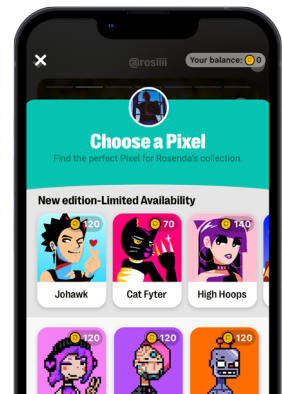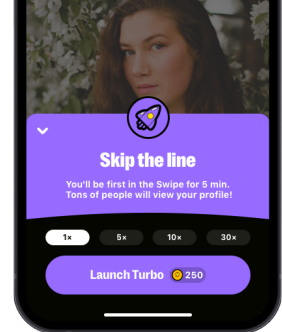## 💬 How to Mute Words

Yubo has a feature to mute words which will block messages in live streams that contain specific words, emojis or abbreviations chosen by the user. This gives users an added level of control over their experience and allows them to block words or phrases that they find personally triggering or harmful. To add a muted word:

1 Select your **Profile** icon (😀) in the top right corner

2 Select the **Cog** icon (⚙) to access your settings in the top right corner

3 Select **Safety and Privacy**

4 Select **Muted Words**

5 Select **Add word** and type in what you would like filtered out.

🪙 YuBucks

YuBucks are Yubo's in-app currency. They can be used to make purchases such as adding an extra number of new friends or boosting your profile to get more visibility (Spotlights, Turbos and Boosts). YuBucks can also be spent to receive Pixels (collectable digital art that can be sent to other users as gifts).

YuBucks can be purchased in-app through one-time purchases or through weekly subscriptions. If users need to request a refund or have problems with their purchasing, they will need to go through their Apple or Android account directly.

✅ Community guidelines

Yubo has a set of Community Guidelines in place to 'ensure everyone uses the service as safely as possible.' They are shared with all users during the sign-up process.

Yubo's guidelines prohibit bullying, harassment, impersonation, solicitation or spamming other users, as well as content that shows pornography, sexually explicit material, violence or self-injury and harm. Yubo does not allow advertisement of products or services, scams or malicious conduct. Any child sexual exploitation material or grooming attempts will also be flagged by Yubo and reported to law enforcement.

Yubo takes action against those who violate its Community Guidelines by sending a warning, removing the content, or blocking or banning accounts responsible.

Further help

Yubo Community Guidelines:
yubo.live/community-guidelines

Parents, carers and educators guide:
parents-guide.yubo.live

Teens guide:
teens.yubo.live

UK Safer Internet Centre:
saferinternet.org.uk

Report Harmful Content:
reportharmfulcontent.com

Pick up a copy of this checklist along with other online safety materials on the SWGfL Store: **swgflstore.com**

UK Safer Internet Centre

SWGfL — Safe, Secure, Online

NOMINET

yubo
Privacy and Safety Checklist

What is Yubo?

Yubo is a live social discovery app available on Apple iOS or Android that makes it easy for Gen Z (13 to 25 years old) to expand their social circles online with new friends from around the world. Yubo empowers its 60 million users to socialise as safely as possible. Inspiring young people to be themselves, Yubo also eliminates the pressures of likes and follows. Users can create a live stream with up to 10 people or swipe to find new people to connect with.

Upon registration, users must go through Yubo's latest age verification process, launched in partnership with Yoti, before entering the app. This process does not require any identification documents unless a user's age doesn't match – instead, users only need to take a real-time photo of themselves within the Yubo app, which will then be reviewed using Yoti's age-estimation technology. This detects if a user is a minor or adult and only allows them to access the app in their appropriate age group.

Yoti's liveness algorithm also takes a short video to confirm the image being used is not a fake image or pulled from a search engine.
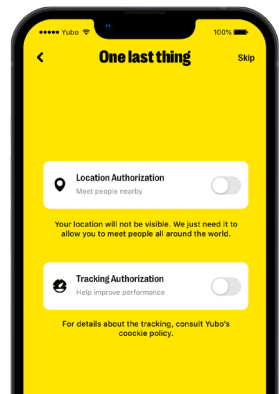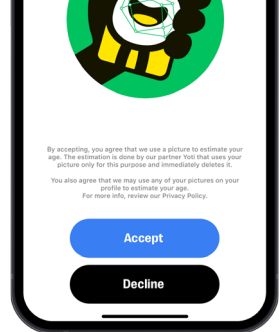
☑ How to verify an account

Providing fake information goes against Yubo's Community Guidelines, and the app uses a combination of advanced artificial intelligence and human safety specialists to detect them.

Users can choose to proactively verify their accounts through Yubo's in-app verification tools or through the Yoti app. You can find out more about this here: **https://support.yubo.live/hc/en-us/articles/360013100400-Getting-verified-with-Yoti-How-To-**

☑ Location

On Yubo, location is disabled by default for all users under age 18. These users do not have the possibility to manually activate their location in their settings, only adult users over 18 have access to this option. If an adult user chooses to disable their location, only their country will be visible to other users.

☻ Connecting to others

When a user enters the app, they'll see the live stream feed, which features many live streams they can join. To begin socialising on Yubo, a user can enter any live stream as a watcher – their microphone and camera will not be activated and they will only be able to share comments. From there, they can request to become a streamer. A user can also start their own live stream by clicking the plus button on the main screen.

Another way users can connect with new people is by swiping to add new friends to their friends list. Users can only begin interacting and chatting if both users mutually swipe right on each other.

13+ Age restrictions

Yubo has a minimum age requirement of 13 years old. Those who are aged between 13-17 must confirm they have permission from a parent or guardian before they can begin using the app. Yubo has age-restricted communities separating minors and adults on the platform to ensure that users are only interacting with others in their similar age group.

Users can report accounts that do not seem to be the correct age. These accounts will be required to verify their identity, and if they are determined to be underage they will be suspended.

⊖ How to Block Users

Users can block other users on Yubo, which will prevent them from seeing their profiles or live streams. Any content shared by the blocked users will also be removed. To block a user:

1 Go to the user's profile

2 Select the **Shield** icon (🛡) in the top right corner

3 Select the **Block** option (⊖)

Users can see their list of blocked accounts and unblock anyone they may have blocked in the past via their profile settings.

⚠ How to Report Users

If a user on Yubo is harassing another user or being inappropriate, anyone on Yubo can use the report button to report them directly to the platform. To report a user:

1 Go to the user's profile

2 Select the **Shield** icon (🛡) in the top right corner

3 Select the **Report** option (⚠)

The user making the report will then be prompted to select the reason for the report that best represents their concerns. The report will then be reviewed by a team of moderators and appropriate action will be taken.

Visit the Yubo's Safety Hub (*yubo.live/safety*) to find out more.