

Required Legal Documents

Policies & Legal Documentation Checklist

1. Public-Facing Documents

1.1 Privacy Policy ✓ REQUIRED

Purpose: Inform users how their data is collected, used, and protected.

Requirements:

- Must be publicly accessible (website + in-app)
- Must be linked in app store listings
- Must be available before account creation

Key Sections:

- ■ Data collection practices
- ■ Data usage purposes
- ■ Third-party sharing
- ■ Data retention periods
- ■ User rights (access, delete, export)
- ■ Contact information
- ■ GDPR compliance (if EU users)
- ■ CCPA compliance (if California users)

Status: ■ Draft | ■ Legal Review | ■ Published

Location:

- Website: `https://[domain]/privacy`
 - In-app: Settings → Privacy Policy
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1.2 Terms of Service / User Agreement ✓ REQUIRED

Purpose: Establish the legal relationship between users and the company.

Requirements:

- Must be accepted before account creation

- Must be accessible in-app
- Must cover key liability and usage terms

Key Sections:

- ■ Acceptance of terms
- ■ User eligibility (age requirements)
- ■ Account registration and security
- ■ User conduct and prohibited activities
- ■ Content ownership and licenses
- ■ Subscription and payment terms
- ■ Disclaimers and limitations of liability
- ■ Dispute resolution / arbitration
- ■ Termination conditions
- ■ Governing law
- ■ Changes to terms
- ■ Contact information

Status: ■ Draft | ■ Legal Review | ■ Published

Location:

- Website: [https://\[domain\]/terms](https://[domain]/terms)
- In-app: Settings → Terms of Service

1.3 Community Guidelines ✓ REQUIRED

Purpose: Define acceptable behavior and content standards.

Requirements:

- Must be accessible in-app
- Must be referenced during onboarding
- Must be enforceable through moderation

Key Sections:

- ■ Be authentic (real photos, accurate info)
- ■ Be respectful (no harassment, discrimination)
- ■ Keep it clean (content standards)
- ■ No spam or commercial activity
- ■ No illegal activity
- ■ Consequences of violations
- ■ How to report violations

Status: ■ Draft | ■ Legal Review | ■ Published

Location:

- Website: [https://\[domain\]/community-guidelines](https://[domain]/community-guidelines)

- In-app: Settings → Community Guidelines

1.4 Safety Guidelines ✓ REQUIRED (Dating Apps)

Purpose: Educate users on safe dating practices (App Store requirement).

Requirements:

- Required by Apple and Google for dating apps
- Must be easily accessible in-app
- Must include emergency resources

Key Sections:

- ■ Meeting safely (public places, tell someone)
- ■ Protecting personal information
- ■ Recognizing red flags and scams
- ■ Online safety tips
- ■ Reporting concerns in-app
- ■ Emergency contacts and resources

Status: ■ Draft | ■ Legal Review | ■ Published

Location:

- Website: [https://\[domain\]/safety](https://[domain]/safety)
- In-app: Settings → Safety Tips

1.5 Data Deletion Policy / Instructions ✓ REQUIRED

Purpose: Explain how users can delete their data (App Store requirement).

Requirements:

- Must provide clear deletion instructions
- Must be available in-app and on web
- Must explain what data is deleted vs. retained

Key Sections:

- ■ How to delete account (in-app method)
- ■ How to delete account (web method)
- ■ What data is deleted
- ■ What data is retained (and why)
- ■ Timeline for deletion completion
- ■ Confirmation process

Status: ■ Draft | ■ Legal Review | ■ Published

Location:

- Website: `https://[domain]/data-deletion`
 - In-app: Settings → Account → Delete Account
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2. Internal Documents (Not Public)

2.1 Content Moderation Policy ✓ REQUIRED (Internal)

Purpose: Guide moderation team on handling reports and violations.

Requirements:

- Internal document for team use
- Must be consistently applied
- Should be audit-ready

Key Sections:

- ■ Moderation principles
- ■ Content categories and examples
- ■ Action matrix (warning, suspension, ban)
- ■ Escalation procedures
- ■ Appeal process
- ■ Evidence documentation
- ■ Response time SLAs
- ■ Moderator training requirements

Status: ■ Draft | ■ Review | ■ Approved

Location: Internal documentation / Wiki

2.2 Incident Response Plan ✓ REQUIRED (Internal)

Purpose: Define procedures for security incidents and breaches.

Key Sections:

- ■ Incident classification
- ■ Response team contacts
- ■ Containment procedures
- ■ Assessment checklist
- ■ Notification requirements
- ■ Recovery procedures
- ■ Post-incident review

Status: ■ Draft | ■ Review | ■ Approved

Location: Internal documentation

2.3 Data Processing Agreements (DPAs) ✓ REQUIRED

Purpose: GDPR-compliant agreements with data processors.

Required with:

- ■ Cloud hosting provider (AWS/GCP/Azure)
- ■ Analytics providers
- ■ Content moderation services
- ■ Email service providers
- ■ Payment processors (if applicable)
- ■ Any service processing user data

Status: ■ Inventory | ■ Collection | ■ Complete

3. Document Templates

3.1 Privacy Policy Outline

| Service | Percentage of respondents |
|-------------------------|---------------------------|
| General practitioner | 100% |
| Pharmacist | 98% |
| Physiotherapist | 95% |
| Psychologist | 92% |
| Dietitian | 88% |
| Social worker | 85% |
| Counsellor | 82% |
| Mental health nurse | 78% |
| Community health worker | 75% |
| Peer support worker | 65% |

3.2 Terms of Service Outline

| Category | Threat to Security (%) | Not a Threat (%) |
|-----------------|------------------------|------------------|
| All respondents | 85 | 15 |
| Male | 88 | 12 |
| Female | 82 | 18 |
| 18-29 | 80 | 20 |
| 30-49 | 85 | 15 |
| 50-69 | 88 | 12 |
| 70+ | 82 | 18 |

4. Document Management

4.1 Version Control

| Document | Current Version | Last Updated | Next Review |
|----------------------|-----------------|--------------|-------------|
| Privacy Policy | - | - | - |
| Terms of Service | - | - | - |
| Community Guidelines | - | - | - |
| Safety Guidelines | - | - | - |
| Data Deletion Policy | - | - | - |
| Moderation Policy | - | - | - |

4.2 Review Schedule

| Document | Review Frequency | Reviewer |
|----------------------|-----------------------|-----------------|
| Privacy Policy | Annually + on changes | Legal |
| Terms of Service | Annually | Legal |
| Community Guidelines | Semi-annually | Product + Legal |
| Safety Guidelines | Annually | Product |
| Moderation Policy | Quarterly | Operations |

4.3 Change Notification

For material changes to public documents:

- ■ Email notification to users
- ■ In-app notification

- ■ 30-day notice before effective date
 - ■ Re-acceptance required (if significant)
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5. Compliance Checklist

Pre-Launch Requirements

- ■ Privacy Policy published
- ■ Terms of Service published
- ■ Community Guidelines published
- ■ Safety Guidelines published
- ■ Data Deletion instructions available
- ■ All documents legally reviewed
- ■ Links working in app and on website
- ■ App store listings include policy links

Ongoing Maintenance

- ■ Annual document review scheduled
 - ■ DPAs current with all vendors
 - ■ Update procedure documented
 - ■ User notification process defined
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Last Updated: December 2024

Review Due: December 2025