to the user on how a report will be handled			See above	
Gives feedback to the user about the report/result? If so, how long did it take:	The system immediately checked various channels (e.g. comments on videos, responses to videos, comments on channels) and reported that there had been no such comments.			

<b>Principle 6: Enable and encourage users to employ a safe approach to personal information and privacy</b>			
<b>According to the self-declaration:</b>			
<b>Recommendation</b>	<b>Yes (relevant quote from self-declaration)</b>	<b>No info provided</b>	<b>Not applicable (relevant quote)</b>
Does the provider indicate in the-self declaration that a range of privacy setting options are provided for users?	<b>Yes, this is implied</b>  <i>We also offer our users tools to protect their privacy on the site, such as the ability to hide personal information, make videos private, or share videos selectively with family and friends.</i>		
Does the provider indicate in the self-declaration that privacy options are supported by information that encourage users to make informed decisions about the information they post online?	Yes  <i>Users are advised about protecting their privacy in the safety tips page clickable from any page on YouTube.</i>		
Does the provider indicate in the self-declaration that privacy options are prominent in the user experience?			'Prominent in the user experience' means 'important for the user' – I am not sure how applicable this is. The declaration does not volunteer such a statement
Does the provider indicate in the self-declaration that privacy options are accessible at all times?	It does not explicitly say 'at all times. But it does say the various privacy options are on the site, the implication being that they are available at all times (which		

	they are)		
Does the provider indicate in the self-declaration that the implications of automatically uploaded information provided during registration onto profiles have been considered?		No, but the initial profile that is generated is limited: only the username, date of joining and country appear	
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, but see above	
Does the provider indicate in the self-declaration that when information is automatically uploaded to profile users are able to edit and make public/private that information where appropriate?		No, but see above	
Does the provider indicate in the self-declaration that users are able to view their privacy status or settings at any given time?		No, but see above	
Does the provider address in the self-declaration the issue of third party applications?	Yes  <i>Users can also have the option to prevent videos being embedded on 3rd party pages, to prevent other sites from putting the user's video elsewhere on the web.</i>		

	Yes	No	I do not know/it does not say	N/A	Comment?
<b>When signed in to my user profile:</b>					
I can easily change my privacy settings.	Yes				e.g. I can go to <i>google accounts</i> and allow only friends to send messages or see my videos, I can change what information is visible (e.g. statistics on use)
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.				N/A There are no 3 <sup>rd</sup> party applications on YouTube	

	Yes	Yes, but optional	No	I do not know/it does not say	N/A	Comment?
<b>When registering<sup>6</sup> to the SNS I am asked to provide the following personal information</b>						
Age	Yes					Date of birth

<sup>6</sup> 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)

Education			No			
e-mail	Yes					
Gender	Yes					
Home address			No			
Nationality			No			
School or workplace			No			
Parents' e-mail			No			
Personal security/identification number			No			
Phone number			No			
Picture of yourself			No			
Political sympathies			No			
Real name (first and last)			No			
Real name (only first)			No			
Religion			No			
Other, please specify...						

Please list which personal information that you used for registration was automatically inserted into your profile <sup>7</sup>	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	Age was inserted in the adult profiles			The point where you click to see the profile was not immediately obvious – I only found it when it was pointed out by the provider after the test. The profile option appears when you move the cursor over the user name
Education		No		
e-mail		No		
Gender		No		
Home address		No		
Nationality		No		
Parents' e-mail		No		
Personal security/identification number		No		
Phone number		No		

<sup>7</sup> 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.

Picture of yourself		No		
Political sympathies		No		
Real name (first and last)		No		
Real name (only first)		No		
Religion		No		
School or workplace		No		
Other, please specify..	Nickname/user name, when joined, when last signed in, number of videos viewed, country			

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		No		<p>You can search for <i>Active users who have uploaded more than 2 public videos.</i></p> <p>BUT you can't search by profile details.</p> <p>If you search for videos, you see a persons (nick)name. Click on this and you find (by default) joined, when last signed in, number of videos watched and then any extra information they volunteered e.g. hometown, county, occupation, hobbies, website URL etc. I found some profiles that looked like children – they did not</p>

				provide the age.
I am able to search for users /user profiles that are 16 years old or younger		No		See above
I am able to search for users /user profiles that are 12 years or younger		No		See above
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		No		See above

<b>Principle 7: Assess the means for reviewing illegal or prohibited content/conduct</b>			
<b>According to the self-declaration:</b>			
	<b><i>Yes (relevant quote from the self-declaration)</i></b>	<b><i>No info provided</i></b>	<b><i>Not applicable (relevant quote from the self-decl)</i></b>
Recommendation: Promote compliance with the Terms of Use, Acceptable Use Policy and/or House Rules. For example, by employing:			
Does the provider in the self-declaration indicate that it employs human and/or automated forms of moderation?	<p>Yes</p> <p><i>Because it is not possible to proactively review this much content, we have developed an innovative and reliable community policing system that involves our users in helping us enforce You Tube’s rules. Millions of users report potential violations of our Community Guidelines by selecting the “Flag” link when they encounter inappropriate content. Users are able to select from a list of over a dozen reasons for flagging a video and are given the opportunity to provide additional information,</i></p>		

	<p><i>such as the specific time when the objectionable material appears in the video.</i></p> <p><i>YouTube have implemented automated systems to help classify content based on their content and meta-data and where videos are determined to be unsuitable for younger viewers, such content is demoted in browse pages for example.</i></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>Yes</p> <p><i>YouTube have implemented automated systems to help classify content based on their content and meta-data and where videos are determined to be unsuitable for younger viewers, such content is demoted in browse pages for example.</i></p>		
Does the provider in the self-declaration indicate that it employs community alerts?			Not clear what 'community alerts' means
Does the provider in the self-declaration indicate that it responds to user-generated reports?	<p>Yes</p> <p><i>Videos which are flagged or reported through the Help &amp; Safety tool are reviewed within the hour and dealt with appropriately</i></p>		
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	