

**HardwareZone 2024 Online Safety Report**

Code Obligations:	For dSMS's input	Additional Comments and Explanatory Notes on the data provided
<b>Section A: User Safety</b>		
<p>Paragraph 8: End-users must be able to use the Service in a safe manner. In this regard, the Service must put in place measures to minimize end-users' exposure to harmful content, empower end-users to manage their safety on the Service and mitigate the impact on end-users that may arise from the propagation of harmful content.</p> <p><i>And</i></p> <p>Paragraph 9: Children in particular, may lack the capacity or experience to deal with the information and content available online and will need more protection to ensure a safer online space for them. In this regard, the Service must therefore also have specific</p>	<p><b>Please provide information on the measures in place for all End-users in Singapore:</b></p> <p>HWZ has published policy in the <a href="#">Community Guidelines and Standards</a> with measures in place to <a href="#">minimize end-users' exposure to harmful content</a>, <a href="#">empower end-users to manage their safety</a> (please refer to Paragraph 12 below) and mitigate the impact on them through end-user reports via our <a href="#">Forums Reporting System</a> (please refer to Paragraph 23 below).</p> <p>HWZ also has a team of moderators who understand the community and are accessible via the forum platform to provide feedback and lodge reports for our assessment. Additionally, HWZ has also deployed an in-house content classification identifier to detect highly harmful/objectionable content posted by a user and to automatically unapprove it for our moderation team's review (please refer to Paragraph 23 below).</p> <p>To reduce end-user exposure, data minimization is in compliance with PDPA guidelines such as our age-gating approach offering self-declaration or the use of SGID as an alternative (please refer to further screenshots below).</p> <p><a href="#">HWZ Forums Content Policy:</a></p>	

measures to protect children from harmful content.

## Forums Content Policy

### Help

Help & Safety Resources

### Forums Content Policy

#### Membership

Where can I manage my privacy options?

Personal Information

What is the ignore list?

Why should I sign up as a www.HardwareZone.com® Member?

What more do I get as a www.HardwareZone.com® Deluxe Member?

How do I deactivate my account?

I lost my password, what can I do?

How can I change the information in my profile?

2FA authentication matters

Why am I suddenly shown insufficient privileges to post?

#### Guidelines

Verified Account Programme

Unlawful Gambling Content

The Warning System

Repeated Topics

Thread Bumping

Obscenities and Vulgarities

Reporting System

Racism and Discrimination

Advertising, Promotion, Representation

Multiple Accounts

Bot Accounts

Use of Third Party Information

Egregious content that are not allowed

Forum Etiquette

Submitting Feedback

Flaming/Slandering/Personal Attacks

Signature Guidelines

How old do you need to be to use HWZ Forums?

#### Your Queries Answered

What are announcements?

Does HWZ have any sponsors?

### HardwareZone Forums Content Policy

The HardwareZone Forums are made up of a wide variety of topical sections that are populated by you, the Forum Members. In our forums you may post comments, discuss, learn and connect with people who share your interests. We encourage you to find and participate in the forum topics that interest you.

While not every forum may be your cup of tea, and you may even find some that are unreliable or which you disagree with, you should not use a forum to attack others. Every forum section strives to create a sense of belonging for their members, so please do not diminish it for those who may not share your views. Please also respect the privacy and wellbeing of others.

Some of our members help to manage our forums as Moderators, and they enforce community rules on our behalf to ensure that our forums remain a safe space for all.

Please abide by the broad set of rules shared below that apply to all forum sections and further forum-specific rules when you participate within them. HardwareZone Forums are what we make of them together, and we ask that you abide by these rules to make our forums a better place for everyone.

#### Rule 1

Remember that you're interacting with other humans. HardwareZone Forums is a place for sharing and discussion, not for attacking those who may be marginalized or vulnerable. Everyone is entitled to use our forums without harassment, violence, or cyber-bullying. Members that incite violence or promote hate in any form or manner may be penalised in accordance with our Warning System.

#### Rule 2

Abide by the respective forum's community rules. Post and share trustworthy and original content, and do not interfere with or disrupt legitimate discussions on the forums such as by spamming, evading bans, making false reports, misleading or misinforming users, defaming, abusing, annoying, pestering, offending, or insulting other users, or by engaging in fraudulent behaviour.

#### Rule 3

Respect the privacy of others. Do not harass others or otherwise instigate harassment, including by doxxing, stalking, revealing someone's confidential information or intimate content, or threatening to do any of these actions.

#### Rule 4

For the safety of our forum users, do not post content that promotes or encourages self-harm content, or content that endangers public health. Please refer here for more examples.

#### Rule 5

Do not post or facilitate or encourage the posting of sexual or suggestive content. In particular, any intimate, suggestive or sexually explicit content involving minors is strictly prohibited. Please refer here for more examples.

#### Rule 6

You do not have to use your real name as your username, but do not pretend to be another person or an entity in a false or misleading or fraudulent manner. Please refer to this advisory on taking precautions on your personal information.

#### Rule 7

You may not offer or advertise any goods or services for commercial representation unless you are a forum sponsor and have received our express consent. For forum sponsorship, engagement opportunities and more information, please refer to this advisory.

#### Rule 8

Keep everything legal. Do not post illegal content, such as content relating to or facilitating vice, organised crime, unlawful gambling, illegal moneylending, cheating, scams, fraud, and extortion. Additionally, do not solicit or facilitate illegal or prohibited transactions such as unlicensed, controlled, or socially or morally reprehensible items. Please refer here for a non-exhaustive list of examples on highly egregious content that are not allowed on the forums.

#### Rule 9

Do not do anything that interferes with the normal use of the forum such as spam, send viruses, spyware, malware, or other damaging material to other users, or act in any manner that adversely affects the use of the services by other users. Please refer to our Terms of Service and Member Terms and Conditions for more details.

#### Rule 10

For any Improper Works spotted on the forums, HardwareZone reserves the right to remove such content and take necessary enforcement actions on the forum account in question.

### Enforcement

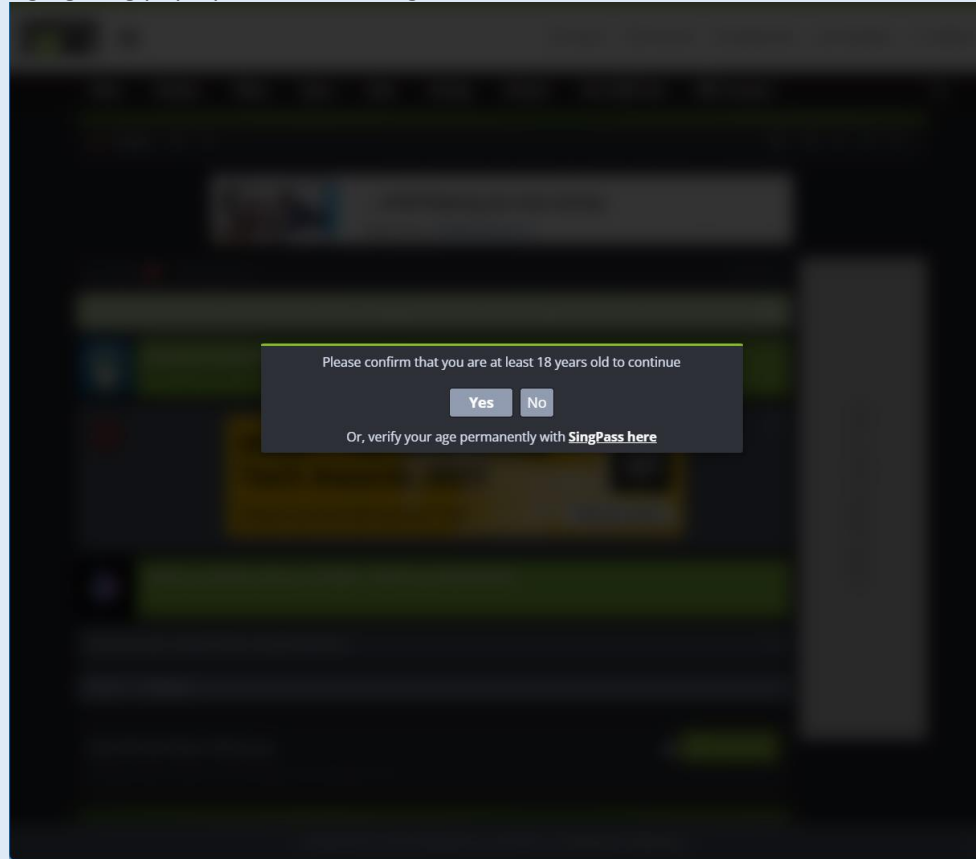
We enforce our rules in various ways, including but not limited to the following:

- Asking you to stop
- Removal of content
- Removal of privileges or adding restrictions to your account (e.g. Reply Ban)
- Warning with infraction points
- Temporary or permanent ban of accounts

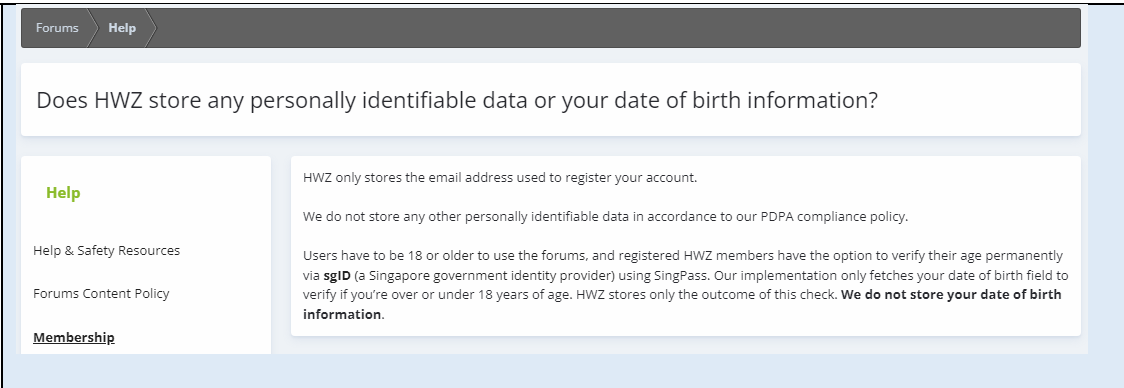
**Please provide information on any differentiated or additional measures in place for Children:**

The [Community Guidelines and Standards](#) apply to all end-users regardless of age. HWZ Forums also has age-gating to restrict access to end-users below 18 years old. HWZ has published information on the age-gating process in the [Guidelines on Age Check Information](#). End-users also have an option to verify their age using SingPass so that they do not have to confirm they are at least 18 years old after every session.

Age-gating pop up when accessing HWZ Forums:



[Guidelines on Age Check Information:](#)

		
<p>Paragraph 11: End-users’ exposure to harmful content must be minimised via reasonable and proportionate measures. These measures include, but are not limited to, a set of community guidelines and standards, and content moderation measures that are put in place and effected by the Service. The Service’s community guidelines and standards must address the categories of harmful content in paragraph 4 and must be published.</p>	<p><b>Please provide information on the community guidelines and standards in place and how they address the categories of harmful content in paragraph 4.</b></p> <p>To address the categories of harmful content in paragraph 4, HWZ has published policy that prohibits egregious content such as content facilitating vice or organized crime, content endangering public health, violent content, self-harm content, sexual/lewd/indecent comment or content, harassment/cyberbullying content in the <a href="#">Guidelines on Egregious Content</a>, which is part of the <a href="#">HWZ Community Guidelines and Standards</a></p> <p><a href="#">Guidelines on Egregious Content</a>:</p>	

## Egregious content that are not allowed

### Help

Help & Safety Resources

Forums Content Policy

### Membership

Where can I manage my privacy options?

Personal Information

What is the ignore list?

Why should I sign up as a www.HardwareZone.com® Member?

What more do I get as a www.HardwareZone.com® Deluxe Member?

How do I deactivate my account?

I lost my password, what can I do?

How can I change the information in my profile?

2FA authentication matters

Why am I suddenly shown insufficient privileges to post?

### Guidelines

Verified Account Programme

Unlawful Gambling Content

The Warning System

Repeated Topics

Thread Bumping

Obscenities and Vulgarities

Reporting System

Racism and Discrimination

Advertising, Promotion, Representation

Multiple Accounts

Bot Accounts

Use of Third Party Information

### Egregious content that are not allowed

Forum Etiquette

Submitting Feedback

Flaming/Slandering/Personal Attacks

**NOTE: The following are non-exhaustive examples of Highly Egregious Content that are not allowed on HWZ forums and are subject to infractions, leading to account bans:**

#### Content facilitating vice or organized crime

- Content relating to vice, unlawful gambling, illegal moneylending, trafficking in persons, cheating, fraud and extortion.
- Content concerning offences relating to psychotropic substances, dangerous drugs, narcotics or tobacco products, including causing a young person or vulnerable person to traffic or consume drugs, or arranging or planning gatherings where controlled drugs are to be consumed or trafficked.

#### Content endangering public health

- Content promoting regulated medicinal or health products, for purposes which are not approved by the relevant authorities in Singapore, and may result in serious harm or death to individuals.
- Content concerning acts that will likely impede, circumvent or breach measures that are put in place to protect public health.

#### Violent content

- Content that depicts extreme violence or cruelty inflicted on persons such as dismemberment of persons, beheadings OR Content with implied/obscured depiction of abuse or torture on persons or animals such as content showing infliction of abuse that is partially obscured.
- Content that depicts abuse or torture on persons, such as footage of infliction of grievous injury and pain on a person(s) with close-up details.
- Content providing instruction on or encouraging acts of terrorism or extreme violence.
- Content concerning terrorism or internal security related to offences e.g. abetting or conspiring to finance or provide material support for the commission of acts of terrorism, and the organisation, training or equipping of prohibited quasi-military organisations.
- Content relating to the incitement of violence, mass disorder, or rioting, whether in general or targeted at persons based on their characteristics.

#### Self-harm content

- Content that encourages, endorses or provides instructions on self-harm (including acts that can result in death) or suicide.
- Content that depicts graphic details of self-harm (e.g., wounds or injuries shown) OR Content with implied or non-detailed depictions of self-harm, e.g., healed scars, blurred visuals.
- Content relating to abetment of suicide.
- Content that may encourage or mislead children to, or provide instructions on how to engage in dangerous acts that could result in physical harm, such as challenges that involve dangerous stunt or elements (e.g., fire, suffocation, sharp objects, heights).

#### Sexual / Lewd / Indecent comment or content

- Content that depicts explicit sexual activities, even in fictional context.
- Content that depicts (even implied or obscured) or promotes deviant sexual behaviour (even implied or obscured) such as:
  1. Incest.
  2. Bestiality.
  3. Necrophilia.
  4. Paedophilia.
- Content relating to or encouraging sexual offences under the Penal Code, the Children and Young Persons Act, and the Women's Charter such as:
  1. Distribution of child sexual abuse material.
  2. Voyeuristic or intimate image or recording distributed without consent.
  3. Sexual communication with a minor.
  4. Content encouraging sexual assault.
- Content containing the frequent use of sexual references or innuendoes intended for sexual gratification.

#### Harassment / Cyberbullying content

- Content that is likely to cause harassment, alarm or distress to the target person or group, such as:
  - Using threatening, abusive or insulting words or behaviour.
  - Posting or threatening to post personal information of the target person online, or information of other persons that would lead to the identification of the target person.
  - Threats or derogatory or dehumanizing statements or references related to the target person's characteristics.
  - Unlawful stalking of the target person.
  - Impersonating the target person or group by using threatening, abusive or insulting words under their name.
- Content that is likely to mock, humiliate or cause embarrassment to the target person, such as:
  - Edited content of a child in an embarrassing situation with captions to mock and ridicule.
  - Negative statements or references about a child on the basis of attributes such as intellect, behaviours or physical attributes.
  - Encouragement or calls for coordinated harassment/ bullying of other children.

**Please provide information on the content moderation measures in place and how they are enforced or effected. Please include screenshots or evidence where possible.**

Upon detection by the HWZ team while browsing the Forums or through end-user reports flagged to the HWZ team via our [Feedback Forum](#), Forum Reporting System or [feedback channels](#) for harmful content. We will assess the validity of the reports and complaints according to our [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any of the rules or guidelines be violated, the respective discussion threads or posts will be taken down. Based on the severity of the content, warnings and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

Paragraph 12: End users must have access to tools that enable them to manage their own safety and effectively minimise their exposure to, and mitigate the impact of, harmful content and unwanted interactions on the Service. Such tools may include:

(a): Tools to restrict visibility of harmful content and/or unwanted comments

(b): Tools to limit visibility of the end-user’s account, including profile and content, as well as contact and/ or interactions with other end-users

(c): Tools to limit location sharing

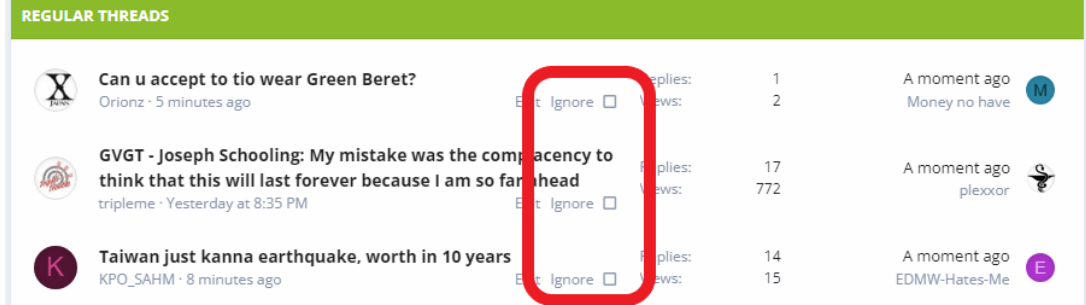
**Please provide information on the following, and include screenshots or evidence where possible.**

**All End-users in Singapore:**

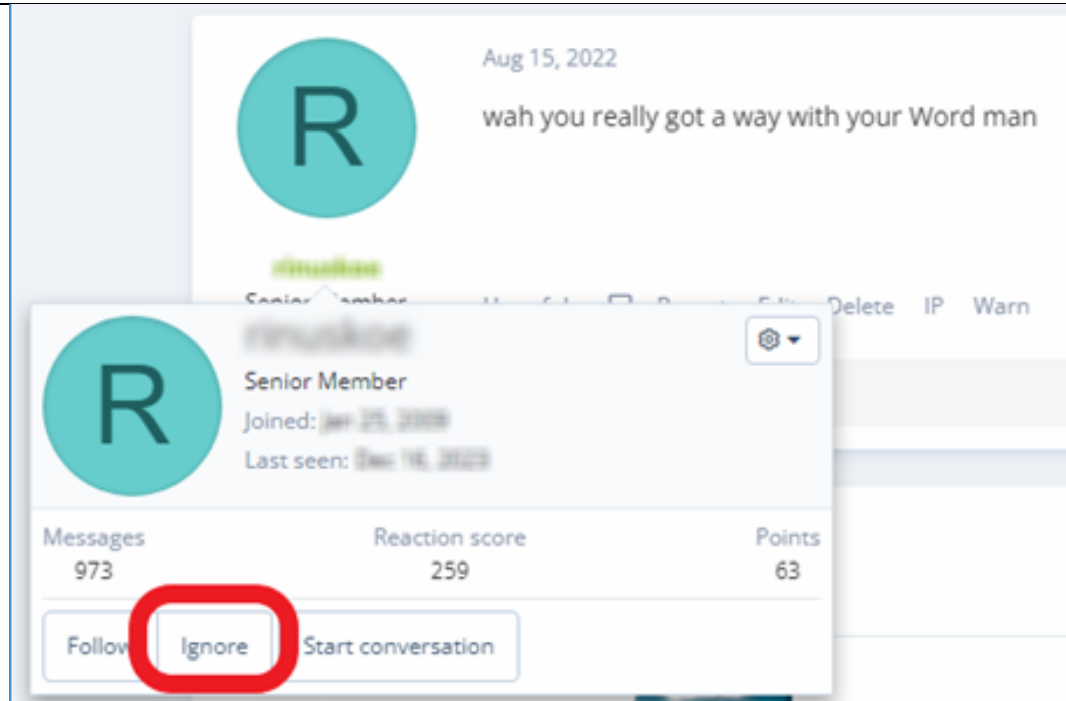
Paragraph 12(a): Tools to restrict visibility of harmful content and/or unwanted comments

To restrict visibility of harmful and/or unwanted comments, HWZ Forums has tools to ignore content discussions and ignore members.

Ignore discussion option:



Ignore member button:



**All End-users in Singapore:**

Paragraph 12(b): Tools to limit visibility of the end-user's account, including profile and content, as well as contact and/ or interactions with other end-users

To limit visibility of end-user's account, including profile and content, as well as contact and/or interactions with other end-users, all registered members have access to control their account's privacy options.

Account privacy options:

## Privacy

### Your account

Your profile

Alerts

Reactions received

Bookmarks

### Settings

Account details

Password and security

SMS Verification

**Privacy**

Preferences

Signature

Account upgrades

Following

Ignoring

Log out

#### Privacy options:

- Show your online status  
This will allow other people to see when you are online.
- Show your current activity  
This will allow other people to see what page you are currently viewing.

- Show day and month of birth

- Show year of birth  
This will allow people to see your age.

#### Email options:

- Receive news and update emails
- Receive activity summary email  
We will keep you updated about new content when you haven't visited for a while.  
You may find additional email options under [Preferences](#).

- Allow ignored users to view your details on your profile page

#### Allow users to:

View your details on your profile page:

Nobody

Receive your news feed:

Nobody

Start conversations with you:

Members only

View your identities:

Nobody

- All visitors
- Members only
- People you follow
- Nobody**

Save

### All End-users in Singapore:

Paragraph 12(c): Tools to limit location sharing

Location sharing is not applicable to HWZ Forums, it does not capture nor show location of end-users.



Paragraph 13: End-users must be able to easily access information related to online safety on the Service. Such information must be easy to understand and must include the availability of tools and local information, including Singapore-based safety resources or support centres, if available. The service should seek to implement, support and/ or maintain programmes and initiatives to educate and raise awareness of such information.

And

Paragraph 21: Children must be able to easily access information related to online safety on the Service. Such information must be easily understood by children and must include information on tools available to protect children harmful and/or inappropriate content and unwanted interactions, as well as local information, including Singapore-based safety resources or support centres, if available. The Service should seek to implement, support and/ or maintain programmes and initiatives to educate and raise awareness of such information.

**Please provide information on the measures, and include screenshots or evidence where possible.**

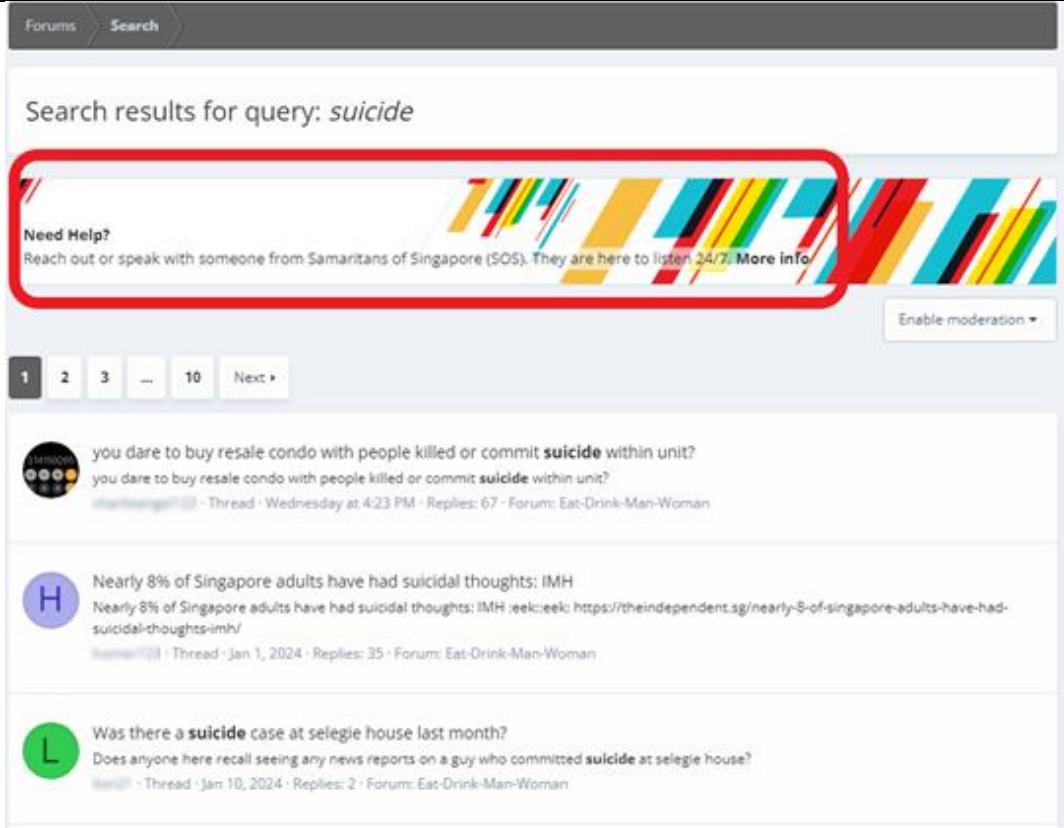
**All End-users in Singapore:**

HWZ Forums has a [Help & Safety Resources page](#) with information on the availability of tools and Singapore-based safety resources and support centres. It is easily accessible at our [HWZ Forums Help section](#).

**Help & Safety Resources page:**

The screenshot shows a webpage titled "Help & Safety Resources" with a navigation menu on the left containing items like "Help", "Help & Safety Resources", "Forums Content Policy", "Membership", "Personal Information", "Guidelines", and "Verified Account Programme". The main content area is divided into sections with red headers: "How can I report an offending post?", "Have you been scammed or looking for related resources?", "Are you or someone facing loneliness, grief, thoughts about self-harm or suicide?", "Do you or someone feel down, stressed, anxious, isolated, bullied?", "Do you know of youths needing emotional and mental health support?", "Are you or someone facing workplace harassment?", "Seeking advice on family violence or sexual harassment?", and "For those coping with grief". Each section provides brief descriptions and links to further resources.

	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
<p>Paragraph 14: End-users who use high-risk search terms such as, but not limited to, terms relating to self-harm and suicide on the Service must be actively offered relevant safety information (stated in paragraph 13) such as, but not limited to, local suicide prevention hotlines, if available.</p> <p><i>And</i></p> <p>Paragraph 22: Children who use high-risk search terms, such as, but not limited to, terms relating to self-harm and suicide, on the Service must be actively offered relevant safety information (stated in paragraph 21) such as, but not limited to, local suicide prevention hotlines, if available.</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>All End-users in Singapore:</b></p> <p>End-users who use high-risk search terms on HWZ Forums are actively offered relevant safety information.</p> <p>Examples of high-risk search terms that are relevant to HWZ Forums community discussions and their respective associated online safety information that our system pro-actively offers:</p> <ul style="list-style-type: none"> <li>• Scam, scammer, scammed, phish, phishing → <a href="#">Scam Alert resources from National Crime Prevention Council NCPC</a></li> <li>• Suicide, sick of life, end my life, goodbye world, bedok reservoir, tired of living, depression → <a href="#">Samaritans of Singapore SOS</a></li> <li>• Sexual harassment → <a href="#">Family violence and sexual harassment resources from AWARE</a></li> <li>• Stress, grief, bully, bullying, harass, harassment, anxiety → <a href="#">Assistance resources from Mindline.SG</a></li> </ul> <p>Example of relevant safety information actively offered when end-user searches for suicide:</p>	



**Please provide information on the measures, and include screenshots or evidence where possible.**

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Paragraph 15: End-users' exposure to child sexual exploitation and abuse material and terrorism content on the Service must be minimized through the use of technologies and processes. These technologies and processes must proactively detect and swiftly remove child sexual exploitation and abuse

**Please provide information on the measures, and include screenshots or evidence where possible.**

**All End-users in Singapore:**

<p>material and terrorism content as technically feasible, such that the extent and length of time to which such content is available on the Service is minimised.</p>	<p>HWZ Forums strictly prohibits child sexual exploitation and abuse material, and terrorism content as per our published <a href="#">HWZ Forums Content Policy</a> and <a href="#">Guidelines on Egregious Content</a>.</p> <p>HWZ Forums has a very active community and moderators who understand the dire consequences of such content. The incidence rate of such content is very low and even if present, gets promptly reported by end-users to the HWZ team and removed. We have also implemented an API automation technology (please refer to Paragraph 23 below) that proactively detects such content, removes them from public view and internally flags and prioritizes them to the HWZ team to promptly review the validity of the reports according to our <a href="#">HWZ Forums Content Policy</a> and <a href="#">Guidelines on Egregious Content</a>. Based on the severity of the content, warnings and infraction points are issued in accordance with our <a href="#">Forum Warning System</a>, which may lead to account bans.</p>	
<p>Paragraph 16: End-users must be protected from preparatory child sexual exploitation and abuse activity and terrorism activity on the Service through reasonable and proportionate steps taken by the Service to proactively detect and swiftly remove preparatory child sexual exploitation and abuse activity (such as online grooming for child sexual abuse) and terrorism activity (such as glorifying or endorsing terrorist activities and recruitment).</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>All End-users in Singapore:</b></p> <p>HWZ Forums has a very active community and moderators who understand the dire consequences of such content. The incidence rate of such content is very low and even if present, gets promptly reported by end-users to the HWZ team and removed. We have also implemented an API automation technology (please refer to Paragraph 23 below) that proactively detects such content, removes them from public view and internally flags and prioritizes them to the HWZ team to promptly review the validity of the reports according to our <a href="#">HWZ Forums Content Policy</a> and <a href="#">Guidelines on Egregious Content</a>. Based on the severity of the content, warnings and infraction points are issued in accordance with our <a href="#">Forum Warning System</a>, which may lead to account bans.</p>	
<p>Paragraph 17: Besides harmful content, children’s exposure to inappropriate content must also be minimised through reasonable and proportionate measures. These measures include, but are not limited to, a set of community guidelines and standards and content moderation measures put in place and effected by the Service that are</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>Children:</b> Paragraph 17(a): Sexual content</p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	

<p>appropriate for children. These community guidelines and standards must minimally address the following categories of content, and must be published:</p> <p>(a): Sexual content  (b): Violent content  (c): Suicide and self-harm content  (d): Cyberbullying content</p>	<p><b>Children:</b>  Paragraph 17(b): Violent content</p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
<p>Paragraph 18: Children must not be targeted to receive content that the Service is reasonably aware to be detrimental to their physical or mental well-being. Such content includes the categories of harmful and/or inappropriate content in paragraphs 4 and 17. In this regard, content targeting refers, but is not limited to, advertisements, promoted content and content recommendations.</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
<p>Paragraph 19: Children or their parents/guardians must have access to tools that enable them to manage children’s safety, and effectively minimise children’s exposure to, and mitigate the impact of, harmful and/ or inappropriate content and unwanted interactions on the Service. These tools may include the following:</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>Children:</b>  Paragraph 19(a): Tools to effectively manage the content that children see and/or their experiences.</p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	

<p>(a): Tools to effectively manage the content that children see and/or their experiences.</p> <p>(b): Tools to:</p> <ul style="list-style-type: none"> <li>i. Limit the public visibility of children’s accounts, including their profile and content;</li> <li>ii. Limit who can contact and/or interact with children’s accounts; and Limit location sharing.</li> <li>iii. Limit location sharing</li> </ul>	<p><b>Children:</b></p> <p>Paragraph 19(b): Tools to:</p> <ul style="list-style-type: none"> <li>i. Limit the public visibility of children’s accounts, including their profile and content;</li> <li>ii. Limit who can contact and/or interact with children’s accounts; and</li> <li>iii. Limit location sharing.</li> </ul> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
<p>Paragraph 20: Unless the Service restricts access by children, children must be provided differentiated accounts whereby the settings for the tools to minimise exposure and mitigate impact of harmful and/or inappropriate content and unwanted interactions are robust and set to more restrictive levels that are age appropriate by default. Children or their parent/ guardians must be provided clear warnings of implications if they opt out of the default settings.</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
<p><b>Section B: User Reporting and Resolution</b></p>		
<p>Paragraph 23: Any individual must be able to report concerning content or unwanted interactions to the Service in relation to the categories of harmful and/or inappropriate content in paragraphs 4 and 17. In this regard, the reporting and resolution mechanism provided to end-users must be effective, transparent, easy to access, and easy to use.</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>All End-users in Singapore:</b></p> <p>Paragraph 23(a): End-users’ reports must be assessed, and appropriate action(s) must be taken by the Service in a timely and diligent manner that is proportionate to the severity or imminence of the potential harm. In particular, timelines must be expedited for content and activity related to terrorism. Appropriate action(s) may include:</p> <ul style="list-style-type: none"> <li>i. Swiftly removing the reported content or restricting access to the reported content; and</li> <li>ii. Warning, suspending, or banning the account(s) that generated, uploaded, or shared the reported content.</li> </ul>	

**Type 1 - Detection by HWZ's automated system followed by action from HWZ Moderators**

Any harmful/objectionable content posted by a user is automatically unapproved and flagged by our internal system [Figure I below] for the Moderators to review it. The post is assigned a percentage score depending on the extent of harmful content and is ranked accordingly on the "Active" and "Priority" reports. [Figure II below]

The Moderator assesses the validity of the reports according to our [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any of the rules or guidelines be violated, the reported content will be swiftly removed. Based on the severity of the content, warnings and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

Forums
Reports

### Post in thread 'Heng ah, 6-year-old girl found safe in Selangor'

---

**igwee**  
Arch-Supremacy Member  
Messages: 18,146 · Reaction score: 2,475 · Points: 113

Unforgivable pedo!

Forum: Eat-Drink-Man-Woman

Go to content

---

Created	Reports	Comments	Status	Updated
16 minutes ago	1	0	Open	16 minutes ago

---

#### Comments

**hwzadmin** · 16 minutes ago · Report

This post is auto moderated.

Harmful score: 91.4%

---

Update
Reassign

B I T- : : : - - - - -
🌐 📷

Your comment will only be visible to moderators.

Status:

- Do not change
- Assigned
- Resolved
- Rejected

Send resolution/rejection alert:

Any resolution/rejection alert text will be appended automatically to the current comment.

Save

Figure 1



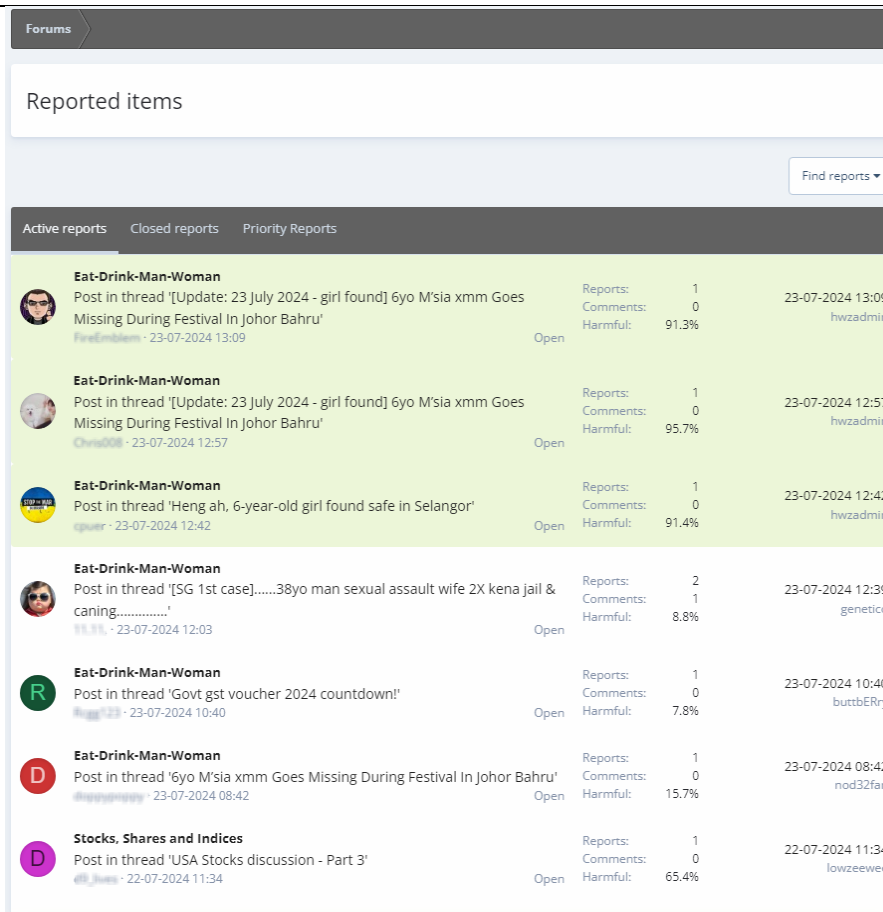


Figure II

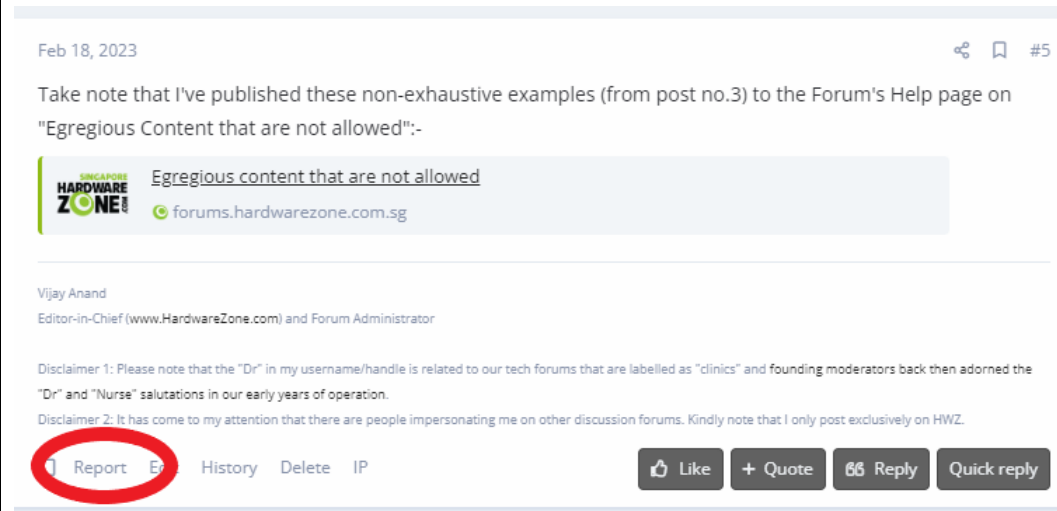
### Type 2 - End-user Reporting

End-users can submit reports on concerning content or unwanted interactions to the HWZ team via any of the following channels:

- Forum Reporting System
- [Feedback Form](#)
- [Feedback Forum](#)
- Email ([hwzmembership@sph.com.sg](mailto:hwzmembership@sph.com.sg))

We will assess the validity of the reports according to our [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any of the rules or guidelines be violated, the reported content will be swiftly removed. Based on the severity of the content, warnings and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

For reference, the Forum Reporting System's Report button is located on every post:



**Please provide information on the measures, and include screenshots or evidence where possible.**

**All End-users in Singapore:**

Paragraph 23(b): Where the Service receives a report that is not frivolous or vexatious:

- i. The end-user who submitted the report must be informed of the Service's decision and action taken with respect to that report without undue delay.
- ii. Should the Service decide to take action against the report content or account(s), the end user holding the account(s) that generated, uploaded, or shared the reported content must be informed of the Service's decision and action without undue delay.


The Forum Reporting System is built with proper resolution procedures for the HWZ team to convey actions taken to both the user who submitted the report and the user who posted the reported content.

Example of Forum Reporting System UI for HWZ team when report is received:

Go to content

Created	Reports	Comments	Status	Updated
Today at 1:38 PM	1	0	Open	Today at 1:38 PM

### Comments

 **Min Min** · Today at 1:38 PM · Report

Calling people childless women barren  
This TS starts a flamebait thread and fights everyone who disagrees with him!!

Update Reassign

Status:  Do not change  
 Assigned  
 Resolved  
 Rejected

Send resolution/rejection alert:

Thread closed and author has been publicly warned. Thank you.

Any resolution/rejection alert text will be appended automatically to the current comment.

Save

Forums > Reports

Example of report resolved with alert automatically sent to end-user who submitted the report:

Go to content

Created	Reports	Comments	Status	Updated
Aug 15, 2022	1	1	Resolved	Aug 15, 2022

### Comments

**M** **Min Min** · Aug 15, 2022 · [Report](#)  
Calling people childless women barren  
This TS starts a flamebait thread and fights everyone who disagrees with him!!

**Dr.Vijay** · Aug 15, 2022  
Status changed: Resolved  
*The following alert was sent:*

Thread closed and author has been publicly warned. Thank you.

All forum notifications are housed at the top of the HWZ Forum page. When a notification is received, end-users will be notified visually and will receive a notification showing the alert message as follows:

The screenshot shows a forum interface with a notification pop-up. The notification is titled "Alerts" and contains the following text: "Your recent report has been resolved: Post in thread 'Priced wrongly?' - Inappropriate comment removed 2 minutes ago". The background shows a forum post with a "New posts" button and a "Post thread..." button.

Example of alert and message automatically sent to user who posted the reported content:


Alerts

hwadmin issued you a warning for **Posting Inappropriate Comment / Content** for 6 points, expiring Jan 5, 2024 at 10:00 PM.  
2 minutes ago

Show all... Preferences

Showing 20 messages per page Star Mark unread Leave

2 minutes ago New

 **hwadmin**  
Arch-Supremacy Member  
Joined: Apr 1, 2005  
Messages: 18,542  
Reaction score: 52

You have received a warning for the following offending post:

This is spam

Your post ([Vpost? Borderlinx? Comgateway?](#)) has resulted in a warning with 6 points. Your account's access may be limited due to the total amount of warning points accumulated.

For guidelines on the acceptable usage of HWZ forums, please refer to <https://forums.hardwarezone.com.sg/threads/important-edmw-must-reads.2005501/>  
More information on the warning system can also be found at <https://forums.hardwarezone.com.sg/threads/warning-system.6771918/>

Regards,  
HardwareZone Forums

Report Like

	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>All End-users in Singapore:</b> Paragraph 23(c): The end-users referred to in sub-paragraphs (b)(i) and (b)(ii) must be allowed to submit requests to the Service for a review of the decision and action taken.</p> <p>End-users can submit requests to the HWZ team for a review of the decision and action taken via any of the following channels:</p> <ul style="list-style-type: none"> <li>• <a href="#">Feedback Form</a></li> <li>• <a href="#">Feedback Forum</a></li> <li>• Email (hwzmembership@sph.com.sg)</li> </ul>	
<p><b>Section C: Accountability - Mandatory Information and Metrics</b></p>		
<p>Paragraph 24: End-users must have access to clear and easily comprehensible information that enable them to assess the level of safety and related safety measures afforded by the Service and make informed choices.</p>	<p><b>Please provide information on the measures, and include screenshots or evidence where possible.</b></p> <p><b>All End-users in Singapore:</b></p> <p>HWZ has published clear and easily comprehensible information in the <a href="#">Community Guidelines and Standards</a> to enable end-users to assess the level of safety and related safety measures afforded by HWZ and make informed choices. End-users are also provided tools and controls via their <a href="#">account preferences</a> and <a href="#">privacy options</a>.</p> <p>Please refer to above Section A for screenshots.</p>	
<p>Paragraph 25(b): How much and what types of harmful or inappropriate content end-users in Singapore encounter on the Service</p>	<p><b>Please provide information and data metrics for:</b></p> <p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, HWZ has removed 250 end-user reported harmful or inappropriate content, such as sexual content, violent content, suicide and self-harm content, cyberbullying content, content endangering public health, and content facilitating vice and organized crime. HWZ has also pro-actively removed 115 posts made by end-users.</p> <p><b>Children:</b></p>	

Not applicable. Please refer to Paragraph 9 above.

**Section C: Accountability - Additional Information and metrics**

Paragraph 26(a):  
*[Please insert data metric(s) that IMDA has agreed to]*

Sexual Content

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Number of reports received: 257  
Number of harmful or inappropriate content removed: 183

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Violent Content

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Number of reports received: 22  
Number of harmful or inappropriate content removed: 21

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Suicide and self-harm content

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Number of reports received: 5  
Number of harmful or inappropriate content removed: 2

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Cyberbullying Content

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Number of reports received: 56  
Number of harmful or inappropriate content removed: 43

		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
	Content endangering public health	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024,  Number of reports received: 3  Number of harmful or inappropriate content removed: 1</p>	
	Content facilitating vice and organized crime	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024,  Number of reports received: 0  Number of harmful or inappropriate content removed: 0</p>	
Paragraph 26(b): <i>[Please insert data metric(s) that IMDA has agreed to]</i>	Sexual Content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024,  Average time between receiving and resolution of reports: 18 hrs</p>	
		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
	Violent Content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024,  Average time between receiving and resolution of reports: 21 hrs</p>	
		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
	Suicide and self-harm content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024,</p>	

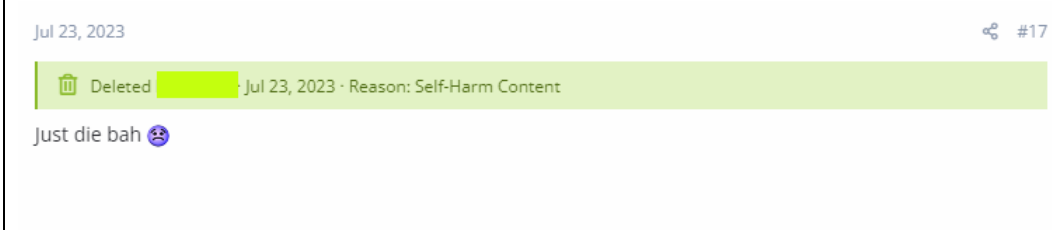


Average time between receiving and resolution of reports: 129 hrs

For end-user reports on Suicide and Self-Harm (SSH) content, we generally found the contents to be vague and the HWZ Team had to monitor the forum members and the discussion for a longer period of time to determine the validity of the reports, authenticity and severity of the content.

The following 5 posts were reported and detected as SSH content:

1.



2.

# [Poll] Will Iswaran suicide like Teh Cheang Wan?

Jul 12, 2023

## Need Help?

Reach out or speak with someone from Samaritans of Singapore (SOS). They are here to listen 24/7. [More info](#)

### Will Iswaran suicide like Teh Cheang Wan?

Edit

Yes

No

Results are only viewable after voting.

Not open for further replies.

1 2 3 ... 8 Next >

Ignore thread Showing 20 posts per page Watch ...

Jul 12, 2023

#1

Self-Harm Content

The last time CPIB launched investigation on a cabinet minister, he harakiri 14 days into the investigation before he can claim trial.

will history repeat?

<https://www.straitstimes.com/singap...se-no-way-a-minister-can-avoid-investigations>

3.

Oct 5, 2023

#8

Deleted [redacted] Oct 5, 2023

2k got better option.  
go jump down and die.

4.

Nov 25, 2023

#2

Self-Harm Content

Waste taxpayers money. Might as well terminate yourself.

5.

Lowly paid minister Teh Cheng Wan set the highest standard when investigated for corruption: suicide

Jan 20, 2024

**Need Help?**

Reach out or speak with someone from Samaritans of Singapore (SOS). They are here to listen 24/7. [More info](#)

Not open for further replies.

1 2 3 4 Next

Ignore thread Showing 20 posts per page Watch ...

Jan 20, 2024

#1

<https://sso.agc.gov.sg/Acts-Supp/38-2022/Published/20221221?DocDate=20221221>

Simply exemplary

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Cyberbullying Content

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Average time between receiving and resolution of reports: 28 hrs

**Children:**

Not applicable. Please refer to Paragraph 9 above.

Content endangering public health

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Average time between receiving and resolution of reports: 11 hrs

Content facilitating vice and organized crime

**All End-users in Singapore:**

For the period of 1 July 2023 to 30 June 2024,  
Average time between receiving and resolution of reports: NA

Paragraph 26(c): <i>[Please insert data metric(s) that IMDA has agreed to]</i>	Sexual Content	<b>All End-users in Singapore:</b>  For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 76	
		<b>Children:</b>  Not applicable. Please refer to Paragraph 9 above.	
	Violent Content	<b>All End-users in Singapore:</b>  For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 5	
		<b>Children:</b>  Not applicable. Please refer to Paragraph 9 above.	
	Suicide and self-harm content	<b>All End-users in Singapore:</b>  For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 0	
		<b>Children:</b>  Not applicable. Please refer to Paragraph 9 above.	
	Cyberbullying Content	<b>All End-users in Singapore:</b>  For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 34	
		<b>Children:</b>  Not applicable. Please refer to Paragraph 9 above.	

	Content endangering public health	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 0</p>	
	Content facilitating vice and organized crime	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, Number of posts by end-users proactively removed: 0</p>	
Paragraph 26(d): <i>[Please insert data metric(s) that IMDA has agreed to]</i>	Sexual Content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 25</p>	
		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
	Violent Content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 5</p>	
		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
	Suicide and self-harm content	<p><b>All End-users in Singapore:</b></p> <p>For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 0</p>	
		<p><b>Children:</b></p> <p>Not applicable. Please refer to Paragraph 9 above.</p>	
Cyberbullying Content	<p><b>All End-users in Singapore:</b></p>		

		For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 6	
		<b>Children:</b> Not applicable. Please refer to Paragraph 9 above.	
	Content endangering public health	<b>All End-users in Singapore:</b> For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 2	
	Content facilitating vice and organized crime	<b>All End-users in Singapore:</b> For the period of 1 July 2023 to 30 June 2024, Number of end-user accounts that are banned: 0	