

# Community Guidelines

## How to report an advertisement on Convilu:

If you come across an advertisement on Convilu's desktop experience that you believe violates our Terms of Service, you can report it at [abuse@Convilu.com](mailto:abuse@Convilu.com). All reports are carefully reviewed in accordance with our Policies and Community Guidelines. However, we do not disclose the outcomes of these reports. If you encounter an advertisement on the Convilu iOS or Android app that you believe violates our terms of service, please report it to our Community Support team.

## Convilu's stance on accessibility and inclusion:

At Convilu, we are dedicated to promoting digital accessibility for individuals with disabilities. We consistently strive to enhance the user experience for all users and adhere to relevant accessibility standards. We value your input regarding the accessibility of Convilu. If you come across any accessibility obstacles while using Convilu, please inform us by sending an email to [accessibility@Convilu.com](mailto:accessibility@Convilu.com). We appreciate your feedback and will make every effort to address your concerns. Please note that it may take us 5 working days to respond to your message.

## Recommendations for sending emails as a Venue or Network Administrator on Convilu:

Convilu provides a convenient feature that allows you to send emails to your group members directly through our Platform. These emails serve as an excellent way to connect with the members of your Convilu groups and foster a sense of community. When sending emails to your group members, it's important to keep the following guidelines in mind:

### *Use accurate subject lines:*

Ensure that the subject line of your email accurately reflects the content and purpose of the email. Avoid using false or misleading subject lines, as this may violate marketing laws. Clearly communicate if your email includes a promotion or offer.

### *Keep your subject lines short:*

Focus on creating impactful subject lines that grab attention amidst a crowded inbox. Use clear calls to action, mention deadlines, or highlight upcoming event names and dates. Avoid excessive punctuation or overt sales pitches, which can resemble spam.

### *Avoid spamming:*

Only include information in your emails that is relevant to your group members and aligns with your group's activities or mission. Sending irrelevant, non-tailored, or repetitive content is considered spam and is not permitted.

*Comply with applicable laws:*

Ensure that your emails adhere to all relevant laws, such as marketing and consumer protection laws, such as the GDPR (General Data Protection Regulation). The specific laws that apply to your emails will depend on the type of message you are sending and the location of both you, your venue and your members. Include an unsubscribe link in your emails as required by the GDPR (General Data Protection Regulation)

*Follow Convilu's Community Guidelines:*

When using the Convilu Platform to send emails, it is essential to comply with Convilu's Community Guidelines. By following these guidelines, you can make the most of Convilu's email feature while ensuring that your communications are effective, relevant, and in compliance with applicable laws and community standards.

## **22 Rules and guidelines for using Convilu's platform:**

### Guidelines for using Convilu's platform

Be Real: Ensuring honest and authentic profiles on Convilu

Be Honest: Transparency regarding intentions, affiliations, and event descriptions

Be Yourself: Prohibition of fake accounts and impersonation on Convilu

Be Respectful: Respecting time, attention, personal choices, and boundaries

Message Respectfully: Avoiding spam and unsolicited content

Set Appropriate Expectations and Honor Them: Not tampering with groups or events

Respect Block and Ban Decisions: Accepting and respecting venues, organizer and member decisions

Sexual Content and Nudity: Prohibition of pornography, explicit photos, and solicitation

Shocking, Disturbing, and Violent Content: Prohibition of graphic or offensive content

Child Exploitation: Zero tolerance policy for child nudity and pornography

Ask for Permission: Respecting consent and seeking permission

Respect Privacy: Prohibition of posting private information without consent

Be Kind: Promoting kindness, compassion, and discouraging bullying or hate speech

Act with Integrity: Prohibition of manipulation or exploitation of others

Hate and Supremacy: Prohibition of hate speech and behavior inciting hate or violence

Be Safe: Encouraging personal safety and adherence to local laws

No Threats, Violence, or Personal Endangerment: Prohibition of promoting or organizing harmful actions

Harmful Misinformation: Prohibition of spreading misinformation that poses health risks

Self-Injury: Prohibition of content promoting self-harm or harm to others

Copyright and IP: Respecting intellectual property rights

Reporting IP, Trademark, or Copyright Infringement: Procedures for reporting infringement on Convilu.

### **Marketing standards: Best practices for venues and organizers.**

Modifying a group or making changes to events in a way that deviates from the events and leadership team's original intentions and expectations is strictly prohibited as it can be misleading. The venue and group's purpose should generally remain consistent with the expectations of its members. While groups naturally evolve and change over time, any changes should be agreed upon by the group members and clearly communicated to allow informed decisions about continued participation.

#### *Converting:*

For Venues: In the event that an individual transfers ownership of their business to a different owner, it is necessary to update the associated account accordingly. The new owner is required to complete the transfer process within a period of six weeks. During this time, the change in ownership should be promptly reported to [support@Convilu.com](mailto:support@Convilu.com)

For Organizers: Attempting to become an organizer of a group with the intention of altering its focus, closing the group, posting promotional content, or sharing content that doesn't align with the original group description is prohibited. If you wish to change the meaning or purpose of a group, we recommend starting a new group instead. When a new organizer takes over a group, the mission of that group should remain unchanged. Events within the group should align with the intentions expressed in the group description.

#### *Tampering:*

Altering the content or settings of a group without permission from the main organizer or in a way that goes against the group's purpose is not allowed. Using Convilu tools or features to disrupt a group or delete content with the aim of undermining or undercutting the established community is a violation of our policies.

#### *Inflating RSVPs and Group Joins:*

Group join and RSVP information is relied upon by members to determine the suitability of a group or event. Falsely inflating the number of group members or RSVPs to create the impression of a more active or popular group is misleading and prohibited. Manually adding RSVPs must accurately reflect the

number of individuals who have committed or are expected to attend. Creating fake accounts to join a group or RSVP to an event with the intention of inflating participation numbers is also not allowed.

#### *Message Respectfully: Avoid Spamming Members*

Sending irrelevant, impersonal, unsolicited, promotional, or repetitive content to members is considered spam and may result in venues and organizers being blocked. Examples of inappropriate spam messages include sending repetitive or unsolicited messages to members who are not part of a group, sending unrelated messages to an organizer's own group, promoting a group to members who are not part of it, abusing announcement or invite features, and creating groups, events, or accounts solely for cross-promotion purposes.

#### *Use Respectful Language*

The use of profanity in a derogatory, sexual, or offensive manner is prohibited in group and event titles, descriptions, or any publicly promoted or viewable areas of the platform.

#### *Be Clear & Professional: Editorial Requirements*

To ensure a quality experience for our members, group and event titles should be relevant, useful, and easily understood. Excessive or improper use of punctuation, symbols, capitalization, spacing, URLs, or repetition intended to grab attention is subject to editing. Examples of excessive or gimmicky usage include excessive punctuation or spacing within words (e.g., !!Dance!!!, dance), inconsistent capitalization (e.g., DANCE, DaNcE), or using symbols or spacing to modify a word (e.g., d a n c e, d@nce).

#### *Intellectual Property*

We uphold the intellectual property rights of others, and posting content that violates another party's intellectual property rights is prohibited. Convilu will remove or disable access to material that infringes on intellectual property rights or terminate accounts of repeat infringers upon receipt of appropriate information. It's important to note that simply creating a group around a similar topic in a shared location generally does not violate our policies.

#### *Venues and Organizer Access to a Convilu Community*

Venues, Organizers are responsible for paying for their group's operation and hosting on Convilu. Failure to pay or update payment information may result in another member assuming the role of administrator.

## **Restrictions and limitations for Convilu members.**

#### *Convilu Membership Restrictions*

At Convilu, we prioritize the privacy and safety of our members, and therefore, we have strict guidelines regarding account access and creation. Please be aware that we retain the right to suspend or delete any account, or restrict access to specific features of the platform, at our discretion and for any reason.

#### *Deceased Member Policy*

In the unfortunate event of a member or organizer's passing, Convilu is unable to grant access to their account, even to family members or individuals acting on behalf of the estate. We understand the sensitivity of such situations and will work with families to honor their wishes, whether it involves closing accounts, groups, or transferring ownership to another member.

#### *Participation of Individuals Under 16*

To ensure a safe environment, Convilu requires all members to be at least 16 years old and all organizers and administrators to be at least 18 years old. Consequently, groups should target and provide opportunities exclusively for individuals over 18. While we welcome groups that offer family-oriented activities, it is essential that any children attending an event be supervised and accompanied by an adult guardian.

#### *Criminal Record*

If Convilu becomes aware that a member is a convicted sex offender or has been convicted of violent, fraudulent, or dangerous crimes, we may remove their membership. Additionally, we reserve the right to remove members based on their criminal record if it poses safety concerns or other issues. Members who encounter criminal or illegal activities are encouraged to report them to local authorities for appropriate action.