DIGITAL PALESTINE

Moderation Policy

Version: 2.0
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Applies To: All members worldwide

How we keep Digital Palestine safe, and how we make and review decisions

> **This policy in one paragraph**
> Our rules are set out in the Community Communication & Ethics Charter. This policy explains how we enforce them: how you can report something, who reviews it, what we can do about it, and how you can challenge a decision. We protect lawful political expression, journalism and the documentation of human-rights conditions, and we act firmly on content that puts people at real risk.

1. WHAT THIS POLICY COVERS

1.1 This Moderation Policy applies to everything shared on Digital Palestine, including posts, comments, stories, messages, profiles, family-tree entries, community and Diwan content, marketplace listings, and anything else a member can publish or send.

1.2 It sits alongside the Terms of Service, the Community Communication & Ethics Charter (the "Charter"), the Child Protection Policy, the Graphic Content Policy, the Suicide and Self-Harm Policy, the AI Features Policy and the Privacy Policy. The Charter sets the rules. This policy sets out how we apply them. Where the two differ, the Charter prevails on what is and is not allowed.

2. WHAT IS NOT ALLOWED

2.1 The full rules are in the Charter. In summary, Digital Palestine does not allow any of the matters listed below. These examples are not a complete list, and content that breaks the law or the Charter in other ways is also not allowed.

- **Child exploitation -** child sexual abuse material and any sexualisation, grooming or exploitation of children, including drawn, animated or AI-generated material. See the Child Protection Policy.
- **Violence and threats -** credible threats, incitement to violence, and the promotion or support of terrorism or violent extremism.
- **Hate speech -** attacks on people based on protected characteristics such as ethnicity, national origin, religion, sex, gender, sexual orientation or disability.
- **Harassment and privacy abuse -** bullying, coordinated targeting, doxxing, and sharing someone's private information without consent.
- **Sexual exploitation -** consensual or non-consensual intimate images, sextortion and sexual exploitation of anyone.
- **Fraud and deception -** scams, impersonation, fake accounts, spam and manipulation of the platform.
- **Deceptive media -** material that is fabricated or manipulated and presented as real in a way likely to cause serious harm, including deceptive deepfakes. See section 6.
- **Suicide and self-harm -** encouraging anyone to harm or kill themselves, sharing methods, or glorifying suicide or self-harm. See the Suicide and Self-Harm Policy.
- **Illegal activity -** trafficking, the sale of illegal goods, and other unlawful activity.

3. WHAT WE PROTECT

3.1 Digital Palestine exists so that people can document, discuss and preserve their history and present. We do not remove content merely because it is political, critical of a government or armed actor, controversial or uncomfortable.

3.2 We judge content in context. We distinguish between reporting on violence and promoting it, between documenting harm and glorifying it, and between criticism and incitement. Graphic material with genuine documentary or public-interest value is not removed simply because it is graphic. See the Graphic Content Policy.

4. HOW TO REPORT SOMETHING

4.1 You can report any post, comment or account from inside the app by opening the menu on it and choosing "Report". Reports are confidential. We do not tell the person you reported who made the report.

4.2 You can also protect yourself directly at any time:

- **Mute -** stops you seeing an account's content without them being told.
- **Block -** stops an account contacting you or interacting with you.

4.3 If you believe a child is at risk, report it in the app and also email support@digitalpalestine.com with "Child safety" in the subject line. If anyone is in immediate danger, contact your local emergency services first.

4.4 Legal notices, including copyright complaints, go to the contacts listed in the Terms of Service.

5. HOW WE REVIEW REPORTS

5.1 Reports are reviewed by our core team and by trained community moderators. Community moderators can act within the communities they look after. Serious matters, including anything involving children, threats to life, or requests from authorities, are handled by the core team.

5.2 We may use automated tools to help sort and prioritise reports and to detect some kinds of harmful content. Automated tools do not make final decisions on sensitive or borderline cases. Those are decided by a person.

5.3 We review reports as quickly as we can. Reports about children, threats to someone's life or other immediate risks to safety are dealt with first, within 24 hours.

6. AI-GENERATED AND MANIPULATED CONTENT

6.1 AI-generated content is not banned in itself. It is not allowed where it breaks the Charter in any other way, and some uses are never allowed:

- Any sexual or sexualised image of a child, whether real, drawn or AI-generated. This is treated exactly like real child sexual abuse material.
- Sexual or intimate images of a real person made or altered without their consent.
- Fabricated images, video or audio of real events or real people presented as authentic, where this is likely to mislead people about something that matters or cause serious harm.

6.2 If you share a realistic image, video or audio clip that was made or substantially altered with AI, you must say so. If it is presented as real, we may remove it. This matters more on Digital Palestine than on most platforms: fabricated evidence damages the credibility of genuine documentation.

6.3 How Digital Palestine itself uses AI, for example to translate posts, is explained in the AI Features Policy.

7. WHAT WE CAN DO

7.1 We choose the least severe action that deals with the problem, taking into account how serious it is, the context, and the member's history. Some actions apply to a single piece of content, others to an account.

Action	What it means
Hiding or removal	The content is hidden from other members or deleted. You are told, and told which rule it broke.
Suspension	The account cannot post or interact for a period. You can still sign in, see why, and appeal.
Permanent removal	The account is closed and may not be recreated.
Referral	Where the law requires it, or a life or a child is at risk, we report the matter to the appropriate authorities.

7.2 The most serious violations, including child sexual exploitation, credible threats to life and terrorism, can lead straight to permanent removal and referral without any earlier step.

7.3 Where content is removed because it may be illegal, we may keep a secure copy for a limited time so that it is available to the authorities if needed.

7.4 Where content is removed because it was deemed to be in breach of our Child Protection Policy, we may keep a secure copy for a limited time so that it is available to the authorities if needed. Please refer to our Child Protection Policy for more details.

8. TELLING YOU ABOUT A DECISION

8.1 When we act against your content or account, we will tell you what we did and which rule it was based on, unless we are prevented from doing so by law or a court order.

9. APPEALS

9.1 If you think we got a decision wrong, you can ask us to look again. If your account has been suspended, you can appeal from the suspension screen in the app. For any other decision, send your appeal to support@digitalpalestine.com with "Appeal" in the subject line, a link to the content or account and a short explanation.

9.2 Your appeal is reviewed by someone who was not involved in the original decision. If we find we made a mistake, we will restore the content or lift the restriction.

9.3 You can appeal against wrongful removal, wrongful age-based restriction and the use of proactive technology. Your appeal will be dealt with in the same way.

10. REQUESTS FROM AUTHORITIES

10.1 We respond to lawful requests from courts, regulators and law-enforcement bodies in line with the Charter. Every government is treated the same. We check that each request is legally valid, disclose only what the law requires, and tell the affected member where we are legally allowed to.

11. CHANGES AND CONTACT

11.1 We will update this policy as Digital Palestine grows and as the law changes, and we will tell members about significant changes.

11.2 Written records of the illegal-content risk assessment, the children's access assessment and the measures taken to comply with them will be reviewed annually. Earlier versions will be kept on file for future reference.

11.3 Questions about moderation, appeals and child-safety concerns all go to support@digitalpalestine.com. Please put "Appeal" or "Child safety" in the subject line where it applies.

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