



3.5 Years

process for Compliance Review Timeline: Role Tools

Creation of the Application

Deliverables

Figma

User Personas, Mockups, Wireframes, Final Product

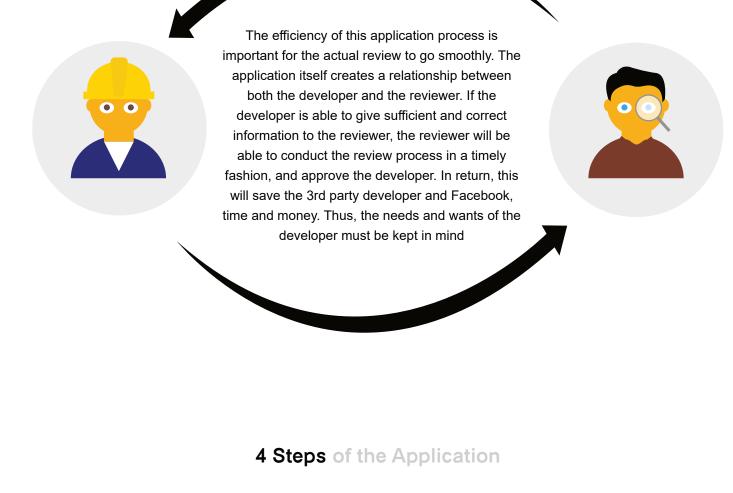
UI UX Designer

happen. But most app's require and depend on a user's data to enhance the user's experience. To combat bad actor apps, Facebook created an application process in which 3rd party developers can acquire data

Problem Statement

Privacy of Data is of up most importance in today's age. When data gets in the wrong hands, bad things can

permissions and features upon approval. As part of the UX team, our job was to create an efficient application process and for 3.5 years we have been working on perfecting it.

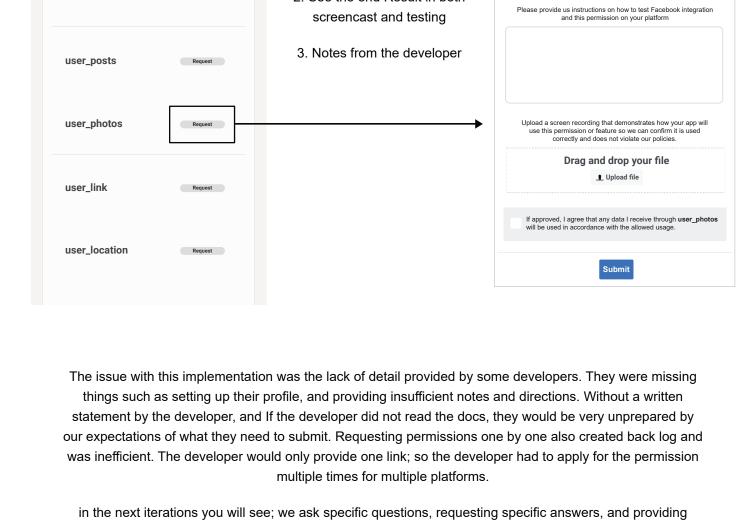


They understood to verify a developer, they needed to;

When the project started, they had engineers to create the form flow. The developer would choose a permission and send a request for the individual permission. Meaning if they wanted to apply for multiple permissions, they would have to request them one by one.

1. Test their Facebook login Please provide us with the link or package in which you want us to test the permission on integration user_videos Request 2. See the end Result in both

Applying for user_photos



Complete App Settings 2. Checklist Review your app settings Make sure that you: Upload your app icon Add your Privacy Policy URL Select app category Once the permissions are chosen, a form

developer docs along the way.

Revising the application process, we implemented a 4 step process

the developer to be prepared for what Complete the following steps: they need to complete for each step. Provide step-by-step instructions on how to access your integration, and any applicable testing credentials

Complete App Verification

Complete Permission Details

How will your app use the user_photos permission? Review the policies for user photos and tell us how you

O Describe how your app uses this permission or feature O Upload screencast showing the end-to-end user

Agree that you will comply with allowed usage

chose to submit for. This implementation was essential for the developer to be able to submit for all the permissions he needs

2. App Settings

Privacy Policy URL

Choose a category

Primary Contact

3. App Verification

App Verification Details

at the same time.

Permissions and Features

appear to complete the checklist. These will be steps 2,3 and 4 to complete.

When clicking on a box, a form modal will

will be presented with 3 checklist boxes.

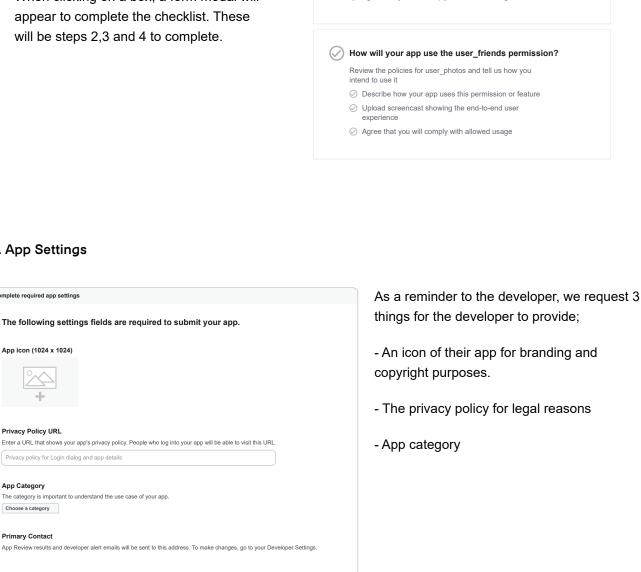
We wanted to display it as a checklist for

As you can see from the form, there are multiple permissions that the developer

Complete required app settings The following settings fields are required to submit your app.

Enter a URL that shows your app's privacy policy. People who log into your app will be able to visit this URL

The category is important to understand the use case of your app



If the developer has not yet provided

structure a written instruction. We

instruct the developer as much as

possible to provide every credential, and every step to

testing to help our reviewers.

The last step is to provide the

and agree to the terms and

conditions per policy.

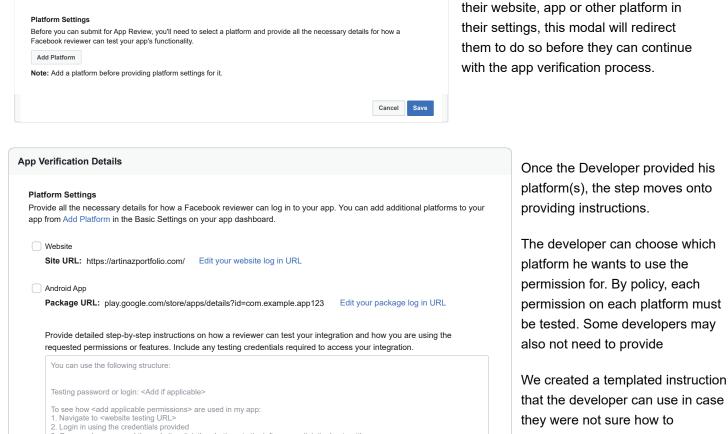
permission details. Developer must explain what their usage of the

permission is within their platform. They also must provide a screencast

Cancel Save

Niranjan is on of the engineers working at Meta, directly working on the Facebook app. Niranjan's understand languages to build web and Android Apps; React and React

user_videos



Cancel Save

Upload a screen recording that demonstrates how your app will use this permission or feature so we can confirm it is used correctly and does not violate our policies. For more information, visit the Screen Recordings guide and Developing for Success video. Drag and drop your file 1 Upload file

Please provide a detailed description of how your app uses the permission or feature requested, how it adds value for a person

3. Once you've accessed the website, click the <button> in the left nay, or click the Login with

Note: Do not provide your personal Facebook account credentials.

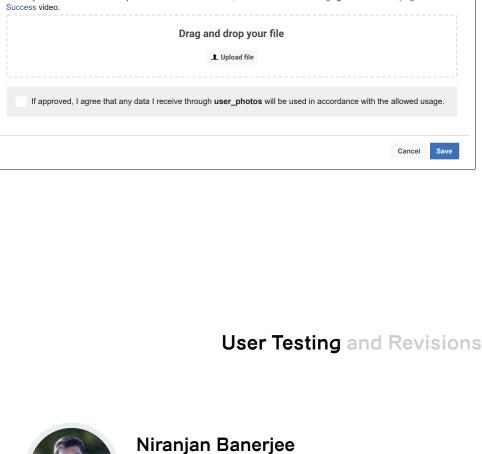
ebook button from the entry page.

4. Permission Details

using your app, and why it's necessary for app functionality. [?]

Tell us why you're requesting user_photos

4. Click Menu, and go to..



Engineer

It is extremely annoying to flip through multiple Docs back and forth to understand

the full usage and requirements for a

Put the full usage description and

Requirements

Standard Access No requirement

Advanced Access

photos for printing. This permission can also be used to provide people with the ability to display their photos with other app users, for example in dating or social apps. It can also be used to provide people with the ability to edit or createn ew photo content based on existing photosi. You may also use this permission to request analytics insights to improve your app and for the provided on the provided provided in the provided provi

markeling or advertising purposes, through the use of aggregated and de-identified or anonymized information (provided such data cannot be re-identified).

Please provide a detailed description of how your app uses the permission or feature requested, how it adds value for a person

Upload a screen recording that demonstrates how your app will use this permission or feature so we can confirm it is used correctly and does not violate our policies. For more information, visit the Screen Recordings guide and Developing for

Drag and drop your file 1 Upload file

Business Verification

permission when applying.

Native, and understands how to use APIs and implement them in apps. We wanted an engineer's perspective of the application flow and his insight would allow us to understand a 3rd party developer who applies for permission in real time.

Request

permission. Displays on hover. user_videos The user_videos permission allows your app to read a list of videos uploaded by a person. (i) Full Description (i) Requirements

Frustration 1

Solution 1

user_posts
The user_posts permission allows your app to access the posts that a user has made on their timeline. The allowed usage for this permission is to enable people to create physical or digital books or albums of their timelines, and to share memories from their timeline on Facebook or on other social apps. You may also use this permission to request analytics insights to improve your app and for marketing or advertising purposes, through the use of aggregated and de-identified or anonymized information (provided such data cannot be re-identified).

Tell us why you're requesting user_photos

Frustration 2

Solution 2

App Verification Details

using your app, and why it's necessary for app functionality. [?]

user_posts

identified).

If approved, I agree that any data I receive through user_photos will be used in accordance with the allowed usage

After collaboration with the policy team, the UX team went ahead and

Does your app use a Facebook authentication solution, like Facebook Login, that the review team can use to login and verify

data directly with Facebook APIs. Please select the option(s) that best describe why a Facebook reviewer can't access of

Describe why a reviewer isn't able to log in to your app to see how you are using the requested permissions or features.

Use this space to provide details on how your app calls data and what it will do with that data once received.

made revisions to the App Verification process.

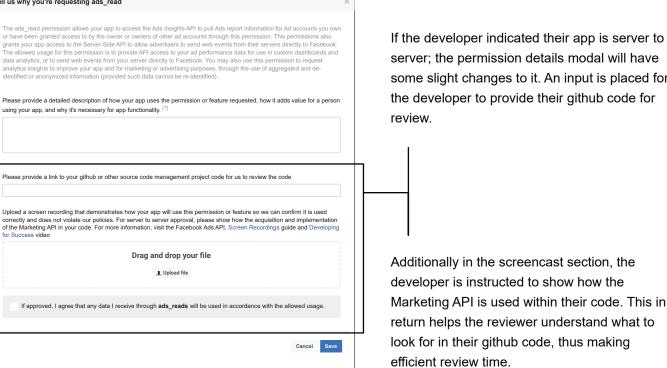
I have a server to server web application that is business to business. The web app is a CMS that is only available to people within the company, it is not available to the public. So therefore i do not

Cancel Save

have a Facebook login integrated to be tested, but i can incorporate the permission and API within my code to generate a result in the user interface. I get continuously rejected for this because the reviewer thinks that a Facebook login is missing, and that the app can be tested for the permissions.

My app doesn't use the Facebook Login dialog. My app posts my own articles, or blog posts, from my website to my own Facebook Page. My app transfers leads from my company's ad account to a database or CRM. Other

No



is defaulted at yes, and the modal will display questions Some apps don't have a clear user interface, or use Facebook Login, because they are server-to-server apps and exchange as previously shown in this case study. If the developer clicks no, the modal will change to questions asking the developer to explain how their app is server to server and to elaborate on that. Cancel Save If the developer indicated their app is server to server; the permission details modal will have some slight changes to it. An input is placed for the developer to provide their github code for

The revision includes a

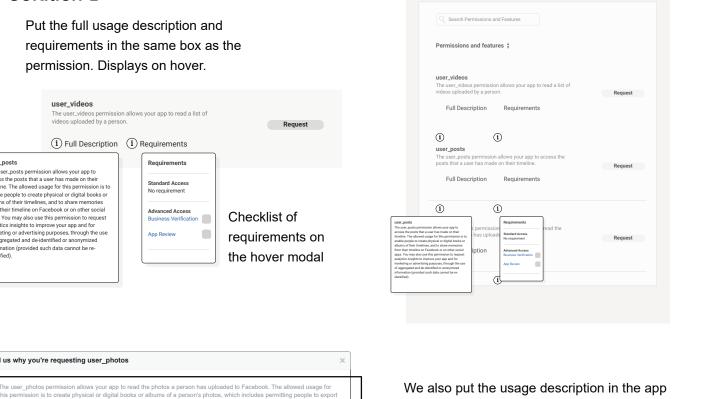
question at the top, asking the developer if their app includes

a Facebook login. The answer



In Conclusion In conclusion, the revising of the application process has created a better efficiency for the entire compliance review process. The revision of the application process with the revision of the review tool has increased the accuracy of the reviewers from 60% to 99%. It has also impacted Consistency positively by

increasing it from 14% to 73%. Because of these revisions, we have a better grip on eliminating bad actor apps and stopping them from having access to user data.



read the usage.

verification step so the developer would not

have to click out or navigate elsewhere to re

Revised Full View

Permissions and Features