JourneyTellr

Objectionable User Generated Content Policy_2024

1. Require that users agree to terms (EULA) and these terms must make it clear that there is no tolerance for objectionable content or abusive users
   a. On the Create An Account page of the mobile application there is a statement "By creating an account you agree to our End User License Agreement, which is linked to Policies and Procedures where the agreement can be reviewed. This document clearly states our content prohibition and enforcement policies.
2. A method for filtering objectionable content
   a. The application uses "groups" to control and manage which users are joining that groups JourneyTellr instance, i.e., the group is open only to those asked to join, are trusted connections to the group and are provided the group code.
      i. We monitor the user group account to assure that only approved users have joined a group.
      ii. A group creator/owner and assumes the role of group and user manager.
      iii. Anyone that is asked to install and use the application is required to enter a group code generated in the account creation process and provided to new users by the group creator.
   b. Within a group, people can create a story template and invite people within the group (and that have created an account and profile in the app) to contribute their "connected" content to stories. It is expected that only people that have some connection to the story would want to contribute content.
   c. A story creator/initiator can delete a story or edit its contents (if content is unsuitable for any reason) and content contributors can edit their submissions.
   d. Filtering methods are part of our development roadmap following product-market fit.
3. A mechanism for users to flag objectionable content
   a. Users may create a Support request within the application by clicking our butterfly logo omnipresent at the top of the UI, which request goes directly to our 3rd party customer support service ticketing system, which then communicates directly with our support personnel.
   b. At this point identified content, if not already removed or edited by the group manager, story creator, or content contributor, can then be removed in our backend.
4. A mechanism for users to block abusive users
   a. At any time, a group's manager can request to have a user removed from the group, which we do through Auth0.
   b. Our technical support personnel monitor content in our Azure backend and can alert our customers to potentially unsafe or inappropriate content.

5. The developer must act on objectionable content reports within 24 hours by removing the content and ejecting the user who provided the offending content.
    a. JourneyTellr Support Management Process includes the categorization of defined issues into specific Severity Levels that will result in the allocation of the appropriate resources in order to remedy the support request. Defined below are the Severity Levels.
        i. Severity Level I - Critical, i.e. Application not functioning. Desired resolution 24 hours.
            1. **We consider removal of objectionable content and removing the abusive user as a Severity Level I.**
        ii. Severity Level II - Major feature not functioning. Desired resolution within 2 business days.
        iii. Severity Level III - Minor Feature not functioning but work around is available and no work stoppage would occur. Resolution scheduled by development management.
        iv. Severity Level IV - Superficial/Cosmetic, resolution reviewed with the customer and if appropriate is added to the development roadmap by product management.
            1. Severity Level V - Enhancement/Feedback. All enhancement requests are to be submitted in writing. JourneyTellr's Product Management Team will make determination of action.
6. Published contact information so users can easily reach you
    a. As already mentioned, the mobile application provides a direct web accessible connection to our support system and personnel.
    b. Our Service Level Agreement clearly indicates escalation procedures (above in sub-section 5), response times, personnel and contact information for any type of needed communication and level of urgency.

If there are any questions or concerns about this policy please contact JourneyTellr Support at JourneyTellr Support.