

## Moderating CultureXchange

Successful social media need to be moderated. Moderating a social media space ensures that the space is safe and inviting for users.

This document is meant to offer guidance to moderators who will monitor and moderate the content and comments posted on CultureXchange, as well as inform the user of CultureXchange.

Moderators should monitor the social network on a daily working-day basis (Monday to Friday excluding bank holidays, with regards to the contractual guidelines framing their intervention.

The scope of their monitoring and moderating effort should cover any user created post or comment. Every user-created post or comment shall be reviewed against the background of the user conditions, and especially its “posting” section, reproduced hereinafter.

*The platform, through its moderators, reserves the right to delete upon review any content or comment that:*

- *infringe the right to privacy, respect for the human person and his or her dignity, gender equality and protection of children;*
- *damage the image or reputation of individuals or legal entities, in particular as concerns defamatory, abusive or insulting material;*
- *undermine public order, in particular through comments or content constituting an incitement to commit a felony or offence or justify such acts and, more particularly, crimes against humanity, comments or content of a racist, xenophobic, anti-Semitic, homophobic, negationist or pornographic nature, including child pornography, and comments or content constituting an incitement to violence;*
- *infringe the intellectual property rights of third parties (notably by publication of articles or works without having previously obtained the necessary authorisations);*
- *disclose confidential information;*
- *encourage illegal or illicit actions or illicit or unauthorised use of the works of third parties protected by intellectual property rights;*
- *introduce a virus or Trojan horse or any equivalent malware on the CultureXChange social network; promote products and/or services of a commercial nature which bear no relation with the cultural sector and/or the objectives of CultureXchange.*

Users engaging in one the behaviours listed before will receive an mail notification asking them to comply with user conditions or have their account suspended. Failure to do so will result in CultureXchange permanently deleting the user’s account.

Moderators may ask the user's opinion or justification on the apparent illegality of the content or comment, but they have no obligation to do so and may decide to take the content or comment down without first asking the user.

The moderator does his best to prevent contributions contrary to laws and regulations and/or contrary to public order and morality, from appearing on the homepage of the CultureXChange social network page. However, since contributions published by users are immediately posted online and subsequently checked by the moderator, CultureXChange cannot guarantee the legality, probity or quality of contributions published on its website. Contributions posted on the CultureXChange social network are placed online under the sole responsibility of the User and CultureXChange, its contractor B&S Europe s.a. or

European Commission - Directorate – General for International Cooperation and Development Culture, Education, Health Unit (DEVCO B4) do not in any way accept responsibility for these contributions and the consequences of publishing them.