

Snap Inc.

Nowojorski raport dotyczący Regulaminu świadczenia usług

1 października – 31 grudnia 2025 r.



Przesłano: 1 kwietnia 2026 r.

**Nowojorski raport dotyczący Regulaminu świadczenia usług (1 października – 31 grudnia 2025 r.)
Snap Inc.**

Snap Inc. przekazuje niniejszy raport dotyczący Regulaminu świadczenia usług do Prokuratora Generalnego Nowego Jorku, zgodnie z ogólnym prawem gospodarczym Nowego Jorku (New York General Business Law), art. 42, §§ 1100–1104. Niniejszy nowojorski raport dotyczący Regulaminu świadczenia usług obejmuje okres od 1 października 2025 r. do 31 grudnia 2025 r. (IV kwartał 2025 r.).

Nasze Warunki (New York General Business Law §§ 1101, 1102)

Dokładamy wszelkich starań, aby Snapchat był miejscem bezpiecznym i pełnym rozrywki, stawiającym na kreatywność i ekspresję. Wszyscy użytkownicy Snapchata muszą przestrzegać naszego [Regulaminu świadczenia usług](#), w tym naszych [Wytycznych dla społeczności](#) (w niniejszym raporcie łącznie określanych jako „Warunki”). Dodatkowe informacje na temat tego, jak moderujemy treści i egzekwujemy nasze zasady można znaleźć w naszej serii objaśnień Wytyczne dla społeczności. Zawierają one opis naszej polityki dotyczącej [moderowania, egzekwowania przepisów i odwołań](#), a także dodatkowe informacje dotyczące każdej kategorii treści i zachowań zabronionych w naszych [Wytycznych dla społeczności](#).

Oprócz naszych Warunków w naszym [Centrum bezpieczeństwa](#) udostępniamy informacje i zasoby związane z bezpieczeństwem, w tym wskazówki dotyczące tego, [jak zgłaszać domniemane naruszenia](#) naszych Warunków lub inne wątpliwości dotyczące bezpieczeństwa w naszej usłudze.

W okresie sprawozdawczym (1 października 2025 r. – 31 grudnia 2025 r.) wprowadziliśmy następujące zmiany w naszych Warunkach:

- Regulamin świadczenia usług: w okresie sprawozdawczym nie wprowadziliśmy żadnych zmian do naszego Regulaminu świadczenia usług.
- Wytyczne dla społeczności: do naszych Wytycznych dodaliśmy [objaśnienie dotyczące praw człowieka](#), aby zapewnić bardziej szczegółowe informacje na temat tego, w jaki sposób firma Snap przestrzega praw człowieka, zgodnie z Wytycznymi Organizacji Narodów Zjednoczonych dotyczącymi biznesu i praw człowieka (UNGPs). Pod koniec okresu sprawozdawczego dodaliśmy również notatkę na temat naszego specjalnego kanału do zgłaszania przypadków naruszeń dla dyrektorów i podobnych zarządców szkół w systemie K-12 w Kalifornii oraz dla specjalistów ds. zdrowia psychicznego, świadczących usługi dla nieletnich mieszkających w Kalifornii, zgodnie z wymogami kalifornijskiego kodeksu działalności gospodarczej i zawodowej, sekcja 8, rozdział 22.2.8.

Wszystkie dokumenty wymienione powyżej są załączone do niniejszego raportu w języku angielskim oraz są dostępne na naszej stronie internetowej w dwunastu najbardziej powszechnych językach innych niż angielski. Są to języki, którymi posługują się osoby o ograniczonej znajomości języka angielskiego w stanie Nowy Jork, gdzie oferujemy usługę Snapchata.

Zasady i praktyki moderowania treści (NY General Business Law § 1102)

Nasze Warunki zabraniają kategorii treści, do których odnosi się ogólne prawo gospodarcze Nowego Jorku (**NY General Business Law § 1102(c)**). Brzmiały one następująco:

| Kategoria treści | Odpowiadająca kategoria treści zabronionych przez nasze Wytyczne dla społeczności | Odpowiednie definicje i zasady, zgodnie z naszą serią objaśnień w Glosariuszu terminologii stosowanej w raporcie przejrzystości oraz Wytycznych dla społeczności |
|-----------------------------------|---|--|
| Mowa nienawiści lub rasizm | Mowa nienawiści (która podlega pod treści nienawistne, terroryzm i brutalny ekstremizm) | Mowy nienawiści lub treści poniżających, zniesławiających albo promujących dyskryminację czy przemoc ze względu na rasę, kolor skóry, kastę, pochodzenie etniczne, narodowość, wyznanie, orientację seksualną, tożsamość płciową, niepełnosprawność, a także status weterana, status społeczno-gospodarczy, wiek, wagę lub ciążę. Zasady te zabraniają na przykład używania obelg rasowych, etnicznych, mizoginicznych lub homofobicznych. Zabraniają również publikowania memów ośmieszających lub nawołujących do dyskryminacji grupy chronionej, a także wszelkiego rodzaju nadużyć przyjmujących postać celowego stosowania nieaktualnych danych osobowych lub form płciowych wobec osób, które zmieniły płeć. Mowa nienawiści obejmuje również popieranie sprawców — lub lekceważenie ofiar — ludzkich tragedii (takich jak ludobójstwo, apartheid czy niewolnictwo). Inne zabronione treści nienawistne zawierają wykorzystanie symboli nienawiści, czyli wszelkich obrazów, których intencją jest przedstawienie nienawiści lub dyskryminacji wobec innych osób. Więcej informacji znajdziesz w naszym objaśnieniu dotyczącym treści nienawistnych, terroryzmu i brutalnego ekstremizmu . |

| | | |
|--|--|--|
| Ekstremizm lub radykalizacja | Terroryzm i brutalny ekstremizm (które podlegają pod treści nienawistne, terroryzm i brutalny ekstremizm). | Treści promujące terroryzm lub inne brutalne i przestępcze działania osób lub grup w celu realizacji celów ideologicznych. Zasady te zakazują również wszelkich treści, które promują lub wspierają zagraniczne organizacje terrorystyczne albo ekstremistyczne grupy szerzące nienawiść (wskazane przez wiarygodnych, zewnętrznych ekspertów), a także rekrutację do takich organizacji, lub namawiają do uczestnictwa w brutalnych działaniach ekstremistycznych. Więcej informacji znajdziesz w naszym objaśnieniu dotyczącym treści nienawistnych, terroryzmu i brutalnego ekstremizmu . |
| Dezinformacja lub informacje wprowadzające w błąd | Fałszywe informacje (które podlegają pod działania szkodliwe, fałszywe lub wprowadzające w błąd). | Obejmują fałszywe lub wprowadzające w błąd treści, które wyrządzają szkody lub mają złe intencje. Są to między innymi zaprzeczanie zaistnieniu tragicznych wydarzeń, bezpodstawne twierdzenia medyczne, podważanie integralności procesów obywatelskich lub manipulowanie treściami w celach fałszowania lub wprowadzania w błąd (w tym za pomocą generatywnej sztucznej inteligencji lub poprzez wprowadzającą w błąd edycję). Aby uzyskać więcej informacji, zapoznaj się z naszym objaśnieniem dotyczącym szkodliwych, fałszywych lub wprowadzających w błąd praktyk . |
| Napastowanie | (1) napastowanie i nękanie oraz (2) napastowanie seksualne (które podpada pod treści o charakterze seksualnym) (w poniższej tabeli łącznie określane jako „Napastowanie”). | Odnośną się do wszelkich niepożądanych zachowań, które mogłyby spowodować u zwykłej osoby stres emocjonalny. Są to między innymi przemoc słowna, groźby lub wszelkie zachowania mające na celu zawstydzenie, zakłopotanie lub upokorzenie innej osoby. Więcej informacji znajdziesz w naszym objaśnieniu dotyczącym napastowania i nękania . Ponadto Wytyczne dla społeczności dotyczące treści o charakterze seksualnym zabraniają wszelkich form napastowania seksualnego. Może to obejmować składanie innym użytkownikom niewłaściwych propozycji, udostępnianie im drastycznych i niechcianych treści lub wysyłanie nieprzyzwoitych próśb lub zaproszeń seksualnych. Więcej informacji znajdziesz w naszym objaśnieniu dotyczącym treści o charakterze seksualnym . |
| Zagraniczna ingerencja polityczna | Fałszywe informacje (które podlegają pod szkodliwe, fałszywe lub wprowadzające w błąd praktyki i obejmują m.in. źródła zagraniczne lub polityczne). | Nasza definicja fałszywych informacji znajduje się powyżej. Do tej kategorii należy również podawanie się za inną osobę, mające miejsce wtedy, gdy konto fałszywie udaje powiązanie z inną osobą lub marką. Aby uzyskać więcej informacji, zapoznaj się z naszym objaśnieniem dotyczącym szkodliwych, fałszywych lub wprowadzających w błąd praktyk . |

Nasze [objaśnienie dotyczące moderowania, egzekwowania przepisów i odwołań](#) oraz [objaśnienie dotyczące znaczących szkód](#) zawierają szczegółowe informacje na następujące tematy:

- w jaki sposób moderujemy treści za pomocą zautomatyzowanych narzędzi i weryfikacji przez człowieka,
- jak reagujemy na zgłoszenia użytkowników dotyczące domniemanych naruszeń naszych Wytycznych dla społeczności, oraz
- jak podejmujemy działania egzekucyjne wobec poszczególnych elementów treści i użytkowników, którzy naruszają nasze Wytyczne dla społeczności.

Informacje dotyczące naruszenia naszych Warunków (1 października – 31 grudnia 2025 r.) (NY Gen. Bus. L. § 1102)

Poniżej przedstawiamy szczegółowe informacje na temat naruszeń naszych Wytycznych dla społeczności, które zostały nam zgłoszone w aplikacji lub zostały automatycznie wykryte przez nasze systemy w okresie od 1 października do 31 grudnia 2025 r., zgodnie z ogólnym prawem gospodarczym Nowego Jorku (NY Gen. Bus. L. § 1102). Podane dane mają charakter ogólnosięwiatowy. Poniższe dane nie obejmują zgłoszeń dokonywanych poza aplikacją Snapchata (to znaczy za pośrednictwem strony wsparcia i poczty e-mail), które stanowią mniej niż 1% całkowitej liczby zgłoszeń.

O ile nie określono inaczej, terminy użyte w niniejszej sekcji są definiowane zgodnie z naszym [Glosariuszem terminologii dotyczącej przejrzystości](#).

| Kategoria naruszenia | Sposób oznaczenia | Łączna liczba oznaczonych treści lub kont ⁽¹⁾ | Treści, wobec których podjęto działania egzekucyjne ⁽²⁾ po weryfikacji przez człowieka | Treści, wobec których podjęto działania egzekucyjne z wykorzystaniem zautomatyzowanych narzędzi | Unikalne konta, wobec których podjęto działania egzekucyjne ⁽³⁾ po weryfikacji przez człowieka | Unikalne konta, wobec których podjęto działania egzekucyjne z wykorzystaniem zautomatyzowanych narzędzi | Odwołania od decyzji o zablokowaniu konta po weryfikacji przez człowieka | Odwołania od decyzji o zablokowaniu konta wymuszonym przez zautomatyzowane narzędzia | Konta przywrócone w następstwie odwołania ⁽⁴⁾ (początkowo zablokowane po weryfikacji przez człowieka) | Konta przywrócone w następstwie odwołania (początkowo zablokowane przez zautomatyzowane narzędzia) | Wskaźnik wyświetleń treści naruszających zasady (VVR) ⁽⁵⁾ , wobec których podjęto działania egzekucyjne po weryfikacji przez człowieka | VVR dla treści, wobec których podjęto działania egzekucyjne z wykorzystaniem zautomatyzowanych narzędzi | Wskaźnik unikalnych widzów wyświetlających treści naruszające zasady ⁽⁶⁾ , wobec których podjęto działania egzekucyjne po weryfikacji przez człowieka | Wskaźnik unikalnych widzów wyświetlających treści naruszające zasady, wobec których podjęto działania egzekucyjne z wykorzystaniem zautomatyzowanym |
|------------------------------------|------------------------------------|--|---|---|---|---|--|--|--|--|---|---|--|---|
| Mowa nienawiści | Raport sporządzony przez człowieka | 424 990 | 148 032 | 22 447 | 126 701 | 20 068 | 228 | 0 | 11 | 0 | 0,000140% | 0,000003% | 0,31% | 0,01% |
| | Wykrywane | 4971 | 4283 | 136 | 3262 | 55 | 32 | 1083 | 2 | 15 | 0,000002% | 0,000000% | 0,00% | 0,00% |
| Terroryzm i brutalny ekstremizm | Raport sporządzony przez człowieka | 103 892 | 1328 | 40 | 1 216 | 40 | 73 | 0 | 0 | 0 | 0,000032% | 0,000000% | 0,07% | 0,00% |
| | Wykrywane | 32 320 | 14.375 | 7 | 10 744 | 7 | 26 | 115 | 1 | 12 | 0,000001% | 0,000000% | 0,00% | 0,00% |
| Fałszywe informacje ⁽⁷⁾ | Raport sporządzony przez człowieka | 409 057 | 3775 | 689 | 3689 | 689 | 2 | 0 | 0 | 0 | 0,000005% | 0,000001% | 0,01% | 0,00% |
| | Wykrywane | 63 | 14 | 7 | 14 | 6 | 0 | 1 | 0 | 0 | 0,000000% | 0,000000% | 0,00% | 0,00% |
| Napastowanie | Raport sporządzony przez człowieka | 3 517 732 | 690 845 | 734 040 | 578 389 | 583 370 | 593 | 0 | 16 | 0 | 0,000729% | 0,000121% | 1,23% | 0,24% |
| | Wykrywane | 7138 | 5512 | 762 | 4764 | 584 | 16 | 15 328 | 1 | 156 | 0,000006% | 0,000000% | 0,01% | 0,00% |

(1) Całkowita liczba treści lub kont oznaczonych ze względu na potencjalne naruszenia naszych Wytycznych dla społeczności, w tym zgłoszonych do nas oraz wykrytych w ramach naszych procesów wykrywania proaktywnego. Aby podzielić te dane na kategorie treści naruszających zasady, wykorzystaliśmy ostateczny powód podjęcia działań egzekucyjnych. W przypadku gdy treści lub konto zostały oznaczone, ale nie podjęto działań egzekucyjnych, przypisujemy wskaźniki do tej kategorii domniemanego naruszenia przepisów, ze względu na którą dana treść lub konto zostały oznaczone.

(2) Liczba treści (np. Snapów, Stories), wobec których podjęto działania egzekucyjne na Snapchacie. „Działanie egzekucyjne” odnosi się do działania podjętego w stosunku do danej treści lub konta (np. usunięcie, ostrzeżenie, zablokowanie).

- (3) Liczba unikalnych kont, wobec których podjęto działania egzekucyjne na Snapchacie. Na przykład jeśli wobec jednego konta podjęto wielokrotne działania egzekucyjne z różnych powodów (np. użytkownik otrzymał ostrzeżenie z powodu zamieszczania fałszywych informacji, a następnie jego konto zostało zablokowane za nękanie innego użytkownika), konto to zostanie policzone w tym wskaźniku jako jedno. Jak powyżej, „działanie egzekucyjne” odnosi się do działania podjętego wobec danej treści lub konta (np. usunięcie, ostrzeżenie, zablokowanie).
- (4) Przywracamy wyłącznie te konta, które zostaną uznane przez naszych moderatorów za niesłusznie zablokowane.
- (5) Wskaźnik wyświetleń treści naruszających zasady (VVR) to odsetek wyświetleń Story i Snapów zawierających treści naruszające zasady, w proporcji do wszystkich wyświetleń Story i Snapów na Snapchacie. (Snap to zdjęcie lub film wykonane za pomocą kamery Snapchat. Więcej informacji znajduje się [tutaj](#)). Na przykład jeśli nasza wartość VVR wynosi 0,03%, oznacza to, że na każde 10 000 wyświetleń Snapów i Story na Snapchacie 3 zawierały treści naruszające nasze zasady. Wskaźnik ten umożliwi nam zrozumienie, jaki odsetek wyświetleń Snapów i Story na Snapchacie dotyczy treści, które naruszają nasze Wytyczne dla społeczności (zgłoszonych lub przeciwko którym podjęte zostały działania prewencyjne).
- (6) Wskaźnik unikalnych widzów wyświetlających treści naruszające zasady to odsetek unikalnych widzów, którzy widzieli naruszające zasady Stories lub Snapy, w proporcji do wszystkich unikalnych aktywnych użytkowników w okresie objętym raportem (tj. w IV kwartale 2025 r.). Na przykład, jeśli nasz wskaźnik unikalnych widzów wyświetlających treści naruszające zasady wynosi 0,03%, oznacza to, że na każde 10 000 użytkowników aktywnych w danym okresie na Snapchacie, 3 z nich widziało Stories i/lub Snapy naruszające nasze zasady. Wskaźnik ten umożliwi nam zrozumienie, jaki odsetek użytkowników na Snapchacie natrafia na Stories i/lub Snapy naruszające nasze Wytyczne dla społeczności (zgłoszone lub przeciwko którym podjęte zostały działania prewencyjne).
- (7) W czwartym kwartale zaobserwowaliśmy wzmożone działania egzekucyjne wobec wiadomości na chacie przypominających spam. Zawierały one fałszywe oświadczenia na temat usług Snapchata (np. twierdzenie, że użytkownik utraci dostęp do Snapchata, jeśli nie prześle dalej jakiejś wiadomości). Wobec tych wiadomości podjęto działania egzekucyjne w ramach kategorii Fałszywych informacji, ze względu na wprowadzający w błąd charakter tych wiadomości. Jednak wiadomości te nie były w żaden sposób powiązane z żadną obywatelską czy zdrowotną kampanią, ani też z kampanią, której celem byłaby systemowa dezinformacja.

Dodatkowe informacje

Aby uzyskać dodatkowe informacje na temat podejścia firmy Snap do bezpieczeństwa, prywatności i przejrzystości, odwiedź nasze [Centrum prywatności, bezpieczeństwa i zasad](#) oraz [stronę o raportach przejrzystości](#).

Snap Inc.
Nowojorski raport dotyczący Regulaminu świadczenia usług
1 października – 31 grudnia 2025 r.

Załączniki



Przesłano: 1 kwietnia 2026 r.

Snap Terms of Service ^

Summary

Snap Inc. Terms of Service

Snap Group Limited Terms of Service

Click here for a helpful summary of the Snap Terms of Service ^

The [Snap Terms of Service](#) is a contract between you and Snap. It explains the rules for using Snapchat and our other services (which we call our “Services”). These rules are legally binding, so it's important to understand them. Here's a quick breakdown of the key points, but you should still read the whole thing:

- **You must be 13 (or older, depending on where you live) to use Snapchat:** And some of our other Services may require that you are 18 or older.
- **We collect and use your information to provide the Services:** See our [Privacy Policy](#) for details.
- **Our Services provide a personalized experience:** We show ads and recommend content based on your interests as explained [here](#).
- **You are responsible for your content and any activity that occurs under your account:** But we can change, limit access to, or remove that content. Don't use or share anyone else's content without their permission. And don't use the Services to create or share any content that violates someone's rights, including intellectual property or privacy.
- **Our Services include AI-enabled features:** These features use the inputs directed by you to generate outputs like content or responses, which may not be accurate or appropriate, so you use them at your own risk. All inputs and anything you generate using the AI features or ask the AI features to generate must comply with the [Snap Terms of Service](#). Outputs of our AI-enabled features are not Snap representations.
- **You allow us to use your content to provide, improve, and promote our services:** Other users may also be able to view and interact with your content, depending on the feature and your settings. This includes content created using AI-enabled features.
- **We don't have any control or responsibility over the content of others:** You might be exposed to content that is offensive, illegal, or inappropriate, but we have systems in place to try to remove harmful content which you can read about [here](#).
- **You must follow Snap's Community Guidelines:** These guidelines apply to all behavior, forms of communication, and content on our Services.
- **You must also comply with Snap's other acceptable use terms:** Among other things, you must not:
 - create another account without our permission if we have disabled your old one;
 - use the Services in ways we prohibit, like copying or trying to reverse-engineer our Services or any content on the Services without permission;
 - use automated methods to extract data or content from our Services without our permission;
 - do anything that could harm other users' experience or the security of the services; or
 - break any laws when using the Services.
- **If you don't comply with the [Snap Terms of Service](#) and the [Community Guidelines](#), your account may be suspended or terminated:** We may also notify third parties, including law enforcement, and provide them data from your account. You may also have to pay compensation if you cause damage to us or others. If you disagree with something we decide about your account or content, you may be able to challenge it as explained [here](#) for content-related appeals and [here](#) for account-related appeals.
- **Some features may be subject to additional legal terms:** If they are, we'll let you know and they will also become part of the [Snap Terms of Service](#).
- **Our Services are evolving over time we may not always notify you of every change:** We may also update the [Snap Terms of Service](#) when needed, and will notify you of any significant changes.
- **You use the Services at your own risk:** We don't make guarantees about the quality, security, or availability of the services, and we're not responsible for third-party content or services linked through the Services.
- **There are limitations on our liability to you:** We're not responsible for content or activities that aren't ours. Where permitted by law, we also limit our liability for issues like not being able to access the Services, problems caused by others, or unauthorized use of your account.
- **The [Snap Terms of Service](#) include something called an "Arbitration Clause" that explains how we will resolve most disputes.** This means that, except for certain types of disputes mentioned in the Arbitration Clause, disputes between us will be resolved by mandatory binding arbitration instead of a proceeding in court, and we both waive the right to participate in a class-action lawsuit or class-wide arbitration. Depending on where you live, this may not apply to you and you have the right to opt out of arbitration. The details are explained in the Arbitration Clause.

- **If there is a dispute between us, the governing law will depend on the Snap entity providing the Services to you.** And nothing in the [Snap Terms of Service](#) will affect whatever statutory rights you have as a consumer under any law that applies to you.
- **We can restrict or terminate your access to the Services at any time:** You can also choose to stop using the Services or delete your account at any time.

This summary simplifies the main points, but remember, the full [Snap Terms of Service](#) is the official agreement between us that governs your use of our Services.

If you live in the United States or if your principal place of business is in the United States, you are agreeing to the [Snap Inc. Terms of Service](#).

If you live outside the United States or if your principal place of business is outside of the United States, you are agreeing to the [Snap Group Limited Terms of Service](#).

Snap Terms of Service

Snap Inc. Terms of Service

Effective: April 7, 2025

Welcome!

We've drafted these Terms of Service (which we call the "Terms") so you'll know the rules that govern our relationship with you as a user of Snapchat, Bitmoji, or any of our other products or services that are subject to them, such as My AI, (which we refer to collectively as the "Services"). Our Services are personalized and we provide information about how they work in these Terms, our [Privacy, Safety, and Policy Hub](#), on our [Support Site](#), and within the Services (such as notices, consents, and settings). The information we provide forms the main subject matter of these Terms.

Although we have tried our best to strip the legalese from the Terms, there are places where they may still read like a traditional contract. There's a good reason for that: these Terms form a legally binding contract between you and Snap Inc. ("Snap"). So please read them carefully.

By using any of our Services, you agree to the Terms. If so, Snap grants you a non-assignable, non-exclusive, revocable, and non-sublicensable license to use the Services in accordance with these Terms and our policies. Of course, if you don't agree with the Terms, then don't use the Services.

These Terms apply if you live in the United States or if your principal place of business is in the United States. If you live outside of the United States or if your principal place of business is outside of the United States, Snap Group Limited provides you the Services and your relationship is governed by the [Snap Group Limited Terms of Service](#).

Where we have provided summary sections in these Terms, these summaries have been included for your convenience only and you should read these Terms in full to understand your legal rights and obligations.

ARBITRATION NOTICE: THESE TERMS CONTAIN AN [ARBITRATION CLAUSE](#) A LITTLE LATER ON. YOU AND SNAP AGREE THAT, EXCEPT FOR CERTAIN TYPES OF DISPUTES MENTIONED IN THAT ARBITRATION CLAUSE, DISPUTES BETWEEN US WILL BE RESOLVED BY MANDATORY BINDING ARBITRATION, AND YOU AND SNAP WAIVE ANY RIGHT TO PARTICIPATE IN A CLASS-ACTION LAWSUIT OR CLASS-WIDE ARBITRATION. YOU HAVE THE RIGHT TO OPT OUT OF ARBITRATION AS EXPLAINED IN THAT ARBITRATION CLAUSE.

1. Who Can Use the Services

Our Services are not directed to children under the age of 13, and you must confirm that you are 13 years or older to create an account and use the Services. If we have actual knowledge that you are under the age of 13 (or the minimum age at which a person may use the Services in your state, province, or country without parental consent, if greater), we will cease providing the Services to you and delete your account and your data. We may offer additional Services with additional terms that may require you to be even older to use them. So please read all such terms carefully. By using the Services, you represent, warrant, and agree that:

- you can form a binding contract with Snap;
- you are not a person who is barred from using the Services under the laws of the United States or any other applicable jurisdiction — including, for example, that you do not appear on the U.S. Treasury Department’s list of Specially Designated Nationals or face any other similar prohibition;
- you are not a convicted sex offender; and
- you will comply with these Terms (including any other terms and policies referenced in these Terms, such as the [Community Guidelines](#), [Music on Snapchat Guidelines](#), and the [Commercial Content Policy](#)) and all applicable local, state, national, and international laws, rules, and regulations.

If you are using the Services on behalf of a business or some other entity, you represent that you are authorized to bind that business or entity to these Terms and you agree to these Terms on behalf of that business or entity (and all references to “you” and “your” in these Terms will mean both you as the end user and that business or entity). If you are using the Services on behalf of an entity of the U.S. Government, you agree to the [Amendment to Snap Inc. Terms of Service for U.S. Government Users](#).

In summary: Our Services are not directed to anyone under the age of 13 or the minimum age at which a person may use the Services in your state, province, or country if it is older than 13. If we become aware that you are under this age we will suspend your use of the Services and delete your account and data. Other



Snap Inc.

Careers

Investors

2. Rights You Grant Us

Many of our Services let you create, upload, post, send, receive, and store content. When you do that, you retain whatever ownership rights in that content you had to begin with. But you grant us a license to use that content. How broad that license is depends on which Services you use and the settings you have selected.

For all content you create using the Services, or submit or make available to the Services (including Public Content), you grant Snap and our affiliates a worldwide, royalty-free, sublicensable, and transferable license to host, store, cache, use, display, reproduce, modify, adapt, edit, publish, analyze, transmit, and distribute that content, including the name, image, likeness, or voice of anyone featured in it. This license is for the purpose of operating, developing, providing, promoting, and improving the Services and researching and developing new ones. This license includes a right for us to make your content available to, and pass these rights along to, service providers with whom we have contractual relationships related to the provision of the Services, solely for the purpose of providing and improving such Services.

We call Public Story submissions and any other content you submit to public Services, like Public Profiles, Spotlight, Snap Map, or Lens Studio, “Public Content.” Because Public Content is inherently public, you grant Snap, our affiliates, other users of the Services, and our business partners an unrestricted, worldwide, royalty-free, irrevocable, and perpetual right and license to create derivative works from, promote, exhibit, broadcast, syndicate, reproduce,

distribute, synchronize, overlay graphics and auditory effects on, publicly perform, and publicly display all or any portion of your Public Content in any form and in any and all media or distribution methods, now known or later developed, for commercial and non-commercial purposes. This license applies to the separate video, image, sound recording, or musical compositions contained in your Public Content, as well as the name, image, likeness, and voice of anyone featured in Public Content that you create, upload, post, send, or appear in (including as reflected in your Bitmoji). This means, among other things, that you will not be entitled to any compensation if your content, including videos, photos, sound recordings, musical compositions, name, image, likeness, or voice included in your content are used by us, our affiliates, users of the Services, or our business partners. For information about how to tailor who can watch your content, please take a look at our [Privacy Policy](#) and [Support Site](#). All Public Content must be appropriate for people ages 13+.

While we're not required to do so, we may access, review, screen, and delete your content at any time and for any reason, including to provide and develop the Services or if we think your content violates these Terms or any applicable laws. You alone, though, remain responsible for the content you create, upload, post, send, or store through the Services.

We, our affiliates, and our third-party partners may place advertising on the Services, including personalized advertising based on the information you provide us, we collect, or we obtain about you. Advertising may sometimes appear near, between, over, or in your content.

We always love to hear from our users. But if you provide feedback or suggestions, just know that we can use them without compensating you, and without any restriction or obligation to you. You agree that we will own all rights in anything we develop based on such feedback or suggestions.

In summary: If you post content that you own to the Services, you remain the owner but you allow us and others to use it to provide and promote our Services. You also allow other users to view and, in some cases, use any content you make available to others on the Services. We have various rights to change and remove your content, but you always remain responsible for everything you create, post or share, or direct us to use on the Services.

3. Additional Terms and Policies That May Apply

Additional terms and conditions listed on the [Terms & Policies](#) page or that are otherwise made available to you will apply to you depending on the specific Services you use. If those additional terms apply (for example, because you use the applicable Services), then they will become part of these Terms, meaning that you must comply with them. For example, if you purchase or use any paid features that we make available to you on Snapchat (such as a Snapchat+ subscription, but excluding advertising services) you agree that our [Paid Features Terms](#) apply. If any of the applicable additional terms conflict with these Terms, the additional terms will override and apply in place of the conflicting parts of these Terms.

In summary: Additional terms may apply, please take the time to read them carefully.

4. Privacy

Your privacy matters to us. You can learn how your information is handled when you use our Services by reading our [Privacy Policy](#). You can also learn more about our privacy practices, including how certain features use your data, on our [Privacy, Safety, and Policy Hub](#).

5. Personalized Recommendations

Our Services provide a personalized experience to make them more relevant and engaging for you. We will recommend content, advertising, and other information to you based on what we know and infer about your and others' interests from use of our Services. It is necessary for us to handle your personal information for this purpose, as we explain in our [Privacy Policy](#). Personalization is also a condition of our contract with you for us to be able to do so, unless you opt to receive less personalization in the Services. You can find more information on personalized recommendations on our [Support Site](#).

In summary: Our Services provide a personalized experience, including advertising and other recommendations to you based on data we collect as

explained [here](#) and in our [Privacy Policy](#).

6. AI Features

Our Services include AI-enabled features (“AI Features”) that use inputs like text, images, audio files, videos, documents, data, or other content provided by you or used at your direction (“Inputs”) to generate content and responses based on those Inputs (“Outputs”). All Inputs and Outputs will be treated for the purpose of these Terms as content you submit to the Services and accordingly any rights and licenses granted to us and obligations on you in respect of content submitted or made available by you in these Terms applies to Inputs and Outputs, including the licenses set out in “Rights You Grant Us” above. We collect, use, disclose, and retain Inputs and Outputs in accordance with our Privacy Policy.

While we integrate certain safeguards into AI Features, Outputs may not be reviewed in advance and may be inaccurate, incomplete, misleading, offensive, objectionable, inappropriate, infringing, unsuitable, unlawful, unfit for particular purposes, or the same or similar to content generated for other users of the Services. Outputs may also contain content inconsistent with Snap’s view, and Snap does not endorse any content included in any Outputs. If Outputs reference individuals or third parties including their products or services, it does not mean the individual or third party endorses Snap, or that they or these products are affiliated with Snap.

AI Features and Outputs are provided as-is and made available to you without representations or warranties of any kind, whether express or implied. This means that your use of any AI Features and Outputs is at your own risk, and you should not rely on them for any purpose, including to make decisions or for professional, medical, legal, financial, educational or other advice. Outputs are not Snap representations.

When using our AI Features, unless we give our permission, you must not, and must not take any action that would reasonably be expected to:

- use Inputs that contain or make use of, and otherwise could reasonably be expected to generate Outputs that contain or make use of, content that you do not have permission to use, would violate the rights of others, or has otherwise been unlawfully obtained;
- violate any submission guidelines or other policies we make available to you that apply to your use of AI Features or submission of Inputs;
- direct AI Features to generate any Outputs in violation of these Terms, the Community Guidelines, or any applicable intellectual property right, contractual restriction, or applicable laws, or which might otherwise cause harm;
- alter, obscure, or remove any watermark or disclosure applied to Outputs by the AI Features;
- circumvent any safety or privacy features, safeguards, or mechanisms in the AI Features;
- use or share Outputs that will be used to train, develop, or fine tune models, services, or other AI technologies; or
- misrepresent Outputs as having been human-generated or otherwise generated without the use of artificial intelligence.

Separate terms apply to any AI Features you use through or in connection with our business Services and Lens Studio instead of those set out above, and will be displayed to you in connection with your use of those other Services.

In summary: Inputs and Outputs from AI Features may be used in accordance with our Terms of Service, Privacy Policy, and terms relevant to the AI-specific products you use. AI Features may not be accurate or appropriate and you should not rely on them as a source of truth, facts, or substitute for human judgment.

7. Content Moderation

Much of the content on our Services is produced by users, publishers, and other third parties. Whether that content is posted publicly or sent privately, the content is the sole responsibility of the user or entity that submitted it. Although Snap reserves the right to review, moderate, or remove all content that appears on the Services, we do not review all of it. So we cannot — and do not — guarantee that other users or the content they provide through the Services will comply with our Terms, [Community Guidelines](#) or our other terms, policies or guidelines. You can read more about Snap’s approach to content moderation on our [Support Site](#).

Users can report content produced by others or others' accounts for violation of our Terms, [Community Guidelines](#) or other guidelines and policies. More information about how to report content and accounts is available on our [Support Site](#).

We hope you'll understand any decisions we make about content or user accounts, but if you have any complaints or concerns, you can use the submission form available [here](#) or use available in-app options. If you use this process, your complaint must be submitted within six months of the relevant decision.

Upon receiving a complaint, we will:

- ensure the complaint is reviewed in a timely, non-discriminatory, diligent and non-arbitrary manner;
- reverse our decision if we determine our initial assessment was incorrect; and
- inform you of our decision and of any possibilities for redress promptly.

In summary: Most content on the Services is owned or controlled by others and we don't have any control or responsibility over that content. We have content moderation policies and processes in place that apply to content on the Services.

8. Respecting the Services and Snap's Rights

As between you and us, Snap is the owner of the Services, which includes all related brands, works of authorship, Bitmoji avatars that you assemble, software, and other proprietary content, features, and technology. The Services may also be covered by patents owned by Snap or its affiliates, including those listed at www.snap.com/patents.

You must also respect Snap's rights and adhere to the [Snapchat Brand Guidelines](#), [Bitmoji Brand Guidelines](#), and any other guidelines, support pages, or FAQs published by Snap or our affiliates. That means, among other things, you may not do, attempt to do, enable, or encourage anyone else to do, any of the following and doing so may result in us terminating or suspending your access to the Services:

- use branding, logos, icons, user interface elements, product or brand look and feel, designs, photographs, videos, or any other materials Snap makes available via the Services, except as explicitly allowed by these Terms, the [Snapchat Brand Guidelines](#), [Bitmoji Brand Guidelines](#), or other brand guidelines published by Snap or our affiliates;
- violate or infringe Snap's, our affiliates', or any other third party's rights of publicity, privacy, copyrights, trademarks, or other intellectual property rights, including by using the Services to submit, display, post, create, or generate any infringing content;
- copy, modify, archive, download, upload, disclose, distribute, sell, lease, syndicate, broadcast, perform, display, make available, make derivatives of, or otherwise use the Services or the content on the Services, other than temporary files that are automatically cached by your web browser for display purposes, as otherwise expressly permitted in these Terms, as otherwise expressly permitted by us in writing, or as enabled by the Service's intended functionality;
- attempt to access the Services through unauthorized third-party applications, solicit login credentials from other users, or buy, sell, rent, or lease access to your account, a username, Snaps, or a friend link;
- reverse engineer, make unauthorized copies or derivative works of, decompile, disassemble, modify or decode the Services (including any underlying idea, technology, or algorithm) or any content included therein, or otherwise extract the source code of the software of the Services, without our written permission, except to the extent an exception or limitation applies under an open source license or applicable laws;
- use any robot, spider, crawler, scraper, script, software, or other automated or semi-automated means, processes or interfaces to access, scrape, extract or copy the Services, including any user data, content or other data contained in the Services;
- use or develop any third-party applications that interact with the Services or other users' content or information without our written consent;
- use the Services in a way that could interfere with, disrupt, negatively affect, or inhibit other users from fully enjoying the Services, or that could damage, disable, overburden, or impair the functioning of the Services;
- upload viruses or other malicious code or otherwise compromise, bypass, or circumvent the security of the Services;
- attempt to circumvent any content-filtering techniques we employ, or attempt to access areas or features of the Services that you are not authorized to access;
- use the Services to create or develop a competing product or service;
- state or imply that we endorse your content;

- probe, scan, or test the vulnerability of our Services or any system or network;
- violate any applicable law or regulation in connection with your access to or use of the Services; or
- access or use the Services in any way not expressly permitted by these Terms or our [Community Guidelines](#).

In summary: We own or control all of the content, features and functionalities of the Services, except your content. To ensure the Services and other users are protected from harm, there are rules we need you to follow when you use our Services. Failure to comply with these rules may result in suspension or termination of your account.

9. Respecting Others' Rights

Snap respects the rights of others. And so should you. You therefore may not use the Services, or enable anyone else to use the Services, in a manner that violates or infringes someone else's rights of publicity, privacy, copyright, trademark, or other intellectual property rights. When you submit content to the Services, you agree and represent that you own that content, or that you have received all necessary permissions, clearances, licenses, and authorizations in order to submit it to the Services (including, if applicable, the right to make mechanical reproductions of the musical works embodied in any sound recordings, synchronize any compositions to any content, publicly perform any compositions or sound recordings, or any other applicable rights for any music not provided by Snap that you include in your content) and grant the rights and licenses contained in these Terms for your content. You also agree that you will not use or attempt to use another user's account except as permitted by Snap or its affiliates.

Snap honors trademark, copyright, and other intellectual property laws, including the Digital Millennium Copyright Act and takes reasonable steps to expeditiously remove from our Services any infringing material that we become aware of. If Snap becomes aware that a user has repeatedly infringed copyrights, we will take reasonable steps within our power to suspend or terminate the user's account. If you believe that anything on the Services infringes a copyright that you own or control, please report it using the form accessible through this [tool](#). Or you may file a notice with our designated agent: Snap Inc., Attn: Copyright Agent, 3000 31st Street, Santa Monica, CA 90405, email: copyright@snap.com. Don't use this email address for anything other than reporting copyright infringement, as such emails will be ignored. To report other forms of infringement, including trademark infringement, on the Services, please use the tool accessible [here](#).

If you file a notice with our Copyright Agent, it must comply with the requirements set forth at [17 U.S.C. § 512\(c\)\(3\)](#). That means the notice must:

- contain the physical or electronic signature of a person authorized to act on behalf of the copyright owner;
- identify the copyrighted work claimed to have been infringed;
- identify the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed, or access to which is to be disabled, and information reasonably sufficient to let us locate the material;
- provide your contact information, including your address, telephone number, and an email address;
- provide a personal statement that you have a good-faith belief that the use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
- provide a statement that the information in the notification is accurate and, under penalty of perjury, that you are authorized to act on behalf of the copyright owner.

In summary: Make sure you own or have the right to use any content you make available on the Services. If you use content owned by someone else without permission, we may terminate your account. If you see anything which you believe infringes your intellectual property rights, let us know.

10. Safety

We try hard to keep our Services a safe place for all users. But we can't guarantee it. That's where you come in. By using the Services, you agree that you will at all times comply with these Terms, including our [Community Guidelines](#) and any other policies Snap makes available in order to maintain the safety of the Services.

If you fail to comply, we reserve the right to remove any offending content; terminate or limit the visibility of your account, and retain data relating to your account in accordance with our data retention policies; and notify third parties — including law enforcement — and provide those third parties with data and any other information relating to your account. This step may be necessary to protect the safety of our users and others; to investigate, remedy, and enforce potential Terms violations; and to detect and resolve any fraud or security concerns.

We also care about your physical safety and wellbeing while using our Services. So do not use our Services in a way that would distract you from obeying traffic or safety laws. For example, never use the Services while driving. And never put yourself or others in harm's way just to capture a Snap or to engage with other Snapchat features.

In summary: We try to make our Services as safe as possible, but we need your help. These Terms, our Community Guidelines, and other Snap policies contain important information about how to keep the Services and other users safe. And never put yourself or others in harm's way when using our Services.

11. Your Account

To use certain Services, you need to create an account. You agree to provide us with accurate, complete, and updated information for your account. You are responsible for any activity that occurs in your account. So it's important that you keep your account secure. One way to help keep your account secure is to select a strong password that you don't use for any other account and to enable two-factor authentication. If you think that someone has gained access to your account, please immediately reach out to [Support](#). Any software that we provide to you may automatically download and install upgrades, updates, or other new features. You may be able to adjust these automatic downloads through your device's settings. You agree not to create any account if we have previously removed or banned you or your account from any of our Services, unless we consent otherwise.

In summary: Keep your account details safe and secure. Only use an account if you are authorized by us to do so.

12. Memories

Memories is our personalized data-storage service. Your content in Memories might become unavailable for any number of reasons, including things like an operational glitch or a decision on our end to terminate your account. Since we can't promise that your content will always be available, we recommend keeping a separate copy of content you save to Memories. We make no promise that Memories will be able to accommodate your precise storage needs. We reserve the right to set storage limits for Memories, or to prohibit certain types of content from being eligible for use with Memories, and we may change these limits and prohibitions from time to time in our sole discretion.

In summary: Memories is a personalized storage service, it will be automatically enabled, but you can control some features. We cannot guarantee that any Memories will be stored forever either, so please do keep a backup.

13. Data Charges and Mobile Phones

You are responsible for any mobile charges that you may incur for using our Services. This includes data charges and charges for messaging, such as SMS, MMS, or other messaging protocols or technologies (collectively, "Messages"). If you're unsure what those charges may be, you should ask your service provider before using the Services.

By providing us with your mobile phone number you agree, among other things, to receive Messages from Snap related to the Services, including about promotions (where we have consent or as permitted by law), your account, and your relationship with Snap. You agree that these Messages may be received even if your mobile phone number is registered on any state or federal Do Not Call list, or international equivalent.

If you change or deactivate the mobile phone number that you used to create an account, you must update your account information through Settings within 72 hours to prevent us from sending messages intended for you to someone else.

In summary: We may send you Messages, and mobile charges may apply when you use our Services.

14. Third-Party Materials and Services

Certain Services may display, include, or make available content, data, information, applications, features, or materials from third parties (“Third-Party Materials”), provide links to certain third-party websites, or permit the use of Third-Party Materials or third-party services in connection with those Services. If you use any Third-Party Materials or third-party services made available through or in connection with our Services (including Services we jointly offer with the third party), the applicable third-party’s terms will govern their relationship with you. Neither Snap nor any of our affiliates is responsible or liable for a third party’s terms or actions taken under any third party’s terms. Further, by using the Services, you acknowledge and agree that Snap is not responsible for examining or evaluating the content, accuracy, completeness, availability, timeliness, validity, copyright compliance, legality, decency, quality, or any other aspect of such Third-Party Materials or third-party services or websites. We do not warrant or endorse and do not assume and will not have any liability or responsibility to you or any other person for any third-party services, Third-Party Materials, or third-party websites, or for any other materials, products, or services of third parties. Third-Party Materials, the availability of third-party services and links to other websites are provided solely as a convenience to you.

In summary: Snap isn’t responsible for third-party features, content or services accessible via or in connection with our Services – please make sure you read the third party’s terms.

15. Modifying the Services and These Terms

We’re relentlessly improving our Services and creating new ones all the time. That means we may add or remove features, products, or functionalities, and we may also suspend or stop the Services altogether. We may take any of these actions at any time for any reason, and when we do, we may not provide you with any notice beforehand.

This also means we may need to update these Terms to reflect any changes to our Services or how we provide them, as well as to comply with legal requirements, or for other legal or security reasons. If those changes to these Terms are material we will provide you with reasonable advance notice (unless changes are required sooner, for example, as a result of a change in legal requirements or where we are launching new Services or features). If you continue to use the Services once the changes come into effect, we will take that as your acceptance.

In summary: Our Services are going to evolve over time. We may update these Terms from time to time to reflect these changes or for other reasons.

16. Termination and Suspension

While we hope you remain a lifelong Snapchatter, you can terminate these Terms at any time if you do not agree with any changes we make to these Terms, or for any other reason, by deleting your Snapchat account (or, in some cases, the account associated with the applicable part of the Services you are using).

We may restrict, terminate, or temporarily suspend your access to the Services if you fail to comply with these Terms, our [Community Guidelines](#) or the law, for reasons outside of our control, or for any other reason. That means that we may terminate these Terms, stop providing you with all or any part of the Services, or impose new or additional limits on your ability to use our Services. For example, we may deactivate your account due to prolonged inactivity, and we may reclaim your username at any time for any reason. And while we’ll try to give you reasonable notice beforehand, we can’t guarantee that notice will be possible in all circumstances.

Where we restrict, terminate, or suspend your access to the Services for violation of our [Community Guidelines](#), we will notify you and provide an opportunity for you to appeal as explained in our [Moderation, Enforcement and Appeals explainer](#).

Before we restrict, terminate or suspend your access to the Services, we will take into account all relevant facts and circumstances apparent from the information available to us, depending on the underlying reason for taking that action. For example, if you violate our [Community Guidelines](#) we consider the severity,

frequency, and impact of the violations as well as the intention behind the violation. This will inform our decision whether to restrict, terminate or suspend your access to the Services and, in the event of suspension, how long we suspend your access. You can find out more about how we assess and take action against misuse of our Services on our [Support Site](#).

Regardless of who terminates these Terms, both you and Snap continue to be bound by Sections 2, 3 (to the extent any additional terms and conditions would, by their terms, survive), and 6 - 25 of the Terms.

In summary: You can stop using the Services or delete your account at any time and for any reason, including if you don't like any changes to these Terms. We can restrict or terminate your access to the Services for the reasons set out above. When we do, we'll provide you notice in most cases, as well as an opportunity to appeal the decision.

17. Indemnity

You agree, to the extent permitted by law, to indemnify, defend, and hold harmless Snap, our affiliates, directors, officers, stockholders, employees, licensors, and agents from and against any and all complaints, charges, claims, damages, losses, costs, liabilities, and expenses (including attorneys' fees) due to, arising out of, or relating in any way to: (a) your access to or use of the Services, or any products or services provided by a third party in connection with the Services, even if recommended, made available, or approved by Snap, (b) your content, including infringement claims related to your content, (c) your breach of these Terms or any applicable law or regulation, or (d) your negligence or willful misconduct.

In summary: If you cause us some damage, you will compensate us.

18. Disclaimers

We try to keep the Services up and running and free of annoyances. But we make no promises that we will succeed.

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" AND TO THE EXTENT PERMITTED BY LAW WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. IN ADDITION, WHILE WE ATTEMPT TO PROVIDE A GOOD USER EXPERIENCE, WE DO NOT REPRESENT OR WARRANT THAT: (A) THE SERVICES WILL ALWAYS BE SECURE, ERROR-FREE, OR TIMELY, (B) THE SERVICES WILL ALWAYS FUNCTION WITHOUT DELAYS, DISRUPTIONS, OR IMPERFECTIONS, OR (C) THAT ANY CONTENT, USER CONTENT, OR INFORMATION YOU OBTAIN ON OR THROUGH THE SERVICES WILL BE TIMELY OR ACCURATE.

NEITHER WE NOR OUR AFFILIATES TAKE RESPONSIBILITY OR ASSUME LIABILITY FOR ANY CONTENT THAT YOU, ANOTHER USER, OR A THIRD PARTY CREATES, UPLOADS, POSTS, SENDS, RECEIVES, OR STORES ON OR THROUGH OUR SERVICES. YOU UNDERSTAND AND AGREE THAT YOU MAY BE EXPOSED TO CONTENT THAT MIGHT BE OFFENSIVE, ILLEGAL, MISLEADING, OR OTHERWISE INAPPROPRIATE, NONE OF WHICH WE OR OUR AFFILIATES WILL BE RESPONSIBLE FOR.

In summary: Snap will try to make the Services available to you, but we do not make any promises regarding quality and will not be liable for any content which is not ours.

19. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE AND OUR MANAGING MEMBERS, SHAREHOLDERS, EMPLOYEES, AFFILIATES, LICENSORS, AGENTS, AND SUPPLIERS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR MULTIPLE DAMAGES, OR ANY LOSS OF PROFITS OR REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR ANY LOSS OF DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM: (A) YOUR ACCESS TO OR USE OF OR INABILITY TO ACCESS OR USE THE SERVICES, (B) THE CONDUCT OR CONTENT OF OTHER USERS OR THIRD PARTIES ON OR THROUGH THE SERVICES, OR (C) UNAUTHORIZED ACCESS, USE, OR ALTERATION OF YOUR CONTENT, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL OUR AGGREGATE LIABILITY FOR ALL CLAIMS RELATING TO THE SERVICES EXCEED THE GREATER

OF \$100 USD OR THE AMOUNT YOU PAID US IN THE 12 MONTHS PRECEDING THE DATE OF THE ACTIVITY GIVING RISE TO THE CLAIM.

In summary: We limit our liability for anything you do, instances where you cannot access the Services, things others do, and any issues resulting from unauthorized use of our Services. Where we are liable to you and you have suffered some loss, we limit our liability to a set amount.

20. Arbitration, Class-Action Waiver, and Jury Waiver

PLEASE READ THE FOLLOWING PARAGRAPHS CAREFULLY BECAUSE THEY PROVIDE THAT YOU AND SNAP AGREE TO RESOLVE ALL DISPUTES BETWEEN US THROUGH BINDING INDIVIDUAL ARBITRATION AND INCLUDE A CLASS ACTION WAIVER AND JURY TRIAL WAIVER. This Arbitration Agreement supersedes all prior versions.

a. **Applicability of Arbitration Agreement.** In this Section 20 (the "Arbitration Agreement"), you and Snap, including Snap's officers, directors, employees, contractors and vendors, agree that all claims and disputes (whether contract, tort, or otherwise), including all statutory claims and disputes, arising out of or relating to these Terms or the use of the Services or any communications between you and Snap that are not brought in small claims court will be resolved by binding arbitration on an individual basis, except that you and Snap are not required to arbitrate any: (i) disputes or claims within the jurisdiction of a small claims court consistent with the jurisdictional and dollar limits that may apply, as long as it is an individual dispute and not a class action, (ii) disputes or claims where the only relief sought is injunctive relief, and (iii) disputes in which either party seeks equitable relief for the alleged unlawful use of copyrights, trademarks, trade names, logos, trade secrets, patents or other intellectual property rights. To be clear: the phrase "all claims and disputes" also includes claims and disputes that arose between us before the effective date of these Terms. In addition, all disputes concerning the arbitrability of a claim (including disputes about the scope, applicability, enforceability, revocability, or validity of the Arbitration Agreement) shall be decided by the arbitrator, except as expressly provided below. This provision shall be binding upon and enforceable against you, your estate, heirs, executors, administrators, successors and assigns, including any party who is deceased at the time the dispute arises.

b. **Informal Dispute Resolution First.** We want to address any disputes without needing arbitration. If you have a dispute with Snap that is subject to arbitration, then prior to initiating arbitration, you agree to mail an individualized request ("Pre-Arbitration Demand") to Snap Inc., ATTN: Litigation Department, 3000 31st Street, Santa Monica, CA 90405 so that we can work together to resolve the dispute. A Pre-Arbitration Demand is valid only if it pertains to, and is on behalf of, a single individual. A Pre-Arbitration Demand brought on behalf of multiple individuals is invalid as to all. The Pre-Arbitration Demand must include: (i) your name, (ii) your Snapchat username, (iii) your name, telephone number, email address and mailing address or the name, telephone number, mailing address and email address of your counsel, if any, (iv) a description of your dispute, and (v) your signature. Likewise, if Snap has a dispute with you, Snap will send an email or text message with its individualized Pre-Arbitration Demand, including the requirements listed above, to the email address or phone number associated with your Snapchat account. If the dispute is not resolved within sixty (60) days of the date that you or Snap send your Pre-Arbitration Demand, arbitration may then be filed. You agree that compliance with this subsection is a condition precedent to commencing arbitration, and that the arbitrator shall dismiss any arbitration filed without fully and completely complying with these informal dispute resolution procedures. Notwithstanding any other provision of this Agreement, the Arbitration Agreement or ADR Services' Rules, the party against whom an arbitration has been filed has the right to seek a judicial declaration in court regarding whether the arbitration should be dismissed for failure to comply with the informal dispute resolution process set forth in this subsection.

c. **Arbitration Rules.** The Federal Arbitration Act, including its procedural provisions, governs the interpretation and enforcement of this dispute-resolution provision, and not state law. If, after completing the informal dispute resolution process described above, you or Snap wishes to initiate arbitration, the arbitration will be conducted by ADR Services, Inc. ("ADR Services") (<https://www.adrservices.com/>). If ADR Services is not available to arbitrate, the arbitration will be conducted by National Arbitration and Mediation ("NAM") (<https://www.namadr.com/>). The rules of the arbitral forum will govern all aspects of this arbitration, except to the extent those rules conflict with these Terms. The arbitration will be conducted by a single neutral arbitrator. The arbitrator may issue orders (including subpoenas to third parties, to the extent permitted by law) allowing the parties to conduct discovery sufficient to allow each party to prepare that party's claims and/or defenses, taking into consideration that arbitration is designed to be a speedy and efficient method for resolving disputes. Any claims or disputes where the total amount sought is

less than \$10,000 USD may be resolved through binding non-appearance-based arbitration, at the option of the party seeking relief. For claims or disputes where the total amount sought is \$10,000 USD or more, the right to a hearing will be determined by the arbitral forum's rules. Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

d. Additional Rules for Non-appearance Arbitration. If non-appearance arbitration is elected, the arbitration will be conducted by telephone, online, written submissions, or any combination of the three; the specific manner will be chosen by the party initiating the arbitration. The arbitration will not involve any personal appearance by the parties or witnesses unless the parties mutually agree otherwise.

e. Fees. If Snap is the party initiating an arbitration against you, Snap will pay all costs associated with the arbitration, including the entire filing fee. If you are the party initiating an arbitration against Snap, you will be responsible for the nonrefundable Initial Filing Fee. If, however, the amount of the Initial Filing Fee is more than you would have to pay to file a Complaint in the United States District Court for the Central District of California (or, for cases where that court would lack original jurisdiction, the California Superior Court, County of Los Angeles), Snap will pay the difference between the Initial Filing Fee and the amount you would have to pay to file a Complaint in Court. Snap will pay both parties' Administrative Fee. Otherwise, ADR Services sets forth fees for its services, which are available at <https://www.adrservices.com/rate-fee-schedule/>.

f. Authority of the Arbitrator. The arbitrator will decide the jurisdiction of the arbitrator and the rights and liabilities, if any, of you and Snap. The dispute will not be consolidated with any other matters or joined with any other cases or parties. The arbitrator will have the authority to grant motions dispositive of all or part of any claim or dispute. The arbitrator will have the authority to award monetary damages and to grant any non-monetary remedy or relief available to an individual under law, the arbitral forum's rules, and the Terms. The arbitrator will issue a written award and statement of decision describing the essential findings and conclusions on which the award is based, including the calculation of any damages awarded. The arbitrator has the same authority to award relief on an individual basis that a judge in a court of law would have. The award of the arbitrator is final and binding upon you and Snap.

g. Settlement Offers and Offers of Judgement. At least ten (10) calendar days before the date set for the arbitration hearing, you or Snap may serve a written offer of judgment on the other party to allow judgment on specified terms. If the offer is accepted, the offer with proof of acceptance shall be submitted to the arbitration provider, who shall enter judgment accordingly. If the offer is not accepted prior to the arbitration hearing or within thirty (30) calendar days after it is made, whichever is first, it shall be deemed withdrawn and cannot be given as evidence in the arbitration. If an offer made by one party is not accepted by the other party, and the other party fails to obtain a more favorable award, the other party shall not recover their post-offer costs and shall pay the offering party's costs (including all fees paid to the arbitral forum) from the time of the offer.

h. Waiver of Jury Trial. YOU AND SNAP WAIVE ANY CONSTITUTIONAL AND STATUTORY RIGHTS TO GO TO COURT AND HAVE A TRIAL IN FRONT OF A JUDGE OR A JURY. You and Snap are instead electing to have claims and disputes resolved by arbitration. Arbitration procedures are typically more limited, more efficient, and less costly than rules applicable in court and are subject to very limited review by a court. In any litigation between you and Snap over whether to vacate or enforce an arbitration award, YOU AND SNAP WAIVE ALL RIGHTS TO A JURY TRIAL, and elect instead to have the dispute be resolved by a judge.

i. Waiver of Class or Consolidated Actions. ALL CLAIMS AND DISPUTES WITHIN THE SCOPE OF THIS ARBITRATION AGREEMENT MUST BE ARBITRATED OR LITIGATED ON AN INDIVIDUAL BASIS AND NOT ON A CLASS BASIS. CLAIMS OF MORE THAN ONE CUSTOMER OR USER CANNOT BE ARBITRATED OR LITIGATED JOINTLY OR CONSOLIDATED WITH THOSE OF ANY OTHER CUSTOMER OR USER. This subsection does not prevent you or Snap from participating in a class-wide settlement of claims. Notwithstanding any other provision of this Agreement, the Arbitration Agreement or ADR Services' Rules, disputes regarding the interpretation, applicability, or enforceability of this waiver may be resolved only by a court and not by an arbitrator. IF THIS CLASS ACTION WAIVER IS LIMITED, VOIDED, OR FOUND UNENFORCEABLE, THEN, UNLESS THE PARTIES MUTUALLY AGREE OTHERWISE, THE PARTIES' AGREEMENT TO ARBITRATE SHALL BE NULL AND VOID WITH RESPECT TO SUCH PROCEEDING SO LONG AS THE PROCEEDING IS PERMITTED TO PROCEED AS A CLASS ACTION. IN SUCH CIRCUMSTANCES, ANY PUTATIVE CLASS, PRIVATE ATTORNEY GENERAL, OR CONSOLIDATED OR REPRESENTATIVE ACTION THAT IS PERMITTED TO PROCEED MUST BE BROUGHT IN A COURT OF PROPER JURISDICTION AND NOT IN ARBITRATION.

j. Right to Waive. Any rights and limitations set forth in this Arbitration Agreement may be waived by the party against whom the claim is asserted.

Such waiver will not waive or affect any other portion of this Arbitration Agreement.

k. Opt-out. You may opt out of this Arbitration Agreement. If you do so, neither you nor Snap can force the other to arbitrate. To opt out, you must notify Snap in writing no later than 30 days after first becoming subject to this Arbitration Agreement; otherwise you shall be bound to arbitrate disputes on a non-class basis in accordance with these Terms. If you opt out of only the arbitration provisions, and not also the class action waiver, the class action waiver still applies. You may not opt out of only the class action waiver and not also the arbitration provisions. Your notice must include your name and address, your Snapchat username and the email address you used to set up your Snapchat account (if you have one), and an unequivocal statement that you want to opt out of this Arbitration Agreement. You must either mail your opt-out notice to this address: Snap Inc., Attn: Arbitration Opt-out, 3000 31st Street, Santa Monica, CA 90405, or email the opt-out notice to arbitration-opt-out@snap.com.

l. Small Claims Court. Notwithstanding the foregoing, either you or Snap may bring an individual action in small claims court.

m. Arbitration Agreement Survival. This Arbitration Agreement will survive the termination of your relationship with Snap, including any revocation of consent or other action by you to end your participation in the Service or any communication with Snap.

In summary: Unless you exercise your right to opt out, Snap and you will resolve all claims and disputes first through an informal dispute resolution process and, if that does not resolve the issue, on an individual basis using binding arbitration. This means that you cannot bring a class action suit against us in the event of a claim or dispute.

21. Exclusive Venue

To the extent that these Terms allow you or Snap to initiate litigation in a court, both you and Snap agree that, except for a claim that may be brought in small claims court, all claims and disputes (whether contract, tort, or otherwise), including statutory claims and disputes, arising out of or relating to the Terms or the use of the Services will be litigated exclusively in the United States District Court for the Central District of California. If, however, that court would lack original jurisdiction over the litigation, then all such claims and disputes will be litigated exclusively in the Superior Court of California, County of Los Angeles. You and Snap consent to the personal jurisdiction of both courts.

22. Choice of Law

Except to the extent they are preempted by U.S. federal law, the laws of California, other than its conflict-of-laws principles, govern these Terms and any claims and disputes (whether contract, tort, or otherwise) arising out of or relating to these Terms or their subject matter.

23. Severability

If any provision of these Terms is found unenforceable, then that provision will be removed from these Terms and not affect the validity and enforceability of any remaining provisions.

24. California Residents

If you are a California resident, in accordance with Cal. Civ. Code § 1789.3, you may report complaints to the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs by contacting them in writing at 1625 North Market Blvd., Suite N 112 Sacramento, CA 95834, or by telephone at (800) 952-5210.

25. Final Terms

These Terms, including the additional terms referenced in Section 3, make up the entire agreement between you and Snap, and supersede any prior

agreements. These Terms do not create or confer any third-party beneficiary rights. If we do not enforce a provision in these Terms, it will not be considered a waiver of our rights to enforce these Terms. We reserve the right to transfer our rights under these Terms and provide the Services using another entity, provided that entity upholds these Terms. You may not transfer any of your rights or obligations under these Terms without our consent. We reserve all rights not expressly granted to you.

26. Contact Us

Snap welcomes comments, questions, concerns, or suggestions. You can contact us or get support [here](#).

Snap Inc. is located in the United States at 3000 31st Street, Santa Monica, California 90405.

Snap Group Limited Terms of Service

Effective: April 7, 2025

Welcome!

We've drafted these Terms of Service (which we call the "Terms") so you'll know the rules that govern our relationship with you as a user of Snapchat, Bitmoji, or any of our other products or services that are subject to them, such as My AI, (which we refer to collectively as the "Services"). Our Services are personalised and we provide information about how they work in these Terms, our [Privacy, Safety, and Policy Hub](#), on our [Support Site](#), and within the Services (such as notices, consents, and settings). The information we provide forms the main subject matter of these Terms.

Although we have tried our best to strip the legalese from the Terms, there are places where they may still read like a traditional contract. There's a good reason for that: these Terms form a legally binding contract between you and Snap Group Limited ("Snap"). So please read them carefully.

In order to use our Services, you must accept these Terms (and any other notice or consent), which are presented to you when you first open the Service. If so, Snap grants you a non-assignable, non-exclusive, revocable, and non-sublicensable licence to use the Services in accordance with these Terms and our policies. Of course, if you don't accept them, then don't use the Services.

These Terms apply if you live outside the United States or if your principal place of business is outside of the United States. If you live in the United States or if your principal place of business is in the United States, Snap Inc. provides you the Services and your relationship is governed by the [Snap Inc. Terms of Service](#).

Where we have provided summary sections in these Terms, these summaries have been included for your convenience only and you should read these Terms in full to understand your legal rights and obligations.

ARBITRATION NOTICE: IF YOU'RE USING THE SERVICES ON BEHALF OF A BUSINESS, THEN YOUR BUSINESS WILL BE BOUND BY THE ARBITRATION CLAUSE THAT APPEARS LATER IN THESE TERMS.

1. Who Can Use the Services

Our Services are not directed to children under the age of 13, and you must confirm that you are 13 years or older to create an account and use the Services. If we have actual knowledge that you are under the age of 13 (or the minimum age at which a person may use the Services in your state, province or country

without parental consent, if greater), we will cease providing the Services to you and delete your account and your data. We may offer additional Services with additional terms that may require you to be even older to use them. So please read all such terms carefully. By using the Services, you confirm that (and represent and warrant that):

- you can form a binding contract with Snap;
- you are not a person who is barred from using the Services under the laws of the United States, the United Kingdom, or any other applicable jurisdiction — including, for example, that you do not appear on the U.S. Treasury Department’s list of Specially Designated Nationals or face any other similar prohibition;
- you are not a convicted sex offender; and
- you will comply with these Terms (including any other terms and policies referenced in these Terms, such as the [Community Guidelines](#), [Music on Snapchat Guidelines](#), and the [Commercial Content Policy](#)) and all applicable local, state, national, and international laws, rules, and regulations.

If you are using the Services on behalf of a business or some other entity, you confirm that you are authorised to bind that business or entity to these Terms and you agree to these Terms on behalf of that business or entity (and all references to “you” and “your” in these Terms will mean both you as the end user and that business or entity).

In summary: Our Services are not directed at anyone under the age of 13 or the minimum age at which a person may use the Services in your state, province or country if it is older than 13. If we become aware that you are under this age we will suspend your use of the Services and delete your account and data. Other terms may apply to our Services which require you to be even older to use them so please review these carefully when prompted.

2. Rights You Grant Us

Many of our Services let you create, upload, post, send, receive, and store content. When you do that, you retain whatever ownership rights in that content you had to begin with. But you grant us a licence to use that content. How broad that licence is depends on which Services you use and the settings you have selected.

For all content you create using the Services, or submit or make available to the Services (including Public Content), you grant Snap and our affiliates a worldwide, royalty-free (meaning that there is no ongoing payment to you required), sublicensable, and transferable licence to host, store, cache, use, display, reproduce, modify, adapt, edit, publish, analyse, transmit, and distribute that content, including the name, image, likeness, or voice of anyone featured in it. This licence is for the purpose of operating, developing, providing, promoting, and improving the Services and researching and developing new ones. This licence includes a right for us to make your content available to, and pass these rights along to, service providers with whom we have contractual relationships related to the provision of the Services, solely for the purpose of providing and improving such Services.

We call Public Story submissions and any other content you submit to public Services, like Public Profiles, Spotlight, Snap Map, or Lens Studio, “Public Content.” Because Public Content is inherently public, you grant Snap, our affiliates, other users of the Services, and our business partners a worldwide, royalty-free, and irrevocable right and licence to create derivative works from, promote, exhibit, broadcast, syndicate, reproduce, distribute, synchronise, overlay graphics and auditory effects on, publicly perform, and publicly display all or any portion of your Public Content in any form and in any and all media or distribution methods, now known or later developed. This licence applies to the separate video, image, sound recording, or musical compositions contained in your Public Content, as well as the name, image, likeness, and voice of anyone featured in Public Content that you create, upload, post, send, or appear in (including as reflected in your Bitmoji). This means, among other things, that you will not be entitled to any compensation if your content, including videos, photos, sound recordings, musical compositions, name, image, likeness, or voice included in your content are used by us, our affiliates, users of the Services, or our business partners. The licences granted by you for Public Content continue for so long as the Public Content is on the Services and for a reasonable period of time after you remove or delete the Public Content from the Services (provided we may retain server copies of your Public Content indefinitely). For information about how to tailor who can watch your content, please take a look at our [Privacy Policy](#) and [Support Site](#). All Public Content must be appropriate for people ages 13+.

To the extent permissible by law, you irrevocably waive — or agree not to assert against Snap or its affiliates — any moral rights or equivalent rights you may have in content you share on the Services throughout the world.

While we're not required to do so, we reserve the right to access, review, screen, and delete any content: (i) which we think violates these Terms or any applicable laws, including any additional terms referenced in Section 3, or our policies, such as our [Community Guidelines](#), or (ii) if necessary to comply with our legal obligations. You alone, though, remain responsible for the content you create, upload, post, send, or store through the Services.

We, Snap Inc., our affiliates, and our third-party partners may place advertising on the Services, including personalised advertising — with your consent, where required — based on the information you provide us, we collect, or we obtain about you. Advertising may sometimes appear near, between, over, or in your content.

We always love to hear from our users. But if you provide feedback or suggestions, just know that we can use them without compensating you, and without any restriction or obligation to you. You agree that we will own all rights in anything we develop based on such feedback or suggestions.

In summary: If you post content that you own to the Services, you remain the owner but you allow us and others to use it to provide and promote our Services. You also allow other users to view and, in some cases, use any content you make available to others on the Services. We have various rights to change and remove your content, but you always remain responsible for everything you create, post or share, or direct us to use on the Services.

3. Additional Terms and Policies That May Apply

Additional terms and conditions listed on the [Snap Terms & Policies](#) page or that are otherwise made available to you will apply to you depending on the specific Services you use or where you are located. If those additional terms apply (for example, because you use the applicable Services) then they will then become part of these Terms, meaning that you must comply with them. For example, if you purchase or use any paid features that we make available to you on Snapchat (such as a Snapchat+ subscription, but excluding advertising services) you agree that our [Paid Features Terms](#) apply. If any of the applicable additional terms conflict with these Terms, the additional terms will override and apply in place of the conflicting parts of these Terms.

In summary: Additional terms may apply, please take the time to read them carefully.

4. Privacy

Your privacy matters to us. You can learn how your information is handled when you use our Services by reading our [Privacy Policy](#). You can also learn more about our privacy practices, including how certain features use your data, on our [Privacy, Safety, and Policy Hub](#).

5. Personalised Recommendations

Our Services provide a personalised experience to make them more relevant and engaging for you. We will recommend content, advertising and other information to you based on what we know and infer about your and others' interests from use of our Services. It is necessary for us to handle your personal information for this purpose, as we explain in our [Privacy Policy](#). Personalisation is also a condition of our contract with you for us to be able to do so, unless you opt to receive less personalisation in the Services. You can find more information on personalised recommendations on our [Support Site](#).

In summary: Our Services provide a personalised experience, including advertising and other recommendations to you based on data we collect as explained [here](#) and in our [Privacy Policy](#).

6. AI Features

Our Services include AI-enabled features ("AI Features") that use inputs like text, images, audio files, videos, documents, data, or other content provided by you or used at your direction ("Inputs") to generate content and responses based on those Inputs ("Outputs"). All Inputs and Outputs will be treated for the purpose of these Terms as content you submit to the Services and accordingly any rights and licences granted to us and obligations on you in respect of content

submitted or made available by you in these Terms applies to Inputs and Outputs, including the licences set out in “Rights You Grant Us” above. We collect, use, disclose, and retain Inputs and Outputs in accordance with our Privacy Policy.

While we integrate certain safeguards into AI Features, Outputs may not be reviewed in advance and may be inaccurate, incomplete, misleading, offensive, objectionable, inappropriate, infringing, unsuitable, unlawful, unfit for particular purposes, or the same or similar to content generated for other users of the Services. Outputs may also contain content inconsistent with Snap’s view, and Snap does not endorse any content included in any Outputs. If Outputs reference individuals or third parties including their products or services, it does not mean the individual or third party endorses Snap, or that they or these products are affiliated with Snap.

AI Features and Outputs are provided as-is and made available to you without representations or warranties of any kind, whether express or implied. This means that your use of any AI Features and Outputs is at your own risk, and you should not rely on them for any purpose, including to make decisions or for professional, medical, legal, financial, educational or other advice. Outputs are not Snap representations.

When using our AI Features, unless we give our permission, you must not, and must not take any action that would reasonably be expected to:

- use Inputs that contain or make use of, and otherwise could reasonably be expected to generate Outputs that contain or make use of, content that you do not have permission to use, would violate the rights of others, or has otherwise been unlawfully obtained;
- violate any submission guidelines or other policies we make available to you that apply to your use of AI Features or submission of Inputs;
- direct AI Features to generate any Outputs in violation of these Terms, the Community Guidelines, or any applicable intellectual property right, contractual restriction, or applicable laws, or which might otherwise cause harm;
- alter, obscure, or remove any watermark or disclosure applied to Outputs by the AI Features;
- circumvent any safety or privacy features, safeguards, or mechanisms in the AI Features;
- use or share Outputs that will be used to train, develop, or fine tune models, services, or other AI technologies; or
- misrepresent Outputs as having been human-generated or otherwise generated without the use of artificial intelligence.

Separate terms apply to any AI Features you use through or in connection with our business Services and Lens Studio instead of those set out above, and will be displayed to you in connection with your use of those other Services.

In summary: Inputs and Outputs from AI Features may be used in accordance with our Terms of Service, Privacy Policy, and terms relevant to the AI-specific products you use. AI Features may not be accurate or appropriate and you should not rely on them as a source of truth, facts, or substitute for human judgment.

7. Content Moderation

Much of the content on our Services is produced by users, publishers, and other third parties. Whether that content is posted publicly or sent privately, the content is the sole responsibility of the user or entity that submitted it. Although Snap reserves the right to review, moderate, or remove all content that appears on the Services, we do not review all of it. So we cannot — and do not — guarantee that other users or the content they provide through the Services will comply with our Terms, [Community Guidelines](#) or our other terms, policies or guidelines. You can read more about Snap’s approach to content moderation on our [Support Site](#).

Users can report content produced by others or others’ accounts for violation of our Terms, [Community Guidelines](#) or other guidelines and policies. More information about how to report content and accounts is available on our [Support Site](#).

We hope you’ll understand any decisions we make about content or user accounts, but if you have any complaints or concerns you can use the submission form available [here](#) or use available in-app options. If you use this process, your complaint must be submitted within six months of the relevant decision.

Upon receiving a complaint, we will:

- ensure the complaint is reviewed in a timely, non-discriminatory, diligent and non-arbitrary manner;

- reverse our decision if we determine our initial assessment was incorrect; and
- inform you of our decision and of any possibilities for redress promptly.

In summary: Most content on the Services is owned or controlled by others and we don't have any control or responsibility over that content. We have content moderation policies and processes in place that apply to content on the Services.

8. Respecting the Services and Snap's Rights

As between you and us, Snap is the owner of the Services, which includes all related brands, works of authorship, Bitmoji avatars that you assemble, software, and other proprietary content, features, and technology. The Services may also be covered by patents owned by Snap or its affiliates, including those listed at www.snap.com/patents.

You must also respect Snap's rights and adhere to the [Snapchat Brand Guidelines](#), [Bitmoji Brand Guidelines](#), and any other guidelines, support pages, or FAQs published by Snap or our affiliates. That means, among other things, you may not do, attempt to do, enable, or encourage anyone else to do, any of the following and doing so may result in us terminating or suspending your access to the Services:

- use branding, logos, icons, user interface elements, product or brand look and feel, designs, photographs, videos, or any other materials Snap makes available via the Services, except as explicitly allowed by these Terms, the [Snapchat Brand Guidelines](#), [Bitmoji Brand Guidelines](#) or other brand guidelines published by Snap or our affiliates;
- violate or infringe Snap's, our affiliates' or any other third party's rights of publicity, privacy, copyrights, trademarks, or other intellectual property rights, including by using the Services to submit, display, post, create or generate any infringing content;
- copy, modify, archive, download, upload, disclose, distribute, sell, lease, syndicate, broadcast, perform, display, make available, make derivatives of, or otherwise use the Services or the content on the Services, other than temporary files that are automatically cached by your web browser for display purposes, as otherwise expressly permitted in these Terms, as otherwise expressly permitted by us in writing, or as enabled by the Service's intended functionality;
- attempt to access the Services through unauthorised third-party applications, solicit login credentials from other users, or buy, sell, rent, or lease access to your account, a username, Snaps, or a friend link;
- reverse engineer, make unauthorised copies or derivative works of, decompile, disassemble, modify or decode the Services (including any underlying idea or algorithm) or any content included therein, or otherwise extract the source code of the software of the Services, without our written permission, except to the extent an exception or limitation applies under an open source license or applicable laws;
- use any robot, spider, crawler, scraper, script, software, or other automated or semi-automated means, processes or interfaces to access, scrape, extract or copy the Services, including any user data, content or other data contained in the Services;
- use or develop any third-party applications that interact with the Services or other users' content or information without our written consent;
- use the Services in a way that could interfere with, disrupt, negatively affect, or inhibit other users from fully enjoying the Services, or that could damage, disable, overburden, or impair the functioning of the Services;
- upload viruses or other malicious code or otherwise compromise, bypass, or circumvent the security of the Services;
- attempt to circumvent any content-filtering techniques we employ, or attempt to access areas or features of the Services that you are not authorised to access;
- use the Services to create or develop a competing product or service;
- state or imply that we endorse your content;
- probe, scan, or test the vulnerability of our Services or any system or network;
- violate any applicable law or regulation in connection with your access to or use of the Services; or
- access or use the Services in any way not expressly permitted by these Terms or our [Community Guidelines](#).

In summary: We own or control all of the content, features and functionalities of the Services, except your content. To ensure the Services and other users are protected from harm, there are rules we need you to follow when you use our Services. Failure to comply with these rules may result in suspension or termination of your account.

9. Respecting Others' Rights

Snap respects the rights of others. And so should you. You therefore may not use the Services, or enable anyone else to use the Services, in a manner that violates or infringes someone else's rights of publicity, privacy, copyright, trademark, or other intellectual property right. When you submit content to the Services, you are solely responsible for ensuring and must ensure that you own that content, or that you have received all necessary permissions, clearances, licences, and authorisations in order to submit it to the Services (including, if applicable, the right to make mechanical reproductions of the musical works embodied in any sound recordings, synchronise any compositions to any content, publicly perform any compositions or sound recordings, or any other applicable rights for any music not provided by Snap that you include in your content) and grant the rights and licences contained in these Terms for your content. You also agree that you will not use or attempt to use another user's account except as permitted by Snap or its affiliates.

Snap honours trademark, copyright, and other intellectual property laws, including the Digital Millennium Copyright Act and takes reasonable steps to expeditiously remove from our Services any infringing material that we become aware of. If Snap becomes aware that a user has repeatedly infringed copyrights, we will take reasonable steps within our power to suspend or terminate the user's account. If you believe that anything on the Services infringes a copyright that you own or control, please report it using the form accessible through this [tool](#). Or you may file a notice with our designated agent: Snap Inc., Attn: Copyright Agent, 3000 31st Street, Santa Monica, CA 90405, email: copyright@snap.com. Don't use this email address for anything other than reporting copyright infringement, as such emails will be ignored. To report other forms of infringement, including trademark infringement, on the Services, please use the tool accessible [here](#). If you file a notice with our Copyright Agent, it must:

- contain the physical or electronic signature of a person authorised to act on behalf of the copyright owner;
- identify the copyrighted work claimed to have been infringed;
- identify the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed, or access to which is to be disabled, and information reasonably sufficient to let us locate the material;
- provide your contact information, including your address, telephone number, and an email address;
- provide a personal statement that you have a good-faith belief that the use of the material in the manner complained of is not authorised by the copyright owner, its agent, or the law; and
- provide a statement that the information in the notification is accurate and, under penalty of perjury, that you are authorised to act on behalf of the copyright owner.

In summary: Make sure you own or have the right to use any content you make available on the Services. If you use content owned by someone else without permission, we may terminate your account. If you see anything which you believe infringes your intellectual property rights, let us know.

10. Safety

We try hard to keep our Services a safe place for all users. But we can't guarantee it. That's where you come in. By using the Services, you agree that you will at all times comply with these Terms, including our [Community Guidelines](#) and any other policies Snap makes available in order to maintain the safety of the Services.

If you fail to comply, we reserve the right to remove any offending content; terminate or limit the visibility of your account, and retain data relating to your account in accordance with our data retention policies; and notify third parties — including law enforcement — and provide those third parties with data and any other information relating to your account. This step may be necessary to protect the safety of our users, and others, to investigate, remedy, and enforce potential Terms violations, and to detect and resolve any fraud or security concerns.

We also care about your physical safety and wellbeing while using our Services. So do not use our Services in a way that would distract you from obeying traffic or safety laws. For example, never use the Services while driving. And never put yourself or others in harm's way just to capture a Snap or to engage with other Snapchat features.

In summary: We try to make our Services as safe as possible, but we need your help. These Terms, our Community Guidelines and other Snap policies contain important information about how to keep the Services and other users safe. And never put yourself or others in harm's way when using our Services.

11. Your Account

To use certain Services, you need to create an account. You agree to provide us with accurate, complete, and updated information for your account. Except in the unlikely event that activity occurs in your account outside of your control, you are responsible for any activity that occurs in your account. So it's important that you keep your account secure. One way to help keep your account secure is to select a strong password that you don't use for any other account and to enable two-factor authentication. If you think that someone has gained access to your account, please immediately reach out to [Support](#). Any software that we provide to you may automatically download and install upgrades, updates, or other new features. You may be able to adjust these automatic downloads through your device's settings. You agree not to create any account if we have previously removed you or your account from any of our Services, unless we consent otherwise.

In summary: Keep your account details safe and secure. Only use an account if you are authorised by us to do so.

12. Memories

Memories is our personalised data-storage service. Your content in Memories might become unavailable for any number of reasons, including things like an operational glitch or a decision on our end to terminate your account. Since we can't promise that your content will always be available, we recommend keeping a separate copy of content you save to Memories. We make no promise that Memories will be able to accommodate your precise storage needs. We reserve the right to set storage limits for Memories, or to prohibit certain types of content from being eligible for use with Memories and we may change these limits from time to time in our sole discretion.

In summary: Memories is a personalised storage service, it will be automatically enabled, but you can control some features. We cannot guarantee that any Memories will be stored forever either, so please do keep a backup.

13. Data Charges and Mobile Phones

You are responsible for any mobile charges that you may incur for using our Services. This includes data charges and charges for messaging, such as SMS, MMS, or other messaging protocols or technologies (collectively, "Messages"). If you're unsure what those charges may be, you should ask your service provider before using the Services.

By providing us with your mobile phone number you agree, among other things, to receive Messages from Snap related to the Services, including about promotions (where we have consent or as permitted by law), your account, and your relationship with Snap. These Messages may be received even if your mobile phone number is registered on any kind of "Do Not Call" list, or international equivalent.

If you change or deactivate the mobile phone number that you used to create an account, you must update your account information through Settings within 72 hours to prevent us from sending messages intended for you to someone else.

In summary: We may send you Messages, and mobile charges may apply when you use our Services.

14. Third-Party Materials and Services

Certain Services may display, include or make available content, data, information, applications, features or materials from third parties ("Third-Party Materials"), provide links to certain third-party websites or permit the use of Third-Party Materials or third-party services in connection with them. If you use any Third-Party Materials or third-party services made available through or in connection with our Services (including Services we jointly offer with the third party), the applicable third-party's terms will govern their relationship with you. Neither Snap nor any of our affiliates is responsible or liable for a third party's terms or actions taken under any third party's terms. Further, by using the Services, you acknowledge and agree that Snap is not responsible for examining or evaluating the content, accuracy, completeness, availability, timeliness, validity, copyright compliance, legality, decency, quality or any other aspect of

such Third-Party Materials or third-party services or websites. We do not provide any assurances or endorse and do not assume and will not have any liability or responsibility to you or any other person for any third-party services, Third-Party Materials or third-party websites, or for any other materials, products, or services of third parties. Third-Party Materials, the availability of third-party services and links to other websites are provided solely as a convenience to you.

In summary: Snap isn't responsible for third party features, content or services accessible via or in connection with our Services – please make sure you read the third party's terms.

15. Modifying the Services and These Terms

We're relentlessly improving our Services and creating new ones all the time. That means we may add or remove features, products, or functionalities over time, and we may also suspend, stop or terminate the Services altogether. We may take any of these actions at any time, and when we do, we will try to notify you beforehand — but this won't always be possible.

This also means we may need to update these Terms to reflect any changes to our Services or how we provide them, as well as to comply with legal requirements, or for other legal or security reasons. If those changes to these Terms are material we will provide you with reasonable advance notice (unless changes are required sooner, for example, as a result of a change in legal requirements or where we are launching new Services or features). If you continue to use the Services once the changes come into effect, we will take that as your acceptance.

In summary: Our Services are going to evolve over time. We may update these Terms from time to time to reflect these changes or for other reasons.

16. Termination and Suspension

While we hope you remain a lifelong Snapchatter, you can terminate these Terms at any time if you do not agree with any changes we make to these Terms, or for any other reason, by deleting your Snapchat account (or, in some cases, the account associated with the applicable part of the Services you are using).

We may restrict, terminate, or temporarily suspend your access to the Services if you fail to comply with these Terms, our [Community Guidelines](#) or the law, for reasons outside of our control, or for any other reason. That means that we may terminate these Terms, stop providing you with all or any part of the Services, or impose new or additional limits on your ability to use our Services. For example, we may deactivate your account due to prolonged inactivity, and we may reclaim your username at any time for any reason. And while we'll try to give you reasonable notice beforehand, we can't guarantee that notice will be possible in all circumstances.

Where we restrict, terminate or suspend your access to the Services for violation of our [Community Guidelines](#), we will notify you and provide an opportunity for you to appeal as explained in our [Moderation, Enforcement and Appeals explainer](#).

Before we restrict, terminate or suspend your access to the Services, we will take into account all relevant facts and circumstances apparent from the information available to us, depending on the underlying reason for taking that action. For example, if you violate our [Community Guidelines](#) we consider the severity, frequency, and impact of the violations as well as the intention behind the violation. This will inform our decision whether to restrict, terminate or suspend your access to the Services and, in the event of suspension, how long we suspend your access. You can find out more about how we assess and take action against misuse of our Services on our [Support Site](#).

Regardless of who terminates these Terms, both you and Snap continue to be bound by Sections 2, 3 (to the extent any additional terms and conditions would, by their terms, survive), and 6 - 24 of the Terms.

In summary: You can stop using the Services or delete your account at any time and for any reason, including if you don't like any changes to these Terms. We can restrict or terminate your access to the Services for the reasons set out above. When we do, we'll provide you notice in most cases, as well as an opportunity to appeal the decision.

17. Indemnity

You agree, to the extent permitted by law, to indemnify, defend, and hold harmless Snap, our affiliates, directors, officers, stockholders, employees, licensors, and agents from and against any and all complaints, charges, claims, damages, losses, costs, liabilities, and expenses (including attorneys' fees) due to, arising out of, or relating in any way to: (a) your access to or use of the Services, (b) your content, including infringement claims related to your content, (c) your breach of these Terms or any applicable law or regulation, or (d) your negligence or intentional misconduct.

In summary: If you cause us some damage, you will compensate us.

18. Disclaimers

We will try hard to keep the Services up and running and free of annoyances. But we make no promises that we will succeed.

The Services are provided "as is" and "as available" and to the extent permitted by law and except as stated above, without warranties of any kind, either express or implied, including, in particular implied warranties, conditions, or other terms relating to: (a) merchantability, satisfactory quality, fitness for a particular purpose, title, quiet enjoyment, non-infringement, or (b) arising from a course of dealing. In addition, while we attempt to provide a good user experience, we do not represent or warrant that: (i) the Services will always be entirely secure, error-free or timely, (ii) the Services will always function without delays, disruption or imperfections, or (iii) any content or information you obtain through the Services will always be timely or accurate.

IF THE LAW OF THE COUNTRY WHERE YOU LIVE DOES NOT ALLOW THE EXCLUSIONS PROVIDED FOR IN THIS CLAUSE, THOSE EXCLUSIONS SHALL NOT APPLY TO THE EXTENT PROHIBITED.

To the fullest extent permitted by law, Snap, Snap Inc., and our affiliates take no responsibility and assume no liability for any content that you, another user, or a third party creates, uploads, posts, sends, receives, views, or stores on or through our Services and you understand and agree that you may be exposed to content that might be offensive, illegal, misleading, or otherwise inappropriate, none of which Snap, Snap Inc., nor our affiliates will be responsible for.

Nothing in these Terms will exclude or limit any responsibility we may have to remove content if so required by the law of the country where you live.

In summary: Snap will try to make the Services available to you, but we do not make any promises regarding quality and will not be liable for any content which is not ours.

19. Limitation of Liability

Snap, Snap Inc., and our affiliates, directors, officers, stockholders, employees, licensors, suppliers, and agents will not be liable for any indirect, incidental, special, consequential, punitive, or multiple damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, goodwill or other intangible losses, resulting from: (a) your use of the Services or inability to use the Services, (b) your access to or inability to access the Services, (c) the conduct or content of other users or third parties on or through the Services, or (d) unauthorised access, use or alteration of your content. Except to the extent specified otherwise in any other applicable terms of Snap, Snap Inc., or our affiliates, in no event will Snap, Snap Inc., or our affiliates' aggregate liability for all claims relating to the Services exceed the greater of (a) €100 EUR, and (b) the amount you paid Snap in the last 12 months for any Services.

Nothing in these Terms (or for the avoidance of doubt any other terms to which you are subject in respect of the provision of Services by Snap Snap Inc., or our affiliates) shall exclude or limit Snap's, Snap Inc.'s, or our affiliates' liability for: (a) death or personal injury arising from their own respective intent or negligence, (b) fraud or fraudulent misrepresentation, or (c) any other liability to the extent that such liability may not be excluded or limited as a matter of law.

IF THE LAW OF THE COUNTRY WHERE YOU LIVE DOES NOT ALLOW ANY LIMITATION OF LIABILITY PROVIDED FOR IN THIS CLAUSE, THAT LIMITATION WILL NOT APPLY TO THE EXTENT PROHIBITED.

FURTHER, NOTHING IN THESE TERMS AFFECTS YOUR STATUTORY RIGHTS AS A CONSUMER.

In summary: We limit our liability for anything you do, instances where you cannot access the Services, things others do and any issues resulting from unauthorised

use of our Services. Where we are liable to you and you have suffered some loss, we limit our liability to a set amount.

20. Dispute Resolution and Arbitration

If you have a concern, let's talk. Go ahead and [contact us](#) first and we'll do our best to resolve the issue.

Some of our Services may have additional terms that contain dispute resolution provisions unique to that Service or your residency.

If you are using the Services on behalf of a business (rather than for your personal use), you and Snap agree that to the extent permitted by law, all claims and disputes between us arising out of or relating to these Terms or the use of the Services will be finally settled through binding arbitration under the [LCIA Arbitration Rules](#), which are incorporated by reference into this clause. There will be one arbitrator (to be appointed by the LCIA), the arbitration will take place in London, and the arbitration will be conducted in English. If you do not wish to agree to this clause, you must not use the Services.

In summary: Get in touch with us if you have a complaint. Disputes with business users will be settled through arbitration.

21. Exclusive Venue

To the extent that these Terms allow you or Snap to initiate litigation in a court, both you and Snap agree that all claims and disputes (whether contractual or otherwise), arising out of or relating to the Terms or the use of the Services will be litigated exclusively in the courts of England in the United Kingdom, unless this is prohibited by the laws of the country where you reside. You and Snap consent to the exclusive jurisdiction of those courts.

22. Choice of Law

The laws of England and Wales govern these Terms and any claims and disputes (whether contract, tort, or otherwise) arising out of or relating to these Terms or their subject matter. The courts in some countries may not apply the laws of England and Wales to some disputes related to these Terms. If you reside in one of those countries, the laws of your home country may apply to those disputes.

23. Severability

If any provision of these Terms is found unenforceable, then that provision will be removed from these Terms and not affect the validity and enforceability of any remaining provisions.

24. Final Terms

These Terms, including the additional terms referenced in Section 3, make up the entire agreement between you and Snap, and supersede any prior agreements. These Terms do not create or confer any rights to third parties. If we do not enforce a provision in these Terms, it will not be considered a waiver of our rights to enforce these Terms. We reserve the right to transfer our rights under these Terms and provide the Services using another entity, provided that entity upholds these Terms. You may not transfer any of your rights or obligations under these Terms without our consent. We reserve all rights not expressly granted to you.

25. Contact Us

Snap welcomes comments, questions, concerns, or suggestions. You can contact us or get support [here](#).

If you live in the Asia-Pacific region or if your principal place of business is in the Asia-Pacific region, which for the purposes of these Terms includes Afghanistan, India, Kyrgyzstan, Kazakhstan, Pakistan, Tajikistan, Turkmenistan and Uzbekistan,

but does not include Armenia, Azerbaijan, Georgia, Russian Federation and Turkey, then:

- the company responsible for the Services is Snap Group Limited Singapore Branch and is located in Singapore at #16-03/04, 12 Marina Boulevard, Marina Bay Financial Centre Tower 3, Singapore 018982. UEN: T20FC0031F. VAT ID: M90373075A; and
- any references to "Snap" in these Terms means Snap Group Limited Singapore Branch.

Otherwise, the company responsible for the Services outside the United States and the Asia-Pacific region is Snap Group Limited and is located in the United Kingdom at 50 Cowcross Street, Level 2, London, EC1M 6AL, United Kingdom. Registered company number: 09763672. VAT ID: GB 237218316.

| Company | Community | Advertising | Legal |
|------------------------------------|--------------------------------------|---------------------------------------|--|
| Snap Inc. | Snapchat Support | Snapchat Ads | Other Terms & Policies |
| Careers | Spectacles Support | Advertising Policies | Law Enforcement |
| News | Community Guidelines | Political Ads Library | Cookie Policy |
| Privacy and Safety | | Brand Guidelines | Cookie Settings |
| | | Promotions Rules | Report Infringement |

Snap Inc.

[CitizenSnap](#)

[Other Terms & Policies](#)

[Privacy Policy](#)

[Terms of Service](#)

Language English (US) ▾

Community Guidelines

At Snap, we empower people to express themselves, live in the moment, learn about the world, and have fun together. We created these Community Guidelines, [in line with our commitment to respecting human rights](#), to encourage self-expression while helping Snapchatters stay safe. We want these guidelines to be clear and easy to understand. As noted in our [Terms of Service](#), these guidelines are part of a Snapchatter's contract with Snap and they must be followed. Please see our [Terms of Service](#) and check your local laws to make sure you are old enough to join our community.

Note About Severe Harm

While we prohibit all content or behavior that violates our Community Guidelines, we are especially concerned with violations that pose a risk of severe harm to Snapchatters. When we identify accounts engaging in such behavior, we disable those accounts. Guidance about what we consider to be severe harm and how we take action against it is available. [[Learn More](#)]

Community Guidelines apply to all users and all content

These guidelines apply to all content and all Snapchatters. This includes [usernames and display names](#), text, images, videos, generative AI, links or attachments, emojis, Lenses and other creative tools, and all behavior on Snapchat.

Snap offers generative AI features through our services. We implement safeguards designed to help keep generative AI content in line with our Community Guidelines. We also expect Snapchatters to use AI responsibly. We reserve the right to take appropriate enforcement action against accounts that use AI to violate our Community Guidelines or abuse our AI products. This can include termination of an account.

In addition to our Community Guidelines, advertisers and media partners must comply with further guidelines. For example, their content must be accurate and, where appropriate, fact-checked. Developers are also subject to [additional rules](#).

We've outlined here and in our [Terms of Service](#) specific rules for content that is prohibited on Snapchat. We work to ensure these rules are applied consistently. When applying them, we take into account the nature of the content, including whether it is newsworthy, factual, and relates to a matter of political, social, or educational value. Additional context about how we moderate content and enforce our policies is available [here](#). We also provide links to more detailed information about our Community Guidelines in each of the sections below.

We want Snapchat to be a safe and positive experience for everyone. We reserve the right to decide, at our sole discretion, what content or behavior violates the spirit of our rules. While we have the right to review, moderate, or remove any content from our platform, we do not proactively review all of it. We cannot guarantee that other users will comply with our Community Guidelines or that our platform will be free of violating content. We strongly

encourage Snapchatters to report any content that may be violating so that our teams can review and take appropriate action.

Community Guidelines

apply to all content and behavior on Snapchat's platform and products, and cover the following topics:

Sexual Content

- We prohibit any activity that involves sexual exploitation or abuse of a minor, including sharing child sexual exploitation or abuse imagery, grooming, or sexual extortion (sextortion), or the sexualization of children. We report all identified instances of child sexual exploitation to authorities, including attempts to engage in such conduct. Never post, save, send, forward, distribute, or ask for nude or sexually explicit content involving anyone under the age of 18 (this includes sending or saving such images of yourself).
- We prohibit promoting, distributing, or sharing pornographic content, as well as commercial activities that relate to pornography or sexual interactions (whether online or offline).
- Breastfeeding and other depictions of nudity in non-sexual contexts are generally permitted.

[\[Learn More\]](#)

Threats, Violence, & Harm

- Encouraging or engaging in violent or dangerous behavior is prohibited. Never intimidate or threaten to harm a person, a group of people, or someone's property.
- Content depicting gratuitous or graphic violence, including animal abuse, is not allowed.
- We don't allow the glorification of self-harm, including the promotion of self-injury, suicide, or eating disorders.

[\[Learn More\]](#)

Hateful Content, Terrorism, & Violent Extremism

- Terrorist organizations, violent extremists, and hate groups are prohibited from using our platform. We have no tolerance for content that advocates or advances terrorism or violent extremism.
- Hate speech or content that demeans, defames, or promotes discrimination or violence on the basis of race, color, caste, ethnicity, national origin, religion, sexual orientation, gender, gender identity, disability, or veteran status, immigration status, socio-economic status, age, weight, or pregnancy status is prohibited.

[\[Learn More\]](#)

Harassment & Bullying

- We prohibit bullying or harassment of any kind. If someone blocks you, you may not contact them from another Snapchat account.
- Sharing images of a person in a private space — like a bathroom, bedroom, locker room, or medical facility — without their knowledge and consent is prohibited, as is

sharing another person's private information without their knowledge and consent or for the purpose of harassment (i.e., "doxxing").

- If someone is depicted in your Snap and asks you to remove it, please do! Respect the privacy rights of others.
- Please also do not harass another Snapchatter by abusing our reporting mechanisms, such as intentionally reporting content that is permissible.

[\[Learn More\]](#)

Illegal or Regulated Activities

- Don't use Snapchat to send or post content that's illegal in your jurisdiction, or for any illegal activity. This includes promoting, facilitating, or participating in criminal activity, such as buying, selling, exchanging, or facilitating sales of illegal or regulated drugs, contraband or weapons. It also includes promoting or facilitating any form of exploitation, including sex trafficking, labor trafficking, or other human trafficking.
- We prohibit the illegal promotion of regulated goods or industries, including unauthorized promotion of gambling, tobacco or vape products, and alcohol.

[\[Learn More\]](#)

Harmful False or Deceptive Practices

- We prohibit spreading false information that causes harm or is malicious, such as denying the existence of tragic events, unsubstantiated medical claims, undermining the integrity of civic processes, or manipulating content for false or misleading purposes (whether through generative AI or through deceptive editing).
- We prohibit pretending to be someone (or something) that you're not, or attempting to deceive people about who you are. This includes impersonating your friends, celebrities, public figures, brands, or other people or organizations for harmful, non-satirical purposes.
- We prohibit spam, including pay-for-follower promotions or other follower-growth schemes, the promotion of spam applications, or the promotion of multilevel marketing or pyramid schemes.
- We prohibit fraud and other deceptive practices, including undisclosed paid or sponsored content, the promotion of fraudulent goods or services or get-rich-quick schemes, or imitating Snapchat or Snap Inc.

[\[Learn More\]](#)

Information and Q&A

How can I report something?

You can always submit a report to our safety teams using our [in-app reporting features](#) or by completing [this form](#), which allows you to report a concern whether you have a Snapchat account or not. We review these reports to determine violations of these guidelines.

What happens if I violate the Community Guidelines?

If you violate these Community Guidelines, we may remove the offending content, terminate or limit the visibility of your account, and/or notify law enforcement. Our policy is to refer information to law enforcement, potentially including relevant content and other account data, when we believe activity poses an imminent threat to human life. If your account is disabled for violating these guidelines, you are not allowed to use Snapchat again without our permission.

Do you consider off-platform behavior?

Snap reserves the right to remove or restrict account access for users whom we have reason to believe, in our sole discretion, pose a danger to others, on or off of Snapchat. Examples include convicted sex offenders, leaders of terrorist organizations, individuals who incite violence or perpetrate severe harms against others, or behavior that we believe poses a threat to human life. In evaluating such behavior, we may consider guidance from other sources, such as subject matter experts or law enforcement, in determining whether to remove or restrict account access.

Where can I find more information?

Please visit our [Safety Center](#) for more information about safety and well-being on Snapchat. There, you'll find detailed instructions on managing your Snapchat experience, including taking actions like updating your privacy settings, choosing who can see your content, and blocking other users.

[Explainers]

Sexual Content

Community Guidelines Explainer Series

Updated: February 2025

Overview

We strive to protect Snapchatters from unsolicited sexual content or abuse. Our policies prohibit sexual exploitation of any kind – including the sexual exploitation of children. We also prohibit sexual harassment and sharing, promoting, or distributing sexually explicit content and conduct, including pornography, sexual nudity, or offers of sexual services.

What you should expect

We prohibit the following sexual harms:

- Any activity that involves sexual exploitation or abuse of a minor, including sharing child sexual exploitation or abuse imagery, grooming for sexual purposes, sexual extortion (sextortion), attempts to persuade, trick, or coerce a minor with the intent of sexual abuse or exploitation, attempts to leverage fear or shame to keep a minor silent about ongoing exploitation, or the sexualization of children. Never post, save, send, forward, distribute, or ask for nude or sexually explicit content involving anyone under the age of 18 (this includes sending or saving such images of yourself). We report any child sexual exploitation that we've identified, including attempts to engage in such conduct, to the

appropriate authorities, including the U.S. National Center for Missing and Exploited Children (NCMEC), in line with legal requirements.

- Any communication or behavior that attempts to persuade, trick, or coerce a minor with the intent of sexual abuse or exploitation, or which leverages fear or shame to keep a minor silent.
- Adult sexual exploitation, All other forms of sexual exploitation, including sex trafficking, sextortion, and deceptive sexual practices, including efforts to coerce or entice users to provide nudes.
- Producing, sharing, or threatening to share non-consensual intimate imagery (NCII)—including sexual photos or videos taken or shared without permission, as well as “revenge porn” or behavior that threatens to share, exploit, or expose individuals’ intimate images or videos without their consent.
- All forms of sexual harassment. This may include making unwanted advances, sharing graphic and unsolicited content, or sending obscene requests or sexual invitations to other users.
- Promoting, distributing, or sharing pornographic content, including photos, videos, or even highly realistic animation, drawings, or other renderings of explicit sex acts, or nudity where the primary intention is sexual arousal.
- Offers or solicitation of sexual services (whether paid or unpaid), including both offline services (such as, for example, erotic massage) and online experiences (such as, for example, offering sexual chat or video services).

We do allow for non-sexual nudity in certain contexts, such as breastfeeding, medical procedures, and other similar depictions.

Takeaway

We prohibit sexual exploitation and sexually explicit content of any kind. Never post, save, send, forward, distribute, or ask for nude or sexually explicit content involving anyone under the age of 18 (this includes sending or saving such images of yourself). We report child sexual exploitation to the appropriate authorities, in line with legal requirements. We want users to feel safe and comfortable using Snap. If you ever feel unsafe, do not hesitate to reach out to local law enforcement, if applicable, and block offending users. We also encourage you to [report](#) violating content or accounts to Snapchat so we can take appropriate action.

Threats, Violence, & Harm

Community Guidelines Explainer Series

Updated: February 2025

Overview

The safety and well-being of our community is a top priority at Snapchat, and we take all instances of threats, violence, and harm seriously. We do not allow content that encourages, threatens, or graphically depicts violent or dangerous behavior, or content that glorifies or

encourages self-harm. Imminent threats to human life and safety may be referred to law enforcement.

While our policies and moderation practices help to ensure our platform is safe for all users, we also proactively invest in features and resources to help support the well-being of our community. We encourage Snapchatters to report content that indicates self-harm or emotional distress so that our teams can send resources, which may be helpful, and potentially alert emergency health responders.

What you should expect

Our Community Guidelines relating to threats, violence, and harm reflect a commitment to removing content that undermines our community's safety, while also being attentive to urgent expressions of distress on our platform.

To promote safety, the following is prohibited on Snapchat:

- Glorification of self-harm, including the promotion of self-injury, self-mutilation, suicide, or eating disorders.
- Encouraging or engaging in violent or threatening behavior, including any content expressing an intention to cause serious physical or emotional harm to a person, a group of people, or damage to their property. Where content indicates a credible and imminent threat to human life or safety, our teams may alert law enforcement agencies who may be positioned to intervene.
- Vigilante activity. This includes coordinated efforts to intimidate or take physical action against individuals or communities outside proper legal process.
- Encouraging or engaging in dangerous behavior. This includes engaging in activities likely to be imitated that could lead to serious harm, such as high-risk challenges, reckless driving, or other behavior that poses a risk to public safety.
- Content that glorifies, or risks inciting, violent or harmful behavior toward people or animals.
- Snaps of gratuitous or graphic violence, including animal abuse.

Where users report content that indicates a risk of self-harm, our teams review these reports with an eye toward providing helpful resources and potentially identifying opportunities for emergency services to intervene, where possible. Additional information about our safety resources is available on our [Privacy, Safety, & Policy Hub](#).

To further support the well-being of our community, our [Here For You](#) portal helps to surface resources from expert localized partners when users search for certain topics related to mental health, anxiety, depression, stress, suicidal thoughts, grief and bullying.

Takeaway

Our approach to responding to threats, violence, and harm are tailored to the situation. When it comes to threats to oneself, our teams work to identify the best means of support via safety

resources. Where others are under threat, we strive for safe outcomes both through the enforcement of our policies and, where necessary, in collaboration with law enforcement. Doing our part to support the safety and well-being of our community is a top priority across our company.

Hateful Content, Terrorism, and Violent Extremism

Community Guidelines Explainer Series

Updated: February 2025

Overview

Hateful content and activities that support terrorism or violent extremism have no place on Snapchat. Our policies operate to create an environment that supports and prioritizes the safety and well-being of Snapchatters, and to protect communities from violence and discrimination.

It is never acceptable to engage in hateful conduct, including the use of hate speech or hate symbols. Activities that support or advocate for acts of terrorism or violent extremism are similarly prohibited and, if warranted, may be reported to law enforcement.

To help ensure these policies are enforced responsibly, our teams consult the expertise and work of civil rights organizations, human rights experts, law enforcement agencies, NGOs, and safety advocates. We are routinely learning, and will calibrate wherever necessary to help ensure that our products and policies function to keep Snapchatters safe. To help us, we encourage users to promptly report any hateful content or activity that may violate our policies against terrorism and violent extremism.

What you should expect

Snapchatters should feel safe and respected when using our products. Our policies against hateful content prohibit the following:

- Terrorist organizations, violent extremists, and hate groups. These entities are prohibited from using our platform. We have no tolerance for content that advocates or advances violent extremism or terrorism.
- All content that promotes terrorism or other violent, criminal acts committed by individuals or groups to further ideological goals. These rules also prohibit any content that promotes or supports foreign terrorist organizations or extremist hate groups—as designated by credible, third-party experts—as well as recruitment for such organizations or violent extremist activities.
- Hate speech or content that demeans, defames, or promotes discrimination or violence on the basis of race, color, caste, ethnicity, national origin, religion, sexual orientation, gender identity, disability, or veteran status, immigration status, socio-economic status, age, weight, or pregnancy status. These rules prohibit, for example, the use of racial, ethnic, misogynistic, or homophobic slurs. They also prohibit memes that ridicule or call for discrimination against a protected group and intentional deadnaming or

misgendering. Hate speech also includes endorsing perpetrators—or disparaging victims—of human tragedies (such as genocide, apartheid, or slavery). Other prohibited hateful content includes the use of hate symbols, which means any imagery that is intended to represent hatred or discrimination toward others.

Takeaway

We do not tolerate hateful content, terrorism, or violent extremism on Snapchat. Through our policies and our product design, we work diligently to maintain an environment that supports and prioritizes the safety of Snapchatters.

Users can help us protect our community by reporting any content that violates our policies. We are also committed to working with diverse leaders from across the safety community to help ensure we are advancing our safety objectives responsibly. For more information about our safety efforts, please visit our [Safety Center](#).

Harassment and Bullying

Community Guidelines Explainer Series

Updated: February 2025

Overview

Bullying and harassment are counter to Snapchat’s values. These harms can take many forms, so we use a multifaceted approach to help combat them. Along with our policy and enforcement, we use product safety mitigations and provide resources to users.

As a baseline, our policies prohibit demeaning, defamatory, or discriminatory content and conduct. We also prohibit sharing private information or Snaps of people in private settings without their knowledge or consent—especially of members of vulnerable populations including minors, older adults, or those in medical or assisted living facilities.

In addition to enforcing these policies consistently, we use our product design to help limit harmful behavior that may violate these rules. For example, we use default settings that require both friends to accept a connection before they can message each other.

What you should expect

Violations of our harassment and bullying policies include any unwanted behavior that could cause an ordinary person to experience emotional distress. These rules also require users to respect each other’s personal privacy. Violations of these rules include the following:

- Verbal abuse, threats, or any behavior meant to shame, embarrass, or humiliate the target.
- Sharing another person’s private information and Snaps of people in private spaces — like a bathroom, bedroom, locker room, medical facility, or assisted living facility — without their knowledge or consent.

To help avoid violations, we encourage Snapchatters not to take photos or videos of people without their permission, and to avoid sharing private information about other people, like their home address, birthdate, phone numbers, etc. If someone blocks you on Snapchat, you may not contact them from another account. If someone is depicted in your Snap and asks you to remove it, please do! Respect the privacy rights of others.

We encourage users to report when they experience or observe violations of these rules. Our moderation teams aim to ensure that each user feels safe and comfortable using Snapchat and, by reporting bad behavior, users can help us advance that goal.

Takeaway

We do not tolerate harassment or bullying of any kind. We want our users to feel safe while using Snapchat. If you ever feel uncomfortable, please do not hesitate to send us a report and block the other user—these features are provided for your safety. Through our Here for You portal, we help ensure users have access to in-app resources and information to help recognize and address bullying and harassment. We also provide tools to facilitate easy reporting of any violating behavior on Snapchat.

Please be considerate of people’s dignity and privacy—if they express discomfort, respect their boundaries. If they ask you to remove content about them, please do, and generally refrain from sharing images of people or information about them without their permission.

Illegal or Regulated Activities

Community Guidelines Explainer Series

Updated: May 2025

Overview

Our prohibition against illegal and regulated activities reflects our stalwart commitment to safety across Snapchat. Upholding these rules not only helps ensure our platform is not misused for unlawful purposes, but also helps protect Snapchatters from risks of serious harm. To help advance these aims, we partner extensively with safety stakeholders, NGOs, and law enforcement organizations to provide our community with educational resources and to generally promote public safety.

While laws and regulations differ in jurisdictions throughout the world—and Snapchat is a global community—our policies generally prohibit any activity that undermines public safety or violates human rights, the laws of the United States, or the laws of the country in which the user is located.

In all cases, prohibited illegal activities include promotion of criminal activity; facilitation or participation in cybercrime; and buying, selling, or facilitating sales of illegal or regulated drugs, contraband, or weapons.

What you should expect

Our rules prohibit the following:

- Using Snapchat for any illegal activity. This includes promoting, facilitating, or participating in criminal activity, such as buying, selling, exchanging, or facilitating sales of illegal or regulated drugs, contraband (such as child sexual abuse or exploitation imagery), endangered animals, or weapons. It also includes promoting or facilitating any form of exploitation, including human trafficking or sex trafficking.
- The illegal promotion of regulated goods or industries. Examples of regulated activities that require prior approval from Snap include facilitating online gambling activities; selling alcoholic beverages; tobacco, or vape products; and promoting THC businesses. Businesses are encouraged to consult [this resource](#) for guidance regarding appropriate commerce and advertising activities on Snapchat.

We are committed to ensuring that Snapchatters have as much information as possible regarding the types of online behavior and activities that may violate the law and present serious risk to their safety. Through partnerships with nonprofit organizations and collaboration with diverse safety stakeholders, we aim to raise awareness about high-risk activities and ways that Snapchatters can stay safe. This includes in-app resources, like Here for You and Heads Up, as well as collaborations with safety stakeholders. We also cooperate with law enforcement agencies in response to valid legal processes concerning activities on Snapchat that may provide evidence of a crime.

Takeaway

Doing our part to promote public safety and protect Snapchatters from potentially harmful or illegal activities is a responsibility we take very seriously.

As we continue these efforts, we are committed to providing transparent insights into the effectiveness of our approach. Through our Transparency Reports, we provide country-level information related to our enforcements against illegal or regulated activities. To provide additional detail, we've broken out our reporting and enforcement data for illicit drug- and weapons-related violations in our Transparency Report, and we plan to provide more detailed breakdowns of these violations in our future reports.

We encourage users to report instances of illegal activity to help keep Snapchat safe and healthy. We are always looking for opportunities to improve our ability to address potentially harmful content or behavior, and we are committed to working with diverse leaders from across the safety community to help ensure we are advancing these objectives responsibly. For more information about our efforts, please visit our [Privacy, Safety, & Policy Hub](#).

[Harmful False or Deceptive Practices](#)

Community Guidelines Explainer Series

Updated: February 2025

Overview

Fostering a responsible information environment has been a major priority at Snap. Deceptive practices take on many forms and can undermine trust and pose a threat to Snapchatters' safety and security. Our policies are intended to reduce the spread of misinformation, and protect users from fraud and spam, across a broad range of circumstances.

- We prohibit spreading false information that causes harm or is malicious, such as denying the existence of tragic events, unsubstantiated medical claims, undermining the integrity of civic processes, or manipulating content for false or misleading purposes (including through generative AI or deceptive editing).
- We prohibit pretending to be someone (or something) that you're not, or attempting to deceive people about who you are. This includes impersonating your friends, peers, celebrities, brands, or other individuals or organizations.
- We prohibit fraud and deceptive practices, including scams, money laundering, and the promotion of fraudulent goods and services.
- We prohibit spam, including unsolicited or artificially inflated content or engagement.

What you should expect

Our Community Guidelines relating to Harmful False or Deceptive Practices cover distinct, but related, categories of harm: (1) harmful false information, (2) fraud, and 3) spam.

1. Harmful False Information

Content that distorts facts can have harmful consequences for users and for society. We know it can sometimes be tough to know what's accurate, particularly when it comes to fast-breaking current events, or complicated matters of science, health, and world affairs. For this reason, our policies focus not only on whether information is inaccurate or misleading, but also its potential for harm.

There are several categories of information in which the misrepresentation of facts can pose unique dangers. Across these areas, our teams take action against content that is misleading or inaccurate, irrespective of whether the misrepresentations are intentional. In this way, our policies operate against all forms of information threats, including misinformation, disinformation, malinformation, and manipulated media.

Examples of the information categories that we view as particularly vulnerable to harm include:

- Content that denies the existence of tragic events. We prohibit content that disputes, for example, the Holocaust, or denies the events of the Sandy Hook school shooting in the U.S. Misrepresentations and unfounded theories regarding such tragedies may contribute to violence and hate, in addition to harming users whose lives and families have been impacted by such events.
- Content that promotes unsubstantiated medical claims. We prohibit content that, for example, recommends untested therapies for preventing the spread of COVID-19; that features unfounded theories about vaccines; or that promotes debunked, harmful practices such as so-called "conversion therapy." While the field of medicine is

ever-changing, and public health agencies may often revise guidance, such credible organizations are subject to standards and accountability and we may look to them to provide a benchmark for responsible health and medical guidance.

- Content that undermines the integrity of civic processes. Elections and other civic processes play an essential role in the functioning of rights-respecting societies, and also present unique targets for information manipulation. To safeguard the information environment around such events, we enforce our policies to apply to the following types of threats to civic processes:
- Procedural interference: misinformation related to actual election or civic procedures, such as misrepresenting important dates and times or eligibility requirements for participation.
- Participation interference: content that includes intimidation to personal safety or spreads rumors to deter participation in the electoral or civic process.
- Fraudulent or unlawful participation: content that encourages people to misrepresent themselves to participate in the civic process or to illegally cast or destroy ballots.
- Delegitimization of civic processes: content aiming to delegitimize democratic institutions on the basis of false or misleading claims about election results, for example.

Our policies against harmful false information are complemented by extensive product design safeguards and advertising rules that limit virality, promote transparency, and elevate the role of authenticity across our platform. For more information on the ways our platform architecture supports these objectives, visit this [blog post](#).

2. Fraud

Fraud can expose Snapchatters to financial harm, cybersecurity risks, and even legal risk. To help reduce these risks, we prohibit deceptive practices that undermine trust in our community.

Prohibited practices include content that promotes scams of any kind; get-rich-quick schemes; unauthorized or undisclosed paid or sponsored content; multilevel marketing or pyramid schemes; and the promotion of fraudulent goods or services, including counterfeit goods or documents. We also prohibit money laundering (including money couriering or money muling) of any kind. This includes receiving and transferring money that's illegally obtained or from an unknown source on behalf of someone else, unauthorized and illegal money transmission or currency exchange services, and soliciting and promoting these activities.

Finally, our policies prohibit pretending to be someone (or something) that you're not, or attempting to deceive people about who you are. This includes impersonating your friends, peers, celebrities, brands, or other organizations. These rules also mean that it's a violation to imitate Snapchat or Snap, Inc., branding.

3. Spam

Spam can be confusing and annoying to Snapchatters. We prohibit such practices, including artificially inflating engagement, such as pay-for-follower schemes or other follower-growth schemes; promoting spam applications; or mass, repetitive, or frequent posting or sharing.

Takeaway

Doing our part to promote a responsible information environment remains a priority across our company, and we will continue to explore innovative approaches to help protect Snapchatters from the risks of Harmful False or Deceptive Practices.

As we continue these efforts, we are committed to providing transparent insights into the effectiveness of our approach. Through our transparency reports, we provide country-level information related to our enforcements against misinformation globally -- and we plan to provide more detailed breakdowns of these violations in future reports.

We are committed to regularly calibrating the operation of our policies to improve our ability to address harmful content or behavior, and we are committed to working with diverse leaders from across the global safety community to help ensure we are advancing these objectives responsibly.

[Additional Explainers]

[Snap's Commitment to Human Rights](#)

Community Guidelines Explainer Series

Updated: October 2025

Snap is committed to respecting human rights, as set out in the United Nations Guiding Principles on Business and Human Rights (UNGPs). We have incorporated human rights consideration in our Community Guidelines, content moderation practices, transparency reporting, and privacy practices, including through the following measures:

- **Community Guidelines.** We are transparent about what is and isn't allowed on our platform, through our Community Guidelines and linked explainers, and we work with our safety teams to ensure that these policies are enforced in a fair and equal manner, taking into consideration local language and cultural nuances, and providing users with an appeal process, as well as support resources.
- **Transparency.** We voluntarily publish transparency reports twice a year as part of our commitment to safety, transparency, and accountability, in addition to other legally required transparency reports. We consistently strive to make these reports more comprehensive and informative for our stakeholders.
- **Privacy.** We protect user data and privacy through our Privacy Policy, Community Guidelines, and data-protection protocols. We prohibit users from violating the privacy of

others on our platform or through our services, and we have strict privacy principles in place for employee access to user data.

- **Freedom of expression.** We empower users to express themselves creatively and authentically, and we take into consideration local language and cultural context, as well as content that may be educational, newsworthy, or of value to the public interest, before removing content or enforcing against accounts.
- **Anti-Terrorism.** Terrorist and violent extremist entities are prohibited from using our platform. We also prohibit content that promotes terrorism or other violent or criminal acts committed by individuals or groups to further ideological goals, as well as content that promotes or supports foreign terrorist organizations or violent extremist groups.
- **Anti-Trafficking.** We prohibit the use of our platform or services for human trafficking, including sex trafficking, forced labor, forced criminal activity, organ trafficking, and forced marriage.
- **Anti-Discrimination.** We prohibit discrimination on our platform through our policies against hateful conduct, which ban content that demeans, defames, or promotes discrimination or violence on the basis of race, color, caste, ethnicity, national origin, religion, sexual orientation, gender identity, disability, or veteran status, immigration status, socio-economic status, age, weight, or pregnancy status.
- **Work with law enforcement and civil society.** Snap works with law enforcement, governmental agencies, NGOs, and academics around the world to understand emerging trends, incorporate feedback into our policies and content moderation processes, and promote safety on our platform.

[Severe Harm](#)

Community Guidelines Explainer Series

Updated: December 2023

The safety of Snapchatters is our top priority. We take behavior that threatens the safety of our community very seriously, particularly when the threat of harm is severe. We consider severe harm to include both (1) harms that risk significant damage to the physical or emotional well-being of Snapchatters, and (2) the imminent, credible risk of severe harm, including threats to human life, safety, and well-being. We collaborate with experts, safety groups, and law enforcement on these topics in order to better educate ourselves and our community, and to take appropriate action where these threats may arise on our platform. We consider these types of harms to merit a heightened level of scrutiny, as well as swift, strict, and permanent consequences for violators.

When we identify Snapchatters engaging in any of the following activities, we immediately disable their accounts and, in some instances, refer the conduct to law enforcement:

- Activity that involves sexual exploitation or abuse, including sharing child sexual exploitation or abuse imagery, grooming, child or adult sex trafficking, or sexual extortion (sextortion)
- Attempted selling, exchanging, or facilitating sales of dangerous and illicit drugs
- Credible, imminent threats to human life, safety, or well-being, which may include violent extremism or terrorism-related activities, human trafficking, specific threats of violence (such as a bomb threat), or other serious criminal activities

In addition to enforcing stricter consequences for these violations, our internal teams are continually working with experts to better understand how we can detect and limit threats, prevent harm, and stay informed of potentially harmful trends. Our work on this topic is never finished and it will continue to evolve with the needs of our community. We invite you to [report a safety concern](#), visit our [Safety Center](#), or learn more about our [efforts to address harmful content and promote wellness](#).

[Usernames and Display Names](#)

Community Guidelines Explainer Series

Updated: May 2024

Usernames and display names must comply with our [Community Guidelines](#). In addition, they must not contain references to content or behavior prohibited by our Community Guidelines, such as:

- Child sexual exploitation
- Adult sexual exploitation
- Pornography
- Commercial sexual transactions
- Illicit drug activity
- Bullying or harassment, including sexual harassment
- Impersonation (nNote that fan, parody, or commentary accounts must explicitly disclose this fact in the display name)
- Glorification of violent or disturbing content
- Glorification of self-harm or suicide
- Hateful content
- Terrorism or violent extremism
- Promotion of regulated goods or activities
- Promotion of illegal goods or activities
- Fraud
- Spam

Violations of this policy may result in your account being disabled or you may be asked to choose a new username, or display name, or public profiles in order to continue using Snapchat.

For information on how to change your username or display name, please see the following support articles:

- [How to Change My Username on Snapchat](#)
- [How to Change My Display Name on Snapchat](#)

[Snapchat Moderation, Enforcement, and Appeals](#)

Community Guidelines Explainer Series

Updated: December 2025

Across Snapchat, we're committed to advancing safety while respecting the privacy interests of our community. We take a balanced, risk-based approach to combating potential harms — combining transparent content moderation practices, consistent and equitable enforcement, and clear communication to hold ourselves accountable for applying our policies fairly.

Content Moderation

We've designed Snapchat with safety in mind, and this design is key in helping to prevent the spread of potentially harmful content. For example, Snapchat does not offer an open news feed where creators have an opportunity to broadcast potentially harmful or violating content, and friends lists are private.

In addition to these design safeguards, we use a combination of automated tools and human review to moderate our public content surfaces (such as Spotlight, Public Stories and Maps). Content that is recommended on public surfaces is also held to a higher standard and must meet additional [guidelines](#). On Spotlight, for example, where creators can submit creative and entertaining videos to share with the broader Snapchat community, all content is first reviewed automatically by artificial intelligence and other technology before gaining any distribution. Once content gains more viewership, it's then reviewed by human moderators before it is given the opportunity to be recommended for distribution to a large audience. This layered approach to moderating content on Spotlight reduces the risk that potentially harmful content will spread, and helps promote a fun and positive experience for everyone.

Similarly, editorial content that has been produced by media companies, such as Publisher Stories or Shows, is held to higher standards for safety and integrity. Additionally, we use proactive harm-detection technology on other public or high-visibility surfaces—such as Stories—to help identify potentially harmful content, and we use keyword filtering to help prevent such content (for instance accounts trying to advertise illicit drugs or other illegal items) from appearing in search results.

Reporting to Snapchat

Across all of our product surfaces, users can report accounts and content for potential violations of our policies. We make it easy for Snapchatters to submit a confidential report directly to our safety teams, who are trained to evaluate the report, take appropriate action according to our

policies, and notify the reporting party of the outcome—typically within a matter of hours. For more information about reporting potentially harmful content or behavior, visit [this resource](#) on our Support Site. You can also learn more about efforts to identify and take down violating content, and promote safety and well-being on Snapchat, [here](#). If you have a question or concern about the outcome of a report you've submitted, you can follow up via our [Support Site](#).

When you submit a report, you are attesting that it is complete and accurate to the best of your knowledge. Please do not abuse Snap's reporting systems, including by repeatedly sending duplicative or otherwise "spammy" reports. If you engage in this behavior, we reserve the right to deprioritize review of your reports. If you frequently submit unfounded reports against others' content or accounts, we may, after sending you a warning, suspend review of your reports for up to one year and, in egregious situations, may disable your account.

Please note that we have a dedicated reporting channel for principals and similar administrators of K-12 schools located in California and mental health professionals providing services to California-based minors, as required by California Business and Professions Code, Division 8, Chapter 22.2.8. Information about these reporting procedures can be found [here](#).

Policy Enforcement at Snap

It's important to us at Snap that our policies promote consistent and fair enforcement. We consider context, the severity of the harm, and the history of the account to determine the appropriate penalties for violations of our Community Guidelines.

We promptly disable accounts that we determine have engaged in [severe harms](#). Examples of severe harms include sexual exploitation or abuse of children, attempted distribution of illicit drugs, and promotion of violent extremist or terrorist activity.

We also disable accounts created or used primarily to violate our Community Guidelines, even for less severe harms. For example, an account may be promptly disabled if it has a [violating username or display name](#), or if it has posted multiple pieces of violating content.

For other violations of our Community Guidelines, Snap generally follows a three-part enforcement process:

- Step one: the violating content is removed.
- Step two: the Snapchatter receives a notification, indicating that they have violated our Community Guidelines, that their content has been removed, and that repeated violations will result in additional enforcement actions, including their account being disabled.
- Step three: our team records a "strike" against the Snapchatter's account.

A strike creates a record of violations by a particular Snapchatter. Strikes are accompanied by a notice to the Snapchatter. If a Snapchatter accrues too many strikes over a defined period of time, their account will be disabled. In addition, when a Snapchatter accrues one or more strikes, we may limit access to certain features on Snapchat or limit the public distribution of

their content. This strike system helps ensure that we apply the Community Guidelines consistently, and in a way that provides warning and education to users.

Notice and Appeals Processes

To help Snapchatters have a clear understanding of why an enforcement action was taken against them and provide an opportunity to appeal, we have established Notice and Appeals processes that aim to safeguard the interests of our community while protecting Snapchatters' rights.

We apply our [Community Guidelines](#) and [Terms of Service](#) when we evaluate whether to enforce penalties against an account, and apply our [Community Guidelines](#), [Terms of Service](#), and [Content Guidelines for Recommendation Eligibility](#) to moderate content that is broadcasted or recommended. For information about how our appeals processes work, we have developed support articles on [account appeals](#) and [content appeals](#). When Snapchat grants an appeal of an account lock, access to the Snapchatter's account will be restored. Whether or not the appeal is successful, we notify the appealing party of our decision in a timely manner.

Please do not abuse Snap's appeals mechanism by repeatedly submitting requests about your appeal. If you engage in this behavior, we reserve the right to deprioritize review of your requests. If you frequently submit unfounded appeals, we may, after sending you a warning, suspend review of your appeals (including related requests) for up to one year.



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Snapchat Safety Center

Snapchat is a fast, fun way to share moments with friends and family. Most of our community uses Snapchat every day, so it isn't surprising that parents and teachers regularly ask us for advice. We share your concerns and wish to provide a safe, fun environment for creativity and expression.



Reporting is Easy!

In-App Reporting

You can easily report inappropriate content to us right in the app! Just press and hold on the Snap, then tap the 'Report Snap' button. Let us know what's going on — we'll do our best to help! Learn more about [reporting abuse in-app](#) and download our [Quick-Guide to Snapchat Reporting](#).



Safety is a Shared Responsibility

Since the beginning, Snapchat has been about empowering people to express themselves with their camera. We didn't want to create a social network where you automatically friend everyone you know, or where you only see what's most popular. Instead, we wanted to make it easier for people, publishers, and brands to tell their stories — their way!

At Snap, the safety and well-being of our community is our top priority. These milestones provide an overview of the various safety-related products, features, and programs Snap has worked on since the beginning of the company.

Snapchat is for personal communication, not broadcasting.

Snaps are made for quick and easy communication, which is why they delete by default! Friends will only see the things that you send them directly, or choose to post publicly to your Story.

Approach to Safety Partnerships.

Snap is deeply committed to the safety and wellbeing of our community, and our teams, products, policies, and partnerships apply safety by design principles to keep Snapchatters safe and informed.

In addition to our internal team of content moderators who directly work to keep our platform safe, we work with industry experts and non-governmental organizations to provide resources and support to Snapchatters in need.

Trusted Flagger Program.

Our Trusted Flagger Program was developed to help provide support for non-profits, non-governmental organizations (NGOs), select government agencies, and safety partners that support that Snapchat community and report content that violates our Community Guidelines.

Safety Advisory Board.

Our Safety Advisory Board members also educate, challenge, raise issues, and advise Snap on how to keep the Snapchat community safe.

Through our partnerships, we have been able to create resources, such as [Here for You](#), a custom

section in Search that houses localized resources and content from professional non-profit organizations that's shown when people type in words associated with being in crisis and launch, [Safety Snapshot](#), our digital literacy program aimed at educating Snapchatters about issues like data privacy, security and online safety. For more information about our wellness resources, download our [Quick-Guide to Snapchat Wellness Resources!](#)

Digital Well-Being Index and Research

To offer insight into how teens and young adults are faring online, Snap conducted research into Generation Z's digital well-being. The study, which draws on more than four decades of subjective well-being research, was adapted for the online environment to produce a Digital Well-Being Index (DWBI), a measure of Gen Z's online psychological well-being. In 2022, we surveyed teens (aged 13-17), young adults (aged 18-24) and parents of teens, aged 13 to 19 in six countries: Australia, France, Germany, India, UK and the U.S. We asked about their exposure to various online risks and, from those results and other attitudinal responses, devised a DWBI for each country and a combined reading across all six. The 2022 Digital Well-Being Index for the six geographies stands at 62. To read more about the Digital Well-Being Index and the research findings, please visit our [DWBI page](#).



Tips for Staying Safe

As Snapchat has grown over the years, your privacy and safety have always been top of mind. That said, there are some steps you can take to make sure you stay extra safe!

Snapchat Etiquette

Be kind and respectful to other Snapchatters. Be thoughtful about what you Snap, and don't send

people anything they wouldn't want to receive.

Snaps Delete by Default, But...

Remember, even though Snaps are designed to delete by default, a friend can still grab a screenshot or take a picture with another device.

Privacy Settings

Check your [privacy settings](#) to choose who can send you Snaps, or view your Stories and location on Snap Map.

Friends

Snapchat was made for keeping in touch with your close friends, so we'd suggest against friending anyone you don't know in real life.

Community Guidelines

Read up and follow our [Community Guidelines](#), and try to help your friends follow them too!

Report Safety Concerns

If you come across something upsetting, or if anyone asks you to do something inappropriate or that makes you uncomfortable, please report the Snap to us — and talk to your parent or a trusted adult about it.

- If you ever need to report something, just press and hold on whatever Snap you're viewing, and then tap the 'Report Snap' button to reach out to us. You can also [report a Snapchat safety concern on the web](#).

Bullying

If someone is bullying or harassing you, report the Snap to us — and talk to your parent or a trusted adult about it. You can also always [block that person](#) and [leave any group chat](#) where bullying is taking place.

- Additional Help: Snapchat is also partnered with the Crisis Text Line to provide additional support and resources to Snapchatters in the US. Just text KIND to 741741 to chat with a live, trained crisis counselor at Crisis Text Line. This service is free and available 24/7!

Password Security

Keep your password safe and don't share it with any other people, applications, or websites under any circumstances. We also suggest using a different password for every service you use.

Subscribe to [Safety Snapshot](#)

This Discover Channel was created to increase digital literacy and educate Snapchatters about safety and privacy tips and tricks.

Manage Your Discover Content

On Discover, you can watch friends' Stories, Publisher Stories, Shows, and [Snap Map](#) to learn about things going on around the world! You can also decide what Discover content you'd like to see.

- **Friends:** Friends' Stories are sorted based on who you keep in touch with the most, so you'll usually see mainly the people you care about. Learn more on how to [manage your friends](#) or [add new friends](#).
- **Subscriptions:** Right below the Friends section, you'll see your favorite content from publishers, creators, and other channels that you've subscribed to. These are sorted by which Story was updated most recently.
- **Discover:** Here you'll find a growing list of recommended Stories from publishers and creators you don't subscribe to yet — as well as Sponsored Stories, and Stories from our community around the world. If you really don't like a certain Story you come across, you can always hold down on it and tap 'Hide' to hide that Story and others like it.
- **Hiding Stories on Discover:** You can always hide any Story that you don't want to see. Just press and hold on a Story, and tap 'Hide'.
- **Reporting Stories on Discover:** If you come across something inappropriate on Discover, please reach out to us! Just press and hold on the inappropriate Snap, and tap the 'Report Snap' button to report it.

Age Minimum

Snapchat requires individuals to be 13 (or the minimum age at which a person may use the platform according to local law), and if we

determine an account belongs to someone younger than that age, we take action to terminate it.

| Company | Community | Advertising | Legal |
|------------------------------------|--------------------------------------|---------------------------------------|--|
| Snap Inc. | Snapchat Support | Snapchat Ads | Other Terms & Policies |
| Careers | Spectacles Support | Advertising Policies | Law Enforcement |
| News | Community Guidelines | Political Ads Library | Cookie Policy |
| Privacy and Safety | | Brand Guidelines | Cookie Settings |
| | | Promotions Rules | Report Infringement |

Snap Inc.

[Privacy Policy](#)

[Terms of Service](#)

Language

English (US)





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Community Guidelines

Here at Snap, we contribute to human progress by empowering people to express themselves, live in the moment, learn about the world, and have fun together! We created these Community Guidelines to encourage the broadest range of self-expression, while helping make sure that Snapchatters are able to use our services safely every day.

[Community Guidelines](#)



Terms of Service

We've drafted Terms of Service so you'll know the rules that govern our relationship with you. The Terms form a legally binding contract between you and Snap. Please read them carefully.

[Snap Terms of Service](#)



Privacy Policy

Snap Inc. is a camera company. Our services — including Snapchat, Bitmoji, and others that link to this Privacy Policy — provide fast and fun ways to express yourself, live in the moment, learn about the world, and have fun together! We've tried to write it in a way that's blissfully free of the legalese that often clouds these documents. Of course, if you still have questions about anything in our Privacy Policy, visit our dedicated [Privacy Center](#) or [contact us](#) directly.


[Privacy Policy](#)

| Company | Community | Advertising | Legal |
|------------------------------------|--------------------------------------|---------------------------------------|--|
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| Careers | Spectacles Support | Advertising Policies | Law Enforcement |
| News | Community Guidelines | Political Ads Library | Cookie Policy |
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Report a Safety Concern

Reporting a Safety Concern

One of the most important things you can do to help limit potentially harmful content and activity on Snapchat is to **reach out** to us when you encounter something that makes you uncomfortable. All you need to do is **press and hold** on the piece of content or the chat message, and a menu will appear. Then, tap **“Report”** to see a list of options. You will then be prompted to provide certain information. In general, if you report a piece of media in-app, a copy of it will automatically be included with your report. When you report a chat message, some of the preceding messages will also be automatically included, so we have context about what occurred.

Our safety teams work 24/7 to review reports made on Snapchat or through our Support Site, and they will take action on reported content and accounts that violate our policies, including our Community Guidelines, or our Terms of Service. It's important to remember that reporting is confidential and the account-holder you reported won't be told who reported them. If you encounter anything that appears to be illegal or dangerous, or if you have reason to believe someone is at risk of harm or self-harm, **contact local law enforcement** immediately and then report it to Snapchat, as well.

You can read through our [Community Guidelines](#) and [Terms of Service](#) to familiarize yourself with what content is prohibited on Snapchat. A good rule of thumb: if what you're saying could create an unsafe or negative experience for someone, it's better left unsaid.

Also, if you see something you don't like on

Snapchat, but it may not violate our Community Guidelines, you can choose to **unsubscribe**, **hide the content**, or **unfriend** or **block the sender**.

Your Common Reporting Questions Answered **Is reporting on Snapchat confidential?**

Yes. We do not tell other Snapchatters (including the reported account-holder) when you make a report. We generally inform the reported account-holder in-app and/or via email if we remove their content or take action on their account, but our policy is not to inform them about your report, even if they appeal our decision.

Can I submit a report anonymously?

Yes. The reporting form available on our Support Site requests that you provide your name and your Snapchat username (or the username of the account you are reporting on behalf of or which interacted with the account you are reporting), but if you do not wish to provide this information, you may write “none”. Please note that not providing a username may limit our ability to investigate your report.

You will be required to provide an email address so that we can contact you about your report. Please note that the option to report anonymously is not widely available in-app. Regardless of whether you opt to report anonymously, your reporting will be confidential (see “Is reporting on Snapchat confidential?” above).

How will Snap communicate with me about my report?

When you report a safety concern on Snapchat, you receive a confirmation that your report has been submitted. We'll contact you at the email address on your Snapchat account or at the email address you provided if you submitted your report via our Support Site. Snapchatters can also check the status of their recent reports via the My Reports feature.

Who reviews my submitted report?

Our safety teams and systems work 24/7 to review your submitted report.

How long will it take for Snap's safety teams to review a report and make a decision?

Our review typically occurs within a matter of hours, but may take longer in certain cases.

What are possible outcomes of Snap's review?

- If we confirm that the reported content or account violates Snapchat's Community Guidelines or Terms of Service, we may then remove the content. In some cases, we may lock or delete the account, and report the offender to authorities, if appropriate. For certain public content, if we do not confirm a violation of our Community Guidelines or Terms of Service, but instead identify a violation of our [Content Guidelines](#), we may take action against the content including removing it, limiting distribution, suspending, not promoting it, or restricting its availability to certain ages. Additional information about enforcement on Snapchat is available [here](#).
- If we do not identify a violation of our policies or Terms of Service, then no further action is taken.
- In either case, we will inform you of our decision.

I reported something on Snapchat but it wasn't taken down. Why is this?

Not all reported content is removed. We remove content that violates our policies, including our Community Guidelines, or Terms of Service. If you see content that you don't like, but is permitted according to our policies or Terms of Service, you can avoid seeing it by hiding the content, or blocking or removing the sender.

| Company | Community | Advertising | Legal |
|--------------------|----------------------|-----------------------|------------------------|
| Snap Inc. | Snapchat Support | Snapchat Ads | Other Terms & Policies |
| Careers | Spectacles Support | Advertising Policies | Law Enforcement |
| News | Community Guidelines | Political Ads Library | Cookie Policy |
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Language

English (US)

