

User Identity & Safety Compliance

Age Verification, Reporting & Safety Features

1. Age Verification

1.1 Minimum Requirements

Method	Compliance Level	Implementation
Self-declaration (DOB entry)	Minimum acceptable	Required
Age gate screen	Minimum acceptable	Required
ID verification	Recommended	Optional but encouraged
Credit card verification	Strong	For premium features

1.2 Self-Declaration Implementation

Required elements:

- ■ Date of birth field at registration
- ■ Calculate age and verify ≥ 18
- ■ Clear messaging that app is for adults only
- ■ Block underage users from completing signup

UI Requirements:



1.3 Enhanced Age Verification (Recommended)

Service	Method	Cost	Friction
Jumio	ID document scan	Per verification	Medium
Onfido	ID + selfie match	Per verification	Medium
Veriff	Video-based verification	Per verification	High
Stripe Identity	ID verification	Per verification	Medium

When to require enhanced verification:

- User flagged as potentially underage
- High-risk regions
- Premium feature access (optional)
- User-initiated for trust badge

1.4 Age Verification Audit Trail

Log all age verification events:



2. Reporting & Safety Features

2.1 Report User Functionality

Required implementation:

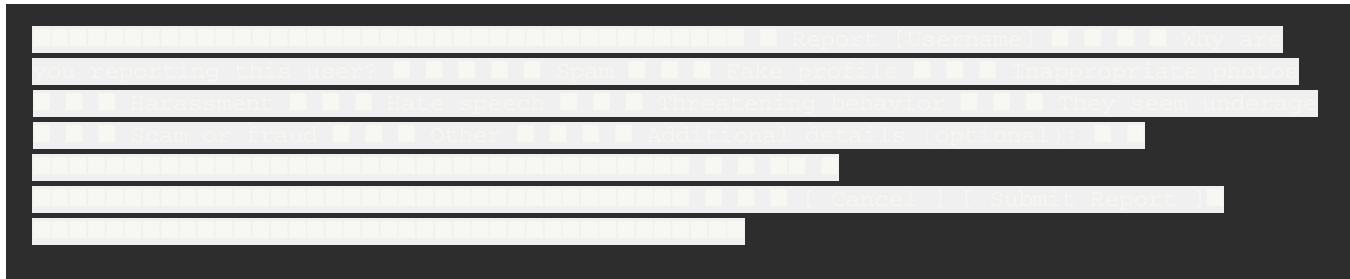
- ■ Report button accessible from user profile
- ■ Report button accessible from chat/messages
- ■ Clear reporting categories
- ■ Optional detail field
- ■ Confirmation of report submission

2.2 Report Categories

Category	Description	Priority

Spam	Promotional content, bots	Medium
Fake profile	Not a real person, catfishing	High
Inappropriate photos	Explicit, offensive content	High
Harassment	Unwanted contact, intimidation	High
Hate speech	Discriminatory language	High
Threatening behavior	Violence, intimidation	Critical
Underage user	Appears to be under 18	Critical
Scam/fraud	Financial scams, phishing	High
Other	Doesn't fit other categories	Medium

2.3 Report Flow UI



2.4 Report Processing SLA

Report Type	Initial Review	Resolution
Underage user	1 hour	4 hours
Threatening behavior	1 hour	4 hours
Hate speech	4 hours	24 hours
Harassment	4 hours	24 hours
Inappropriate content	24 hours	48 hours

Fake profile	24 hours	72 hours
Spam	24 hours	72 hours
Other	48 hours	72 hours

2.5 Report Actions

Finding	Action	User Notification
Confirmed violation	Account suspended	Yes (via email)
Minor violation	Warning issued	Yes (in-app + email)
Repeat violation	Permanent ban	Yes (via email)
Unsubstantiated	No action	No
False report	Note on reporter	No

3. Block Functionality

3.1 Block Requirements

- ■ Block accessible from profile view
- ■ Block accessible from chat
- ■ Immediate effect (no delay)
- ■ Blocked user cannot see blocker's profile
- ■ Blocked user cannot message blocker
- ■ Blocked user doesn't appear in matching
- ■ Block is persistent until manually unblocked

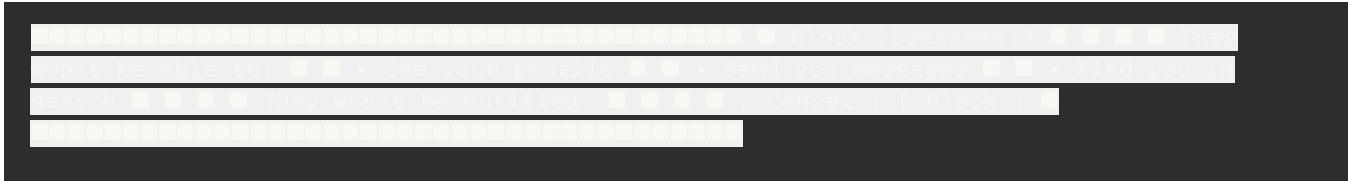
3.2 Block Implementation

What happens when User A blocks User B:

- User B cannot see User A in discover/matching
- User B cannot view User A's profile
- User B cannot send messages to User A

- Existing conversation is hidden from both
- No notification sent to User B
- User A can unblock at any time

3.3 Block UI



4. Safety Guidelines Page

4.1 Required Content (App Store Requirement)

Your Safety Guidelines page must include:

Section 1: Meeting Safely

- Always meet in public places for first meetings
- Tell a friend or family member where you're going
- Arrange your own transportation
- Stay sober and alert
- Trust your instincts

Section 2: Protecting Your Information

- Never share financial information
- Be cautious with personal details (address, workplace)
- Don't share your password
- Be wary of requests to move conversations off-app

Section 3: Recognizing Red Flags

- Refusing to meet in person
- Asking for money
- Inconsistent stories
- Pressuring you
- Requesting explicit photos
- Too good to be true profiles

Section 4: Online Safety

- Report suspicious behavior
- Block users who make you uncomfortable
- Don't click suspicious links
- Verify profiles when possible

Section 5: If Something Goes Wrong

- How to report in-app
- Local emergency services (911)
- National resources:
 - National Domestic Violence Hotline: 1-800-799-7233
 - RAINN: 1-800-656-4673
 - Crisis Text Line: Text HOME to 741741

4.2 Safety Guidelines Placement

- ■ Accessible from app settings
 - ■ Linked during onboarding
 - ■ Linked in profile creation
 - ■ Available in app footer/menu
 - ■ Link in Help/Support section
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5. Additional Safety Features

5.1 Safety Check-In (Recommended)

Optional feature for users:

- Set a check-in time
- Receive reminder notification
- One-tap "I'm safe" response
- If no response, alert emergency contact

5.2 Location Sharing (Recommended)

Optional feature for users:

- Share real-time location with trusted contacts
- Time-limited sharing (e.g., 2 hours)
- Emergency SOS button

5.3 Photo Verification Badge

Trust signal for users:

- Take a specific pose selfie
- AI/human verification against profile photos
- Display verified badge on profile

5.4 Video Chat (Recommended)

In-app video chat benefits:

- Verify user before meeting
 - No phone number exchange needed
 - Safer than external apps
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6. Compliance Checklist

Required Features

- ■ Age verification (DOB entry)
- ■ Age gate screen (18+ confirmation)
- ■ User report functionality
- ■ Report category selection
- ■ Block user functionality
- ■ Safety guidelines page
- ■ Emergency resources listed

Recommended Features

- ■ Enhanced ID verification option
- ■ Photo verification badge
- ■ In-app video chat
- ■ Safety check-in for dates
- ■ Location sharing with contacts
- ■ Education prompts during onboarding

Documentation

- ■ Age verification process documented
 - ■ Report handling procedures documented
 - ■ Moderation team training materials
 - ■ Safety feature user guides
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7. Moderation Team Requirements

7.1 Team Structure (Small Team)

Role	Responsibility	Coverage
Primary Moderator	Report review, user action	Business hours
Backup Moderator	After-hours critical reports	On-call
Escalation	Legal, PR concerns	As needed

7.2 Moderator Guidelines

- Review reports within SLA
- Document all actions taken
- Escalate uncertain cases
- Never contact users personally
- Maintain user privacy
- Follow action guidelines consistently

7.3 Moderator Training Topics

- ■ Platform policies and guidelines
- ■ Report category handling
- ■ Evidence evaluation
- ■ Action decision framework
- ■ Escalation procedures
- ■ User communication templates
- ■ Personal safety and self-care

Last Updated: December 2024

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