

Shareable Links Reporting Policy and Control

Last Updated: September 19, 2024

Policy

ScreenStudio is committed to maintaining a safe and appropriate environment for all users.

To support this commitment, we have implemented a shareable link reporting system that allows users to flag inappropriate or concerning content for review.

Objective

To establish a clear process for users to report potentially inappropriate video content and for our team to manage and address these reports effectively.

Scope

This policy applies to all videos hosted on the ScreenStudio website and all registered users of the platform.

Reporting Process

1. Reporting Mechanism:

- A "Report" button will be placed below each video on the website.
- When clicked, this button will open the user's default email client.
- The email will be pre-addressed to team@screen.studio.

2. Report Content: Users are required to include the following information in their report:

- The full URL link to the video in question
- A detailed description of the issue or concern with the video

3. Report Management:

- All reports will be initially handled by Dawid Wilewski (david@screen.studio).
- Reports will be logged in a Google Sheet for record-keeping and status tracking.

4. Report Statuses: Reports can have the following statuses:

- New
- Under Review
- Action Taken
- No Action Required
- Closed

Controls

1. Technical Implementation:

- The development team will implement the "Report" button functionality on the website.
- The button will be prominently displayed below each video for easy access.

2. Email Template: IT will set up an email template with the following elements:

- To: team@screen.studio
- Subject: Video Content Report
- Body: "Please provide the full URL of the video and describe the issue below:"

3. Google Sheet Setup: A Google Sheet will be created with the following columns:

- Report Date
- Reporter Email
- Video URL
- Issue Description
- Status
- Assigned To
- Action Taken
- Resolution Date

4. Access Control:

- Access to the Google Sheet will be restricted to the content moderation team and management.

5. Training:

- Dawid and any backup personnel will document their process to enable future training on how to handle reports and update the Google Sheet, as required (i.e. if and when the function is handled by somebody other than Dawid).

6. Regular Review:

- Management will conduct a regular/monthly review of the reporting process and resolved cases to identify any trends or areas for improvement.

7. User Communication:

- Users will receive an automated email confirmation when their report is received.
- The website's Terms of Service and Community Guidelines will be updated to include information about the reporting process.

Compliance

All team members involved in the video content reporting process must adhere to this policy.

Failure to do so may result in disciplinary action.

Policy Review

This policy will be reviewed annually and updated as necessary to ensure its effectiveness and relevance.

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Content Reporting - User Notice

At Screen Studio, we're committed to maintaining a safe and enjoyable environment for all our users. We value your input in helping us identify content that may violate our guidelines.

Here's how you can report a video that you believe needs review:

How to Report a Video

1. Locate the "Report" button below the video you wish to flag.
2. Click the "Report" button. This will open your default email client.
3. In the email:
 - The recipient (team@screen.studio) will be pre-filled.
 - Copy and paste the full URL of the video you're reporting.
 - Describe the issue with the video in detail.
4. Send the email to submit your report.

What Happens Next

1. Our moderation team will review your report promptly.
2. We may contact you if we need additional information.
3. Action will be taken if the video is found to violate our guidelines.
4. Due to privacy concerns, we may not be able to inform you of the specific outcome
but we will do our best to inform you to the best of our capabilities.

Important Notes

1. Please only use this system to report genuine concerns about video content.
2. Abusing the reporting system may result in account restrictions.
3. For urgent issues or immediate assistance, please contact our support team directly.

We appreciate your help in keeping ScreenStudio a positive platform for everyone.
Thank you
for being a valued member of our community!

For more information, please review our full Terms.