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Social Media Sites

Most websites have a way for you to ask them to remove ‘content’ – like videos, pictures, comments or profiles – that upsets you. This is called making a ‘report’.

It’s important to know that making a report doesn’t mean the content will definitely be removed. Most websites have a set of rules which they expect people using their site to obey. Websites will only take content down if they break these rules.

Here’s an overview of the rules and how to report content for the most popular social networks and messaging apps:

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Facebook

Rules / 'Community Standards'

<https://www.facebook.com/communitystandards>

- **Violence and Threats:** Facebook removes content and may escalate to law enforcement when they perceive a genuine risk of physical harm or a direct threat to public safety.
- **Self-harm:** they remove any promotion or encouragement of self- mutilation, eating disorders or hard drug abuse.
- **Bullying and Harassment:** they will take action on all reports of abusive behavior directed at private individuals.
- **Hate Speech:** they do not permit individuals or groups to attack others based on their race, ethnicity, national origin, religion, sex, gender, sexual orientation, disability or medical condition.
- **Graphic Content:** they remove graphic images shared for sadistic effect or to celebrate or glorify violence.
- **Nudity:** they have a strict policy against the sharing of pornographic content and any explicitly sexual content where a minor is involved. They also impose limitations on the display of nudity.
- **Identity and Privacy:** refrain from publishing the personal information of others without their consent.
- **Intellectual Property:** when sharing content on Facebook ensure you respect copyrights, trademarks, and other legal rights.
- **Regulated Goods:** it is not permitted to complete transactions involving regulated goods.
- **Phishing and Spam:** respect members by not contacting them for commercial purposes without their consent.
- **Security:** do not attempt to compromise other users' privacy or security, including those that use fraud or deception.

Reporting

<https://www.facebook.com/help/181495968648557/>

The best way to report abusive content or spam on Facebook is by using the Report link that appears near the content itself.

For profiles: go to the profile, find the menu on the bottom right of the cover photo, select 'Report' and follow the on-screen steps

For posts: on the drop down menu click 'I don't want to see this' and follow the on-screen steps

For photos and videos: click on the 'Options' tab and then 'Report Photo' or 'Report Video'

For messages: Click on the drop down box in the top right corner and select 'Report Spam or Abuse'

Youtube

Rules / 'Community Guidelines'

http://www.youtube.com/t/community_guidelines

- Do not post pornography or sexually explicit content.
- Don't post videos which encourage others to do things that may cause them to get badly hurt.
- It's not okay to post violent or gory content that's primarily intended to be shocking, sensational or disrespectful.
- Don't post gross videos of accidents, dead bodies or similar things intended to shock or disgust.
- Respect copyright. Only upload videos that you made or that you are authorised to use.
- Youtube does not support content that promotes or condones violence against individuals or groups based on race or ethnic origin, religion, disability, gender, age, nationality, veteran status or sexual orientation/gender identity.
- Predatory behavior, stalking, threats, harassment, intimidation, invading privacy, revealing other people's personal information and inciting others to commit violent acts or to violate the rules are taken very seriously.
- Don't create misleading descriptions, tags, titles or thumbnails in order to increase views.

Reporting

<http://www.youtube.com/yt/policyandsafety/en-GB/reporting.html>

You can flag a video for YouTube staff to review by clicking 'More' which is located below the video player. Then click 'Report' and follow the on-screen steps

Instagram

<https://help.instagram.com/477434105621119/>

Rules / 'Community Guidelines'

- Don't share photos or videos that are not yours - respect their copyright ownership.
- Do not post nudity or mature content of any kind.
- Don't share photos or videos of illegal content.
- Don't spam.
- Do not abuse, attack, harass or impersonate others.
- Don't promote or glorify self-harm.

Reporting

<https://help.instagram.com/477434105621119/>

Send a report via this link: <https://help.instagram.com/contact/383679321740945>

Follow the on-screen steps – ensure you include image or video descriptions & dates, URLs and valid usernames.

Tumblr

Rules / 'Community Guidelines'

<http://www.tumblr.com/policy/en/community>

What Tumblr is not for:

- Malicious Speech. Don't encourage violence or hatred on the basis of things like race, ethnic origin, religion, disability, gender, age, veteran status, or sexual orientation.

- Harm to Minors. Be thoughtful when posting anything involving a minor.

Don't post or solicit anything relating to minors that is sexually suggestive or violent.

- Promotion or Glorification of Self-harm. Don't post content that actively promotes or glorifies self-harm.

- Gore, Mutilation, Bestiality, or Necrophilia. Don't post gore just to be shocking.

- Unflagged Blogs. If you regularly post sexual or adult-oriented content, flag your blogs so Tumblr can screen your blog's content from Tumblr users who would prefer not to see such material.

- Uploading Sexually Explicit Video. Please don't use Tumblr's Upload Video feature to upload sexually explicit video.

- Non-Genuine Social Gesture Schemes. Don't participate in schemes to drive up non-genuine Follows, Likes, Reblogs, etc.

- Deceptive or Fraudulent Links. Don't post deceptive or fraudulent links in your posts.

- Misattribution or Non-Attribution. Make sure you always give proper attribution and include full links back to original sources.

- Username/URL Abuse or Squatting. Don't squat, hoard or accumulate Tumblr usernames/URLs.

- Spam. Don't spam people.

- Mass Registration or Automation. Don't register accounts or post content automatically, systematically, or programmatically.

- Unauthorised Contests, Sweepstakes, or Giveaways. Please follow their guidelines for contests, sweepstakes, and giveaways.

- Themes Distributed by Third Parties. To ensure the safety and stability of Tumblr's blog network, it's important that themes are distributed through tumblr.com/themes.
- Copyright or Trademark Infringement. Respect the copyrights and trademarks of others.
- Confusion or Impersonation. Don't impersonate anyone.
- Harassment. Don't attempt to communicate with someone who has asked you to stop.
- Privacy Violations. Don't use Tumblr to deceptively obtain personal information.
- Disruptions, Exploits, or Resource Abuse. Don't attempt unauthorised use, disruption, or exploitation of Tumblr.com or their other products and services.
- Unlawful Uses or Content. Tumblr is not a place for illegal behavior, including fraud, phishing, or illegally inciting violence.

Reporting

Report to Tumblr by email: support@tumblr.com

Use the keyword "harassment" in your title and in your email. Take a screen grab as evidence and attach it to your email.

Put your Tumblr link and the details of the person harassing you in the email – give as much detail as possible.

Vine

Rules

<https://vine.co/rules>

- Impersonation: Accounts portraying others in a manner that does or is intended to mislead, confuse, or deceive others may be permanently suspended.
- Trademark: Use of a company or business name, logo, or other trademark-protected material in a manner that misleads or confuses others with regard to its brand or business affiliation may be considered a violation.
- Private information: You may not publish or post other people's private and confidential information.
- Sensitive Media: Sensitive media, such as nudity or mild violence, may be subject to certain limitations, including but not limited to warnings to users and restrictions preventing that content from appearing in Vine Channels.
- Explicit Graphic Content: You may not publish or post explicit violent or otherwise graphic content.
- Pornography and Sexually Explicit Content: You may not post content that is pornographic or sexually explicit.
- Threats: You may not publish or post content that is intended to incite others to commit violence, mocks victims of violence, or includes a direct and specific threat of violence to others.
- Copyright: They will respond to valid and complete notices of alleged copyright infringement.
- Unlawful Use: You may not use their service for any unlawful purposes or in furtherance of illegal activities.
- Misuse of Vine Badges: You may not use a Verified Account badge unless it is provided by Vine.
- Serial Accounts: You may not create serial accounts for disruptive or abusive purposes.
- Profile URL Squatting: You may not engage in profile URL squatting.
- Invitation Spam: You may not use any of the "Find People" (address book contact importer, Twitter contact importer, invite via email, and invite via text) or "Share" features to send repeat, mass invitations.
- Selling Accounts: You may not purchase or sell Vine accounts.

- Malware/Phishing: You may not publish or link to malicious content intended to damage or disrupt another user's browser or computer, or to compromise a user's privacy or login information.

- Spam: You may not use the Vine service for the purpose of spamming anyone.

Reporting

You can report content which violates the above rules via an online form:
<https://support.twitter.com/forms/vine> or email: abuse@tumblr.com

Twitter

Rules

<https://support.twitter.com/articles/18311#>

- Impersonation: You may not impersonate others through the Twitter service in a manner that does or is intended to mislead, confuse, or deceive others.
 - Trademark: Twitter reserves the right to reclaim usernames on behalf of businesses or individuals that hold legal claim or trademark on those usernames. Accounts using business names and/or logos to mislead others may be permanently suspended.
 - Private Information: You may not publish or post other people's private and confidential information.
 - Violence and Threats: You may not publish or post direct, specific threats of violence against others.
 - Copyright: Twitter will respond to clear and complete notices of alleged copyright infringement.
 - Unlawful Use: You may not use their service for any unlawful purposes or in furtherance of illegal activities.
 - Misuse of Twitter Badges: You may not use badges, such as but not limited to the Promoted or Verified Twitter badge, unless provided by Twitter.
 - Pornography: You may not use obscene or pornographic images in either your profile photo, header photo, or user background.
 - Serial Accounts: You may not create multiple accounts for disruptive or abusive purposes.
 - Targeted Abuse: You may not engage in targeted abuse or harassment.
 - Username Squatting: You may not engage in username squatting.
 - Invitation Spam: You may not use Twitter.com's address book contact import to send repeat, mass invitations.
 - Selling Usernames: You may not buy or sell Twitter usernames.
 - Malware/Phishing: You may not publish or link to malicious content intended to damage or disrupt another user's browser or computer or to compromise a user's privacy.
 - Spam: You may not use the Twitter service for the purpose of spamming anyone.
- Reporting

To flag media content: click icon for menu, then select 'Block or Report' and follow the on-screen steps.

To report an individual: click icon for menu, select 'Report Tweet', choose one of the options and then press 'Submit' or 'Next'.

Twitter is not directed to persons under 13, to report a minor: send an email to: privacy@twitter.com

Ask.fm

<http://ask.fm/about/policy/abuse-policy>

Rules / 'Terms and Policies'

Things which are not allowed on their site:

- Bullies and bullying
- Trolls and trolling
- Writing rude or mean questions or comments, or anything that upsets or embarrasses someone else
- Posting horrible, disgusting or distressing pictures or videos
- Anything pornographic, sexually explicit or violent
- Threatening behaviour
- Racist behaviour or anything which attacks someone's race, religion or sexuality
- Anything which is illegal
- Spreading lies about anyone or saying or posting anything which you know to be untrue
- Sending people spam
- Posting things which don't belong to you or which you have no right to post
- Spreading viruses
- Trying to get hold of any personal or private information
- Pretending to be someone you're not
- Posting anything which could damage or harm you or anyone else

Reporting

When you move your mouse over any post on someone else's profile, you will see an option to like the post and also a drop down arrow which allows you to report the post for one of four reasons.

- Spam or Scam
- Hate Speech
- Violence
- Pornographic Content

Kik Messenger

Rules

<http://kik.com/legal/>

You agree not to upload or distribute content that:

- Is false, intentionally misleading or impersonates any other person
- Contains pornography or nudity
- Contains graphic or gratuitous violence
- Promotes discrimination, hatred or harm against a group or individual
- Is harmful to minors in any way
- Constitutes unauthorised advertising, junk mail or spam
- Is intended to damage or alter a computer system or data

You agree not to use the site to:

- Harass, abuse or threaten others
- Collect information or data regarding other users i.e. email addresses
- Interfere with another users use or enjoyment of the site or the products

Reporting

<https://kikinteractive.zendesk.com/entries/23518788-I-m-being-harassed-on-Kik-What-can-I-do->

When you're ready to check out conversations from new people, you'll be able to decide if you want to talk to them, or 'Ignore' them. If you tap 'Ignore', you'll have the option to 'Delete' the conversation, 'Block' the user, or 'Report as Spam'.