

GLAUVE

Acceptable Use & Trust & Safety Controls

Supporting documentation for payment processor due diligence

PRIVATE 24+ COMMUNITY

Glaube membership is restricted to individuals aged 24 and older.

Purpose. This document summarizes Glaube's Acceptable Use Policy framework, age restrictions, prohibited conduct, reporting mechanisms, moderation workflow, and enforcement controls for underwriting review.

Implementation note. Operational controls described in this document should be relied upon only to the extent they are live and functioning in the Glaube product. Controls still being implemented should be completed before being represented as active.

PRIVATE • DISCREET • 24+
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1. Platform overview

Glauve is a private 24+ dating and social discovery platform designed to help adults meet, communicate, build relationships, and connect with like-minded people and communities. Members may create profiles, discover other members based on preferences, communicate privately, and use community and social features.

Subscriptions are payments to Glauve for access to platform functionality. Glauve does not permit user-to-user payments through the platform and does not sell or facilitate commercial sexual services.

2. Minimum age & eligibility controls

Membership is restricted to individuals aged 24 or older. Glauve's eligibility standard is intentionally higher than the general age of majority.

- Date of birth requirement: users are required to provide their date of birth during registration.
- Age gate: users who are under 24 are not permitted to complete registration.
- Policy requirement: users must provide accurate account information and may not misrepresent their age.
- Reporting: suspected underage accounts may be reported for review.
- Enforcement: accounts found to violate the age requirement may be suspended or permanently terminated.

Glauve does not claim to perform government-ID age verification unless and until such a verification process is actually implemented.

3. Acceptable use standards

All members are required to comply with Glauve's Terms of Service, Acceptable Use Policy, Community Guidelines, and applicable safety rules. The platform prohibits conduct or content that creates material safety, legal, fraud, exploitation, or abuse risks.

CATEGORY	PROHIBITED EXAMPLES
Age / minors	Under-24 accounts, misrepresentation of age, child exploitation or CSAM
Commercial sexual services	Prostitution, escort services, paid sexual services or solicitation
Explicit content	Pornography, sale of sexually explicit content, non-consensual intimate material
Exploitation	Human trafficking, coercion, sexual exploitation or facilitation of exploitation
Abuse	Harassment, stalking, threats, targeted abuse or intimidation
Integrity	Impersonation, scams, fraud, deceptive conduct or illegal transactions
Platform misuse	Illegal goods/services, unauthorized commercial solicitation or prohibited transactions

4. Detection & reporting controls

Glauve uses a combination of eligibility controls, member reporting, blocking tools, and administrative moderation to identify potential violations of its Acceptable Use Policy.

- User reporting: members can report suspected violations involving users, profiles, messages, or other reportable platform content where the corresponding reporting feature is available.
- Blocking: members can block other users to prevent unwanted interaction where blocking functionality is available.
- Moderation review: submitted reports are reviewed by authorized administrators or moderators.
- Account review: moderators may review relevant account/profile information and reported content needed to evaluate the complaint.
- Age-related reports: reports indicating that a member may be below the 24+ threshold are escalated for review.
- Safety escalation: suspected exploitation, trafficking, child-safety issues, credible threats, or other serious illegal activity may receive enhanced review and may be escalated as required by applicable law.

5. Moderation & enforcement process

01	Potential violation detected or reported
02	Report or incident recorded for moderation review
03	Relevant information assessed against Glauve policies
04	Moderator determines appropriate action based on severity and available evidence
05	Warning, removal, restriction, suspension, or permanent termination as appropriate
06	Serious matters preserved or escalated where legally required

6. Enforcement actions

Depending on the nature, severity, recurrence, and available evidence concerning a violation, Glauve may take one or more proportionate actions:

- Warning or request to correct prohibited behavior.
- Removal or restriction of prohibited content.
- Restriction of account functionality.
- Temporary account suspension.
- Permanent account termination.
- Preservation or disclosure of information where required by valid legal process or applicable law.

7. Commercial sexual services & user payments

Glauve does not permit the platform to be used to advertise, arrange, sell, purchase, or solicit prostitution, escort services, paid sexual services, commercial sexual activity, or sexually explicit content for sale. Glauve subscriptions purchase access to Glauve platform functionality only.

Glauve does not provide a mechanism for members to pay one another for dates, meetings, sexual activity, content, or services.

8. Content & conduct restrictions

Glauve is a dating and social discovery service, not an adult-content marketplace. The platform's rules prohibit sexually explicit public content and commercial exploitation. Glauve also prohibits non-consensual intimate imagery and other content or conduct that violates applicable law or member safety policies.

9. Child safety & exploitation

Although Glauve's membership threshold is 24+, its child-safety standards apply independently and with zero tolerance. Child sexual abuse material, grooming, exploitation of minors, trafficking, or attempts to involve minors in prohibited activity are forbidden. Suspected violations may result in immediate restriction or termination and escalation where required by applicable law.

10. Privacy & moderation access

Moderation access should be limited to authorized personnel and to information reasonably necessary to investigate reports, enforce platform rules, protect members, respond to legal requirements, and maintain platform integrity. Personal information should be handled in accordance with Glauve's Privacy Policy and applicable law.

11. Policy governance

Glauve may periodically review its Acceptable Use Policy, Community Guidelines, moderation procedures, and technical controls to address emerging abuse patterns, legal requirements, platform changes, and safety risks. Material policy updates should be reflected in the applicable public policy documents and, where appropriate, communicated to members.

12. Public policy framework

Glauve's compliance framework should include publicly accessible legal and safety documentation appropriate to the live product, including:

- Terms of Service
- Privacy Policy
- Acceptable Use Policy
- Community Guidelines
- Age & Member Safety Policy (24+)
- Content Moderation & Reporting Policy
- Anti-Exploitation & Commercial Sexual Services Policy
- Subscription, Billing & Cancellation Policy
- Refund Policy
- DMCA / Intellectual Property Policy, where applicable

13. Control summary for underwriting review

CONTROL	PURPOSE
24+ registration requirement	Restricts membership to users meeting Glauve's minimum age
AUP & Community Guidelines	Define prohibited content and behavior

CONTROL	PURPOSE
User reporting	Allows members to flag suspected violations
Blocking	Allows members to prevent unwanted interaction
Administrative moderation	Provides human review and enforcement
Suspension / termination	Removes or restricts accounts violating policy
No user-to-user payments	Prevents platform use as a marketplace for prohibited services
Anti-exploitation rules	Prohibit trafficking, commercial sexual services and coercion

Certification note: This document summarizes the intended Glauve compliance framework. Glauve should ensure that statements describing technical or operational controls match the controls actually deployed when this document is submitted.

Profile Verification & Registration Controls

Supplement to Acceptable Use & Trust & Safety Controls

Registration controls

24+ eligibility

Glauve membership is restricted to individuals aged 24 and older. Users provide their date of birth during registration, and users whose stated date of birth indicates that they are under 24 are not permitted to complete registration.

Mandatory email verification

Users are required to verify access to the email address associated with their account as part of the registration and account activation process.

Accurate profile information

Members are required by Glauve's Terms, Acceptable Use Policy and Community Guidelines to provide accurate account information and may not misrepresent their age or impersonate another person.

Member reporting and blocking

Members can report profiles they believe are fake, misleading, underage, fraudulent or impersonating another person, and can use available blocking controls to prevent unwanted interaction.

Moderation and enforcement

Reported or suspicious profiles may be reviewed using available account, profile and reported-content information. Depending on the circumstances, Glauve may request additional information, restrict functionality, suspend an account during review, or permanently terminate an account that violates platform policies.

Verification scope

Glauve's current registration controls verify control of the user's email address and enforce the stated 24+ date-of-birth eligibility rule. Glauve does not represent email verification as government-ID or legal-identity verification.

Consent & Non-Consensual Involvement Controls

Supplement to Acceptable Use & Trust & Safety Controls

Zero-tolerance standard

Glauve prohibits non-consensual involvement, including non-consensual intimate imagery, profiles created for another person without consent, impersonation, coercion, harassment, threats, and the publication or sharing of another person's private or intimate content without authorization.

Consent and profile rules

Members may not create profiles for another person without that person's consent or upload content depicting another person without appropriate authorization. Glauve's Acceptable Use Policy and Community Guidelines require members to respect consent, privacy, and the rights of other individuals.

Reporting and blocking

Members can use available reporting and blocking controls to report suspected non-consensual conduct involving profiles, users, messages, images, or other reportable platform activity and to prevent unwanted interaction.

Moderation review

Reported incidents may be prioritized for review. Authorized moderators may review relevant account, profile, and reported-content information reasonably necessary to investigate the complaint and determine whether Glauve's policies have been violated.

Enforcement

Depending on the circumstances and severity, Glauve may remove relevant content, restrict account functionality, suspend an account during review, or permanently terminate an account found to violate its policies.

Non-consensual intimate imagery

Non-consensual intimate imagery is strictly prohibited. Reports involving suspected exploitation, coercion, threats, or other potentially unlawful non-consensual activity may be escalated, and relevant information may be preserved or disclosed where required by applicable law.

Registration safeguards

Glauve is restricted to members aged 24 and older and requires email verification during registration. Glauve also prohibits impersonation, material misrepresentation of identity, and age misrepresentation.

Operational response flow

Report or detection -> moderation review -> relevant evidence assessed -> content/account restriction where appropriate -> removal, suspension or termination -> legal escalation where required.

Takedown Notice & Review Process

Documented content and account enforcement protocol

Reporting policy-violating profiles or content

Glauve provides in-platform reporting controls that allow members to report users, profiles, messages, images, and other reportable content or conduct that may violate the Acceptable Use Policy or Community Guidelines. Members may select the relevant report option and submit the report for moderation review. Members may also block another user to prevent further unwanted interaction.

Report categories

Reports may concern harassment, impersonation, suspected underage users, non-consensual content, fraud, threats, exploitation, trafficking, commercial sexual services, illegal activity, or other policy violations. Reports involving immediate safety concerns, suspected child exploitation, trafficking, non-consensual intimate imagery, credible threats, or other potentially serious unlawful conduct are treated as priority safety matters.

Review process

Submitted reports are reviewed by authorized members of Glauve's moderation team. The reviewer assesses the report and relevant available account, profile, message, content, and contextual information against Glauve's Acceptable Use Policy, Community Guidelines, and safety policies.

Review target and interim controls

Glauve targets an initial review of standard reports within 48 hours and prioritizes urgent safety reports for expedited review. Where appropriate, an account or content may be temporarily restricted while an investigation is pending.

Enforcement outcomes

Depending on the nature, severity, recurrence, and available evidence, Glauve may dismiss an unsupported report, issue a warning, remove prohibited content, restrict account functionality, temporarily suspend an account, or permanently terminate the account. Serious matters involving suspected CSAM, exploitation, trafficking, credible threats, or other potentially unlawful conduct may be escalated, preserved, or reported where required by applicable law.

Appeals & Resolution Process

Supplement to Glauve's takedown and enforcement protocol

Appeal path

A member whose content is removed, account is restricted, or account is suspended or terminated may submit an appeal through Glauve's designated support or contact channel. The appeal should identify the affected account or enforcement action and provide relevant information supporting reconsideration.

Appeal review

Appeals are reviewed by an authorized member of the Glauve team using the original report, the basis for the enforcement action, relevant account or content information, and any additional information submitted by the member.

Appeal target

Glauve targets review of appeals within 7 business days. Following review, Glauve may uphold, modify, or reverse the original enforcement decision. Where an appeal is successful, eligible content or account access may be restored as appropriate.

Denied or repeated appeals

If an appeal is denied, the original enforcement action remains in effect. Repeated or abusive appeals do not require further review unless materially new information is provided.

Process summary

Report submitted → moderation review → evidence assessed → interim restriction where appropriate → enforcement decision → user notification where appropriate → appeal → final review.