

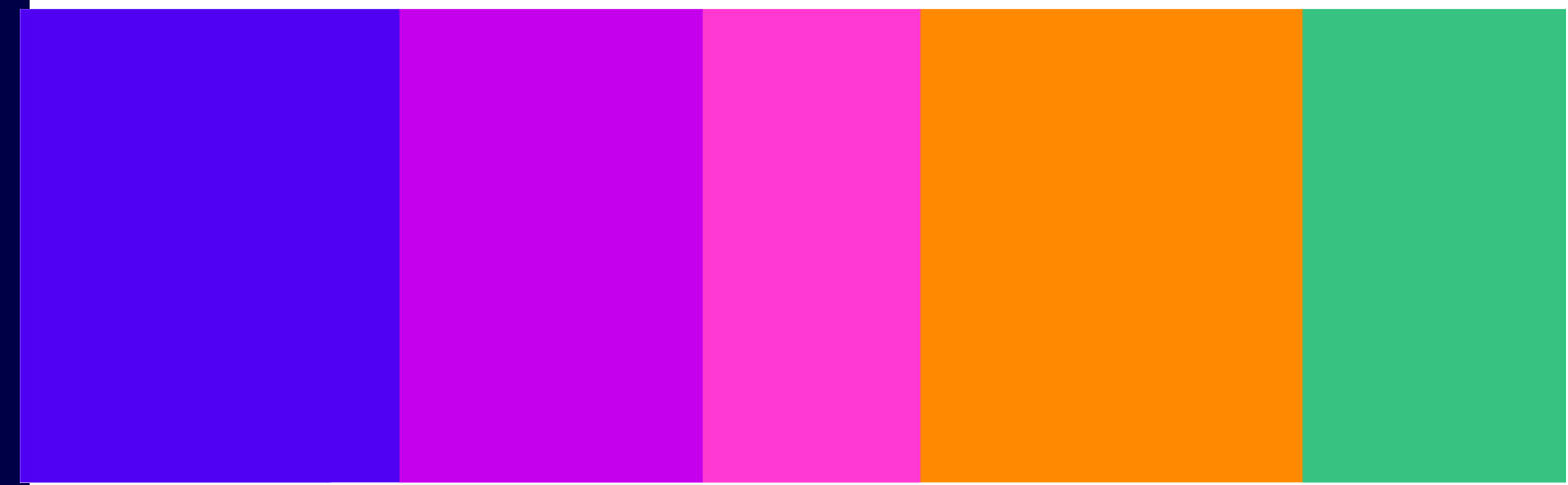
# Protecting people from illegal harms online

---

## Annex 3: Glossary

**Annexe**

Published 16 December 2024



# Annex 3: Glossary

This glossary sets out definitions of terms used throughout the Statement.

Our [Illegal content Codes of Practice for user-to-user services and for search services](#) each include a “definitions and interpretation” section which apply for the purposes of those documents.

For terms relating to risk, please see the glossary at the end of our [Register of Risks](#).

Terms <sup>1</sup>	Definition
<b>2020 Video-Sharing Platform Regulation Call for Evidence</b>	<i>‘Video-sharing platform regulation Call for Evidence’</i> , published by Ofcom on 16 July 2020.
<b>2022 Illegal Harms Call for Evidence</b>	<i>‘First phase of online safety regulation Call for Evidence’</i> , published by Ofcom on 6 July 2022.
<b>November 2023 Illegal Harms Consultation</b>	<i>‘Protecting people from illegal harms online,’</i> published by Ofcom on 9 November 2023.
<b>August 2024 Illegal Harms Further Consultation on Torture and Animal Cruelty</b>	<i>‘Illegal harms further consultation: Torture and animal cruelty,’</i> published by Ofcom on 2 August 2024.
<b>May 2024 Protecting Children from Harms Online Consultation</b>	<i>‘Protecting children from harms online,’</i> published by Ofcom on 8 May 2024.
<b>the Act</b>	The Online Safety Act 2023.
<b>Adult services</b>	A user-to-user service type describing services that are primarily used for the dissemination of user-generated adult content.
<b>Aggregators</b>	Services which gather clips from external services by an automated tool. They embed or link to content hosted on other services, rather than publishing their own content or hosting content uploaded by users.
<b>Ancillary Service</b>	A service which facilitates the provision of a regulated service (or part of it), whether directly or indirectly, or displays or promotes content relating to the regulated service (or to part of it).

---

<sup>1</sup> The offences listed in this glossary are based on the priority offences specified in Schedules 5, 6 and 7 and certain relevant non-priority offences. For each of them, we have provided a short explanation of the offence(s) in layman’s terms. This is because we consider it important for our glossary to aid accessibility of the terms used in this document. They will not fully reflect the definition included in relevant legislation. As such, for those stakeholders who are interested in the detailed legal definition of the offence(s), please refer to the text or footnotes, which signal where the offence(s) is set out in legislation. In each case, the offence includes any associated inchoate offences.

Terms <sup>1</sup>	Definition
<b>Appeals (Search)</b>	A complaint by an interested person if the provider of a search service takes or uses measures in order to comply with the illegal content safety duties, that result in content relating to that interested person no longer appearing in search results or being given a lower priority in search results.
<b>Appeals (U2U)</b>	A complaint by a user about any of the following actions, if the action concerned has been taken by the provider on the basis that content generated, uploaded or shared by the user is illegal content: <ul style="list-style-type: none"> <li>a. the content being taken down;</li> <li>b. the user being given a warning;</li> <li>c. the user being suspended, banned, or in any other way restricted from using the service.</li> </ul>
<b>Audio Sharing Services</b>	Audio sharing services typically enable users to share, store, and listen to audio files such as music, podcasts, and voice recordings.
<b>Block, Blocking</b>	To take action that will result in the blocking user and blocked user being unable to send direct messages to each other or encounter each other's content, and to become unconnected if they were connected. A more precise definition is contained in paragraph ICU J1.3 of Recommendation ICU J1 (user blocking and muting).
<b>Blocked user</b>	A user against whom a blocking user has taken the action of blocking. A more precise definition is in paragraph ICU J1.3 of Recommendation ICU J1 (user blocking and muting).
<b>Blocking user</b>	A user that has chosen to take the action of blocking against another user. A more precise definition is in paragraph ICU J1.3 of Recommendation ICU J1 (user blocking and muting).
<b>Bot</b>	An umbrella term that refers to a software application or automated tool that has been programmed by a person to carry out a specific or predefined task without any human intervention.
<b>Business disruption measures</b>	Court orders which require third parties to withdraw services from, or block access to a regulated service.
<b>CA 2003</b>	The Communications Act 2003.
<b>Clear Web</b>	Publicly accessible websites that are indexed by search engines.
<b>Codes of practice (Codes)</b>	The set of measures recommended for compliance with the illegal content safety duties and reporting and complaints duties that Ofcom is required to prepare under section 41 of the Act. Our draft Illegal content Codes of Practice for user-to-user services and search services (as submitted to the Secretary of State) have been published alongside our Statement.

Terms <sup>1</sup>	Definition
<b>Comment on content</b>	Replying to user-generated content, or generating, uploading and/or sharing content in response to another piece of user-generated content posted on open channels of communication, in such a way that the reply, or content generated, uploaded or shared (as applicable) is visually accessible directly from the original user-generated content without navigating away from that user-generated content.
<b>Commenting on content functionality</b>	User-to-user service functionality that allows users to comment on content.
<b>Controlling or Coercive Behaviour (CCB)</b>	The repeated or continuous engagement in behaviour by a perpetrator towards a victim, with whom they are personally connected, that is controlling or coercive, and this behaviour has a serious effect on the victim, putting them in fear of violence or causing serious alarm or distress which has a substantial adverse effect on their usual day-to-day activities. <sup>2</sup>
<b>Combined Service</b>	A regulated U2U service that includes a public search engine.
<b>CSAM (child sexual abuse material)</b>	A category of CSEA content, including in particular indecent or prohibited images of children (including still and animated images, and videos, and including photographs, pseudo-photographs and non-photographic images such as drawings). CSAM also includes other material that includes advice about grooming or abusing a child sexually or which is an obscene article encouraging the commission of other child sexual exploitation and abuse offences. Furthermore, it includes content which links or otherwise directs users to such material, or which advertises the distribution or showing of CSAM.
<b>CSAM URL</b>	A URL at which CSAM is present, or a domain which is entirely or predominantly dedicated to CSAM (and for this purpose a domain is “entirely or predominantly dedicated” to CSAM if the content present at the domain, taken overall, entirely or predominantly comprises CSAM (such as indecent images of children) or content related to CSEA content).
<b>CSEA (child sexual exploitation and abuse)</b>	Refers to offences specified in Schedule 6 of the Act, including offences related to CSAM and grooming. CSEA includes but is not limited to causing or enticing a child or young person to take part in sexual activities, sexual communication with a child and the possession or distribution of indecent images.
<b>Cyberflashing</b>	The sending of a photograph or film of genitals, intending the recipient will be caused alarm, distress or humiliation, or sending a photograph or film of genitals to obtain sexual gratification and being reckless as to whether the recipient will be caused alarm, distress or humiliation. <sup>3</sup>

<sup>2</sup> An offence under section 76 of the Serious Crime Act 2015.

<sup>3</sup> An offence under section 66A of the Sexual Offences Act 2003.

<b>Terms<sup>1</sup></b>	<b>Definition</b>
<b>Cybermobbing</b>	Refers to more than one person directing abusive comments towards an individual online.
<b>Cyberstalking</b>	Commonly used to refer to harassment and stalking taking place through electronic means, such as the internet.
<b>Dating services</b>	Dating services enable users to find and communicate with romantic or sexual partners.
<b>Dedicated Reporting Channel (DRC)</b>	A means for a Trusted Flagger (defined below) to report illegal content, for example an inbox, a web portal or another relevant mechanism for reporting.
<b>Deindexing</b>	Involves the removal of URLs (i.e., links to individual webpages) or domains (i.e. entire websites) from a search index. This will prevent the webpage URLs from appearing in search results entirely.
<b>Delisting</b>	Involves adding content to a blacklist to ensure it does not appear in the pool of content returned in search results. Content which has been delisted will still be found in the index.
<b>Digital Services Act</b>	Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC.
<b>Discussion forums and chat rooms</b>	Discussion forums and chat rooms generally allow users to send or post messages that can be read by the public or an open group of people. Spoken or written communication in chat rooms typically takes place in real time, whereas posting messages in discussion forums does not.
<b>Direct messaging functionality</b>	User-to-user service functionality that allows a user to send and receive a message to one recipient at a time, and which can only be immediately viewed or read by that specific recipient.
<b>Downranking</b>	Action taken by a search service which involves altering the ranking algorithm such that a particular piece of search content appears lower in the overall ranking of search results and is therefore less discoverable to users.
<b>Downstream general search services</b>	A subsection of general search services. Downstream general search services provide access to content from across the web, but they are distinct in that they obtain their search index from other general search services and may supplement this with additional information and features.
<b>Drugs and psychoactive substances offences</b>	The supply or offer to supply of controlled drugs and/or psychoactive substances, and related offences. <sup>4</sup>
<b>EA 2010</b>	The Equality Act 2010.

---

<sup>4</sup> An offence under: section 4(3), 9A, or 19 of the Misuse of Drugs Act 1971; section 5 of the Psychoactive Substances Act 2016.

Terms <sup>1</sup>	Definition
<b>ECHR</b>	The European Convention on Human Rights (incorporated into domestic law by the Human Rights Act 1998).
<b>Encouraging or assisting suicide or serious self-harm</b>	When an individual intentionally encourages or assists another person to seriously self-harm or either end their life or attempt to end their life. <sup>5</sup>
<b>Enforcement guidance</b>	The guidance on how Ofcom will exercise its enforcement functions that Ofcom is required to produce under section 151 of the Act. Our Enforcement guidance has been published alongside our Statement.
<b>Epilepsy trolling</b>	The sending of flashing images electronically with the intention of causing harm, where it is reasonably foreseeable that an individual with epilepsy would be among those who view it or where the sender believes that an individual they know or suspect to have epilepsy will or might view it. <sup>6</sup>
<b>External content policies</b>	Publicly available documents aimed at users of a service which provide an overview of a service's rules about what content is allowed and what is not. These are often in the form of terms of service and/or community guidelines.
<b>Extreme pornography</b>	An offence under section 63 of the Criminal Justice and Immigration Act 2008 (possession of extreme pornographic images).
<b>File-storage and file-sharing service</b>	A service whose primary functionalities involve enabling users to (i) store digital content, including images and videos, on the cloud or dedicated server(s); and (ii) share access to that content through the provision of links (such as unique URLs or hyperlinks) that lead directly to the content for the purpose of enabling other users to encounter or interact with the content.
<b>Firearms and other weapons offences</b>	These offences relate to a wide variety of offences such as, but not limited to the purchase and sale of prohibited weapons, supplying firearms and imitation firearms to minors, purchase of firearms or ammunition without a certificate etc. <sup>7</sup>
<b>Foreign Interference Offence (FIO)</b>	An offence under section 13 of the National Security Act 2023 (foreign interference).

<sup>5</sup> An offence under: section 2 of the Suicide Act 1961; section 13 of the Criminal Justice Act (Northern Ireland) 1966 (c.20 (N.I.)); section 184 of the Act (a relevant non-priority offence).

<sup>6</sup> An offence under section 183 of the Act.

<sup>7</sup> An offence under: sections 1(1) or (2) of the Restriction of Offensive Weapons Act 1959; sections 1(1), 2(1), 3(1), 3(2), 5(1), 5(1A), 5(2A), 21(5), 22(1), 24, or 24A of the Firearms Act 1968; sections 1, or 2 of the Crossbows Act 1987; sections 141(1), 141(4), or 141A of the Criminal Justice Act 1988; articles 53 or 54 of the Criminal Justice (Northern Ireland) Order 1996 (S.I. 1996/3160 (N.I. 24)); sections 1, or 2 of the Knives Act 1997; articles 24, 37(1), 45(1) or (2), 63(8) or 66A of the Firearms (Northern Ireland) Order 2004 (S.I. 2004/702 (N.I. 3)); sections 36(1)(c) or (d) of the Violent Crime Reduction Act 2006; sections 2 or 24 of the Air Weapons and Licensing (Scotland) Act 2015 (asp 10).

Terms <sup>1</sup>	Definition
<b>Fraud and financial services offences</b>	A number of offences relating to fraud and financial services, such as but not limited to fraud by abuse of position, participating in fraudulent business, or the contravention of the prohibition on carrying on regulated activity unless authorised or exempt. <sup>8</sup>
<b>Fundraising service</b>	A fundraising service typically enables users to create fundraising campaigns and collect donations from users.
<b>Gaming service</b>	A gaming service allows for user-to-user interaction in partially or fully simulated virtual environments.
<b>General search service</b>	A service that enables users to search the web by inputting search requests. It derives search results from an underlying search index (developed by either the provider of the service or a third party). Search results are presented using algorithms that rank based on relevance to a search request (among other factors). (For the avoidance of doubt, this term includes combined services, the public search engine part of which enables users to search the internet in the manner described above.)
<b>Geo-tagging</b>	The process of adding location data to media such as photos and videos, such as the coordinates of where a photograph or video has been taken.
<b>Grooming</b>	An offence specified in any of paragraphs 5, 6, 11 or 12 of Schedule 6 to the Act.
<b>Harassment, stalking, threats, and abuse</b>	A range of offences such as, but not limited to, threats to kill, causing harassment, alarm or distress, causing fear of violence, and stalking. <sup>9</sup>
<b>Hate offences</b>	Public order offences relating to stirring up hatred on the grounds of certain protected characteristics. <sup>10</sup>
<b>Identity Verification (IDV)</b>	The process of a service confirming that a user is the person they claim to be or possess an attribute they claim to have. Levels of assurance vary from service to service and the method they use to verify identity.

<sup>8</sup> An offence under: sections 2, 4, 7, or 9 of the Fraud Act 2006; section 49(3) of the Criminal Justice and Licensing (Scotland) Act 2010; sections 23, 24, or 25 of the Financial Services and Markets Act 2000; sections 89 or 90 of the Financial Services Act 2012.

<sup>9</sup> An offence under: section 16 of the Offences against the Person Act 1861; sections 4, 4A, or 5 of the Public Order Act 1986; sections 2, 2A, 4, or 4A of the Protection from Harassment Act 1997; article 4s or 6 of the Protection from Harassment (Northern Ireland) Order 1997 (S.I. 1997/1180 (N.I. 9)); sections 38 or 39 of the Criminal Justice and Licensing (Scotland) Act 2010 (asp 13).

<sup>10</sup> An offence under: sections 18, 19, 21, 29B, 29C, or 29E of the Public Order Act 1986; sections 31 or 32 of the Crime and Disorder Act 1998; section 50A of the Criminal Law (Consolidation) (Scotland) Act 1995.

<b>Terms<sup>1</sup></b>	<b>Definition</b>
<b>Illegal content</b>	Content which amounts to a relevant offence.
<b>Illegal content judgement guidance (ICJG)</b>	The guidance about making illegal content judgements that Ofcom is required to produce under section 193 of the Act. The ICJG has been published alongside our Statement.
<b>Illegal content proxy</b>	<p>For U2U, content that has been assessed and identified as being in breach of the service's terms of service, where the provider is satisfied that the terms in question prohibit the types of content that include illegal content (including but not limited to priority illegal content).</p> <p>For search, search content that has been identified in the provider's publicly available statement for the service as being subject to appropriate moderation action, where the provider is satisfied that illegal content is included within that kind of content (including but not limited to priority illegal content).</p>
<b>Illegal content safety duties</b>	The duties in section 10 of the Act (U2U services) and section 27 of the Act (search services).
<b>Illegal harm</b>	Harms arising from illegal content and the commission and facilitation of priority offences.
<b>Image-based CSAM</b>	CSAM in the form of photographs, videos, or visual images.
<b>Inchoate offences</b>	Includes encouraging, assisting, conspiring to commit, aiding, abetting, counselling, procuring, attempting, or (in Scotland), inciting or being involved art and part in the commission of an offence.
<b>Information notice</b>	A notice issued under Ofcom's information gathering powers requiring the provision of information by a certain deadline.
<b>Information sharing services</b>	Information sharing services are primarily focused on providing user-generated information to other users.
<b>Internal content policies</b>	More detailed versions of external content policies which set out rules, standards or guidelines, including around what content is allowed and what is not, as well as providing a framework for how policies should be operationalised and enforced.
<b>Internet Referral Units</b>	Government-established entities responsible for flagging content to internet platforms that violates the platform's Terms of Service.
<b>Intimate image abuse</b>	An offence of sharing or threatening to share intimate images or film.
<b>Large service</b>	A service with more than 7 million monthly UK users.
<b>Low-risk service</b>	A service that has assessed itself as being at low risk for all kinds of harm in its risk assessment.
<b>Marketplace and listing services</b>	Online marketplaces and listing services allow users to buy and sell goods or services.



Terms <sup>1</sup>	Definition
<b>Messaging service</b>	Messaging services enable users to send and receive messages that can only be viewed or read by a specific recipient or group of people.
<b>Micro-businesses</b>	Businesses that employ 1-9 full-time equivalent (FTE).
<b>Monetised scheme</b>	A scheme by which the provider of a service labels the user profile of a user who has made payment to the provider of the service or some other person. Such schemes may be open to all users and payment may be regular or one-off. Users participating in the scheme may benefit from access to additional features on the service. The label to indicate that a user is participating in a monetised scheme may appear on that user's profile and/or any content they publish. Providers may or may not refer to such schemes as "verification" schemes.
<b>Multi-risk service</b>	A service that assesses itself as being at medium or high risk in relation to at least two different kinds of illegal harm in their latest illegal harms risk assessment.
<b>Mute, Muting</b>	To take action that will result in the muting user not encountering the content of the muted user unless the muting user visits the user profile of the muted user. A more precise definition is in in paragraph ICU J1.5 of Recommendation ICU J1 (user blocking and muting).
<b>Muted user</b>	A user against whom a muting user has taken the action of muting. A more precise definition is in paragraph ICU J1.4 of Recommendation ICU J1 (user blocking and muting).
<b>Muting user</b>	A user that has taken the action of muting against another user. A more precise definition is in paragraph ICU J1.4 of Recommendation ICU J1 (user blocking and muting).
<b>Network expansion prompt functionality</b>	<p>A functionality that by automated means, makes recommendations to connect with one or more specified users of the relevant service.</p> <p>Recommendations may include, but are not limited to, recommendations to connect with users: that have similar interests, that are close geographically, that are associated with the same school or workplace, or that have a mutual connection.</p>
<b>News publisher content</b>	Content generated directly on a service by a recognised news publisher, or uploaded or shared on a service by a user of that service in its entirety or as a link to the original content.

Terms <sup>1</sup>	Definition
<b>Notable user scheme</b>	<p>A scheme by which the provider of a service labels the user profile of a user to indicate to other users that they are notable. “Notable users” include but are not limited to politicians, celebrities, influencers, financial advisors, company executives, journalists, government departments and institutions, non-governmental organisations, financial institutions, media outlets, and companies.</p> <p>The label to indicate that a user is notable (for example a “tick” symbol) may appear on that user’s user profile and/or any content they publish. Services may or may not refer to such schemes as “verification” schemes.</p>
<b>On-platform testing</b>	<p>The process of live testing the operation of different variants of a content recommender system on a service across a control group and treatment groups comprised of users of the service. It involves the collection of data to produce metrics relating to certain identified factors, such as commercial or user safety.</p>
<b>Penalty notice</b>	<p>A notice requiring payment of a penalty in respect of a failure to comply with: the requirements of a confirmation decision; a Technology Notice; or a failure to pay a fee set under section 84 or Schedule 10 of the Act.</p>
<b>Predictive search functionality</b>	<p>An algorithmic feature that is embedded in the search field of some search services. When a user begins to input a search request, the algorithm predicts the search and suggests possible related search requests. Predictions are based on many factors including past and other user queries, location and trends.</p>
<b>Priority illegal content</b>	<p>Content which amounts to a priority offence.</p>
<b>Priority offences</b>	<p>The offences set out in Schedules 5 (terrorism offences), 6 (CSEA offences) and 7 (priority offences) to the Act.</p>
<b>Proactive technology</b>	<p>Consisting of three types of technology: content identification technology, user profiling technology, and behaviour identification technology (subject to certain exceptions) as defined in section 231 of the Act.</p>
<b>Proceeds of crime</b>	<p>An offence under any of the following provisions of the Proceeds of Crime Act 2002—</p> <ul style="list-style-type: none"> <li>(a) section 327 (concealing etc criminal property);</li> <li>(b) section 328 (arrangements facilitating acquisition etc of criminal property);</li> <li>(c) section 329 (acquisition, use and possession of criminal property).</li> </ul>
<b>Product</b>	<p>An all-encompassing term that includes any functionality, feature, tool, or policy that a service provides to enable users to interact with or use the service.</p>
<b>Proscribed organisation</b>	<p>A group or organisation proscribed by the Secretary of State under section 3 of the Terrorism Act 2000.</p>

Terms <sup>1</sup>	Definition
<b>Provider content</b>	Any content that is published on a service by the service provider or someone acting on their behalf.
<b>Provider pornographic service</b>	An internet service on which pornographic content (defined in the Act as ‘regulated provider pornographic content’) is published or displayed by the provider of the service.
<b>Publicly Available Statement</b>	A statement that search services are required to make available to members of the public in the UK, often detailing various information on how the service operates.
<b>Recommended trusted flagger</b>	The entities that are recommended by Ofcom as trusted flaggers in relation to fraud.
<b>Content recommender system</b>	<p>An algorithmic system which determines the relative ranking of an identified pool of content (that includes regulated user-generated content) from multiple users on content feeds. Content is recommended based on factors that it is programmed to account for, such as popularity of content, characteristics of a user, or predicted engagement.</p> <p>References to content recommender systems do not include a content recommender system employed exclusively in the operation of a search functionality which suggests content to users in direct response to a search query, product recommender systems or network recommender systems.</p>
<b>Record keeping and review guidance</b>	The guidance that Ofcom is required to produce under section 52(3) of the Act to help services to comply with their record keeping and review duties under sections 23 (U2U) and 34 (search) of the Act. Our record keeping and review guidance has been published alongside our Statement.
<b>Register of Risks</b>	The assessment of the risks of harm from illegal content on U2U and search services that Ofcom is required to prepare under section 98 of the Act. It has been published alongside our Statement.
<b>Relevant non-priority illegal content</b>	Content which amounts to a non-priority offence.

Terms <sup>1</sup>	Definition
<b>Relevant non-priority offence</b>	<p>Offences under UK law which are <i>not</i> priority offences under Schedules 5, 6 or 7 to the Act, where:</p> <ol style="list-style-type: none"> <li>a. The victim or intended victim of the offence is an individual (or individuals);</li> <li>b. The offence is created by the Online Safety Act, another Act, an Order in Council or other relevant instrument. The effect of this is that offences created by the UK courts are not relevant non-priority offences, and offences created in the devolved Parliaments or Assemblies are only relevant non-priority offences if certain procedures are followed in their making;</li> <li>c. The offence does <i>not</i> concern the infringement of intellectual property rights, the safety or quality of goods, or the performance of a service by a person not qualified to perform it; and</li> <li>d. The offence is <i>not</i> an offence under the Consumer Protection from Unfair Trading Regulations 2008.</li> </ol>
<b>Relevant offences</b>	All priority offences and relevant non-priority offences.
<b>Reporting and complaints duties</b>	So far as it relates to illegal content, the duty in section 20 of the Act and so far as they relate to the complaints set out in section 21(4) of the Act, the duties in section 21 of the Act).
<b>Review service</b>	A service which enables users to create and view critical appraisals of people, businesses, products, or services.
<b>Risk assessment</b>	The most recent risk assessment carried out by the provider pursuant to section 9 of the Act.
<b>Risk Assessment Duties</b>	The duties under section 9 of the Act (U2U services) and section 26 of the Act (search services).
<b>Risk assessment guidance</b>	The guidance to assist services in complying with the risk assessment duties that Ofcom is required to produce under section 99 of the Act. Our Risk assessment guidance has been published alongside our Statement.
<b>Risk profiles</b>	Prepared under section 98 of the Act and as set out in Appendix A of the Illegal Content Risk Assessment Guidance.
<b>Search content</b>	<p>Content that may be encountered in or via search results of a search service. It does not include paid-for advertisements, news publisher content, or content that reproduces, links to, or is a recording of, news publisher content.</p> <p>Content encountered “via search results” includes content encountered as a result of interacting with search results (for example, by clicking on them) and does not include content encountered as a result of subsequent interactions.</p>

Terms <sup>1</sup>	Definition
<b>Search engine</b>	Includes a service or functionality which enables a person to search some websites or databases but does not include a service which enables a person to search just one website database.
<b>Search index</b>	A collection of URLs that are obtained by deploying crawlers to find content across the web, which is subsequently stored and organised.
<b>Search results</b>	Content presented to a user of a search service by operation of the search engine in response to a search request made by the user.
<b>Search service</b>	An internet service that is, or includes, a search engine.
<b>Service</b>	A regulated user-to-user or search service, i.e. only the U2U or search part of the service.
<b>Service restriction order</b>	An order that requires ‘ancillary providers’, such as search engines and payment services which facilitate the provision of the service, to take steps aimed at disrupting the non-compliant service’s business in the UK. These orders can also be made on a temporary (interim) basis.
<b>Sexual exploitation of adults offences</b>	Causing or inciting prostitution for gain, or controlling a prostitute for gain. <sup>11</sup>
<b>Smaller service</b>	A service which is not a large service.
<b>Small business</b>	A business that employs 10-49 full-time equivalent (FTE).
<b>Social media service</b>	Social media services connect users and enable them to build communities around common interests or connections.
<b>Specific-risk service</b>	A service which has assessed itself as being at medium or high risk for a specific kind of harm for which we propose a particular measure.
<b>Super-complaint</b>	A complaint made under section 170 of the Act.
<b>Takedown duty</b>	The duty under section 10(3)(b) of the Act for a U2U service to use proportionate systems and processes designed to swiftly take down any (priority or non-priority) illegal content when it becomes aware of it.
<b>Technology notice</b>	A notice imposed under section 121(1) of the Act, to deal with terrorism content and CSEA content.
<b>Terms of Service</b>	All documents comprising the contract for use of the service (or of part of it) by United Kingdom users.

---

<sup>11</sup> An offence under: section 52 or 53 of the Sexual Offences Act 2003; articles 62 or 63 of the Sexual Offences (Northern Ireland) Order 2008 (S.I. 2008/1769 (N/I. 2)).

Terms <sup>1</sup>	Definition
<b>Terrorism</b>	An offence specified in Schedule 5 to the Act, including but not limited to offences relating to proscribed organisations, encouraging terrorism, training and financing terrorism.
<b>Trusted Flagger</b>	An entity which is a recommended trusted flagger and any other person: <ul style="list-style-type: none"> <li>a) whom the provider has reasonably determined has expertise in a particular illegal harm; and</li> <li>b) for whom the provider has established a dedicated reporting channel.</li> </ul>
<b>U2U</b>	Shorthand for ‘user-to-user’ service, which means an internet service by means of which content that is generated directly on the service by a user of the service, or uploaded to or shared on the service by a user of the service, may be encountered by another user, or other users, of the service.
<b>Unlawful immigration and human trafficking offences</b>	Offences relating to illegal entry, assisting unlawful immigration, or arranging or facilitating the travel of another person, or taking a relevant action, with a view to them being exploited. <sup>12</sup>
<b>URL (Uniform Resource Locator)</b>	A “uniform resource locator”, which is a reference that specifies the location of a resource accessible by means of the internet.
<b>User-generated content</b>	Content (a) that is: (i) generated directly on the service by a user of the service, or (ii) uploaded to or shared on the service by a user of the service, and (b) which may be encountered by another user, or other users, of the service by means of the service.
<b>User profile</b>	<p>1.1 Functionality, associated with a user account, that represents a collection of information that has been shared by a <b>user</b> and may be viewed by other <b>users</b> of the service.</p> <p>This can include, but is not limited to, a username, biography or profile picture, as well as <b>content</b> generated, uploaded or shared by the user using the account associated with the user profile.</p>
<b>Vertical search service</b>	A search service that enables users to search for specific topics, or products or services offered by third party operators with which they have a relevant arrangement (which may be contractual). Unlike general search services, they do not return search results based on an underlying search index. Rather, they use an API or equivalent technical means to directly query selected websites or databases to return search results to users.

---

<sup>12</sup> An offence under: sections 24(A1), (B1), (C1) or (D1) or 25 of the Immigration Act 1971; section 2 of the Modern Slavery Act 2015; section 1 of the Human Trafficking and Exploitation (Scotland) Act 2015 (asp 12); section 2 of the Human Trafficking and Exploitation (Criminal Justice and Support for Victims) Act (Northern Ireland) 2015 (c. 2 (N. I.)).

Terms <sup>1</sup>	Definition
<b>Video-sharing service</b>	A service that allows users to connect and upload and share videos with the public.