



# Online Safety Act

March 2025

**This document is a Statement of Intent.**

This Statement of Intent outlines AppSystems' commitment to protecting users and staff by complying with the UK's Online Safety Act 2023. It establishes the principles and measures the organisation adopts to identify, mitigate, and respond to online risks.



## Document Control

Title	Online Safety Act – Statement of Intent
Version	1.0
Review by	January 2026
Date approved	19 <sup>th</sup> March 2025
Live date	19 <sup>th</sup> March 2025
Owner	Operations Director (Data Protection Officer)
Stakeholders consulted in development	Managing Director Operations Director
For information	All AppSystems personnel & service users

## Accountability

### Directorship

It is the responsibility of the Operations Director to oversee this statement of intent, its application and adherence. AppSystems' Directors will work collaboratively to ensure reports are handled appropriately and in accordance with internal procedures.

The Operations Director shall oversee compliance with the Online Safety Act and liaise with relevant external authorities where necessary.

### AppSystems Staff

All AppSystems staff are required to comply with this Statement of Intent. They must follow internal procedures when identifying, handling, or escalating safety concerns, especially those involving children or vulnerable users.

“AppSystems” refers to Application Systems Ltd.



## 1.1 Identified Risks

AppSystems' Terms of Service prohibit the creation or use of accounts by individuals under the age of 13. Our policy includes:

- Immediate suspension of any accounts reported to be underage.
- Prompt investigation by the Online Safety Officer (Operations Director).
- Documentation and secure retention of all related reports.

AppSystems will regularly conduct internal risk assessments to identify online harms, particularly those affecting children and vulnerable users. These assessments will be reviewed annually or when significant changes occur in platform features or user demographics.

### **Child Safeguarding Commitment**

Although AppSystems is not designed for users under 13, we recognise the importance of protecting all young users. We are committed to:

- Minimising exposure to potentially harmful content
- Providing guidance through our Trust Centre for children and parents
- Regularly reviewing moderation practices with child safety in mind

## 1.2 Reporting concerns

### **To report a concern:**

1. Contact the AppSystems team via [reports@appsystems.co.uk](mailto:reports@appsystems.co.uk).
2. In emergencies, dial 999 (UK).
3. Follow up by email so we can liaise with law enforcement if appropriate.

Reports are handled confidentially and accessed only by authorised AppSystems management, or statutory authorities where required by law.

AppSystems Management will have no hesitation to comply with formal investigations, being completed by bodies such as the police. AppSystems has a policy of full compliance with external bodies' investigations. This does not extend to other private organisations, and as such, we will not disclose any information about a user or an investigation to any user of our system, community user of our system, or partner. We may, on occasion, with specific approval from the Operations Director contact the team at STORM Systems, should we learn of a user who has breached our TOS, where informing STORM Systems will not prejudice an investigation in any way.



## 1.3 Appeals Process

Users whose content is removed, or accounts impacted by our investigation, may request a review of the decision. Appeals should be made to [reports@appsystems.co.uk](mailto:reports@appsystems.co.uk). Appeals will be overseen by the Operations Director.

## 1.4 Illegal Content Reports – Service Level Agreements

It is not permitted to use AppSystems to collect or process content that is illegal under UK law. All content collected is managed by Community Centre Administrators, and the responsibility for compliance rests with Centre Owners. If AppSystems receives a report of illegal activity:

- The reporter should immediately contact the police (999 in the UK).
- AppSystems must be notified via [reports@appsystems.co.uk](mailto:reports@appsystems.co.uk) to support law enforcement as needed, and take action to suspend centres & users.

## 1.5 Trust & Safety Centre

AppSystems maintains a dedicated Trust & Safety Centre containing resources on user safety and wellbeing. This will be managed by the Development Team and includes links to external support services such as the Samaritans and NSPCC.



# Reports Process

