



Young peoples' rights on social media: **Instagram**

Our rules

1. You must be **13** or over to use Instagram.
2. Don't post anything showing violence, or that might make other people feel scared, or any images that contain nudity.
3. Don't use anybody else's account without their permission or try to find out their login details.
4. Keep your password secret and don't let anyone else use your account.
5. Don't bully anyone or post anything horrible about people.
6. Don't post other peoples' private or personal information.
7. Don't use Instagram to do anything illegal or that we tell you not to do.
8. If you want to add a website to your username, make sure you get permission from Instagram first.
9. Don't change anything about our website or applications, upload any type of virus or do anything that might interfere with the way Instagram works. Don't send us ideas on how to improve Instagram.
10. Don't use any type of software or robot to create accounts or access Instagram, and don't send spam or unwanted emails.
11. Read our Community Guidelines and obey them when using Instagram.
12. Don't do anything that might affect how other people use and enjoy Instagram.
13. Don't encourage anyone to break these rules.

Your rights

1. You have the right to feel safe using Instagram.
2. Officially you own any original pictures and videos you post, but we are allowed to use them, and we can let others use them as well, anywhere around the world. Other people might pay us to use them and we will not pay you for that.
3. You are responsible for anything you do using Instagram and anything you post, including things you might not expect such as usernames, data and other peoples' music.
4. It will be assumed that you own what you post, and what you post does not break the law. If it does, and you are fined, you will have to pay that fine.
5. If you break the law or break these rules, you are responsible. You should use common sense and your best judgment when using Instagram.
6. Although you do not own your data, we do own ours. You may not copy and paste Instagram logos or other stuff we create, or remove it or try to change it.
7. You can close your Instagram account by logging into Instagram and completing this form: instagram.com/accounts/remove/request/. If you do, your photos, posts and profile will disappear from your account but if anyone has shared your photos or personal details, or if we have used them ourselves for any reason, they might still appear on Instagram. We will also keep all the data we already have from you and we can use it as explained in the following paragraph 1.

Our rights

1. Although you are responsible for the information you put on Instagram, we may keep, use and share your personal information with companies connected with Instagram. This information includes your name, email address, school, where you live, pictures, phone number, your likes and dislikes, where you go, who your friends are, how often you use Instagram, and any other personal information we find such as your birthday or who you are chatting with, including in private messages (DMs).
 - We are not responsible for what other companies might do with this information.
 - We will not rent or sell your personal information to anyone else without your permission.
 - When you delete your account, we keep this personal information about you, and your photos, for as long as is reasonable for our business purposes.

You can read more about this in our Privacy Policy. This is available at: instagram.com/legal/privacy/.
2. Instagram is also not responsible for:
 - Links on Instagram from companies or people we do not control, even if we send those links to you ourselves.
 - What happens if you connect your Instagram account to another app or website, for instance by sharing a picture, and the other app does something with it or takes your personal details.
 - The cost of any data you use while using Instagram.
 - If your photos are lost or stolen from Instagram.
3. Although Instagram is not responsible for what happens to you or your data while you use Instagram, we do have many powers:
 - We might send you adverts connected to your interests which we are monitoring. You cannot stop us doing this and it will not always be obvious that it is an advert.
 - We can change or end Instagram, or stop you accessing Instagram at any time, for any reason and without letting you know in advance. We can also delete posts and other content randomly, without telling you, for any reason. If we do this, we will not be responsible for paying out any money and you won't have any right to complain.
 - We can force you to give up your username for any reason.
 - We can, but do not have to, remove, edit, block and/or monitor anything posted or any accounts that we think breaks any of these rules. We are not responsible if somebody breaks the law or breaks these rules.

The Instagram terms and conditions have been edited for educational purposes and are not a replacement for the original version, which can be found at bit.ly/TCsInstagram



Young peoples' rights on social media: **Snapchat**

Our rules

1. This is a legal agreement and it's important that you understand it.
2. You must be **13** or over to use Snapchat.
3. You might see offensive, illegal, misleading and inappropriate content on Snapchat and we are not responsible for that.
4. We are not responsible for anything that happens to you while using Snapchat. If someone screengrabs your message/snap and posts it online, that's not our responsibility.
5. If you break the law while using Snapchat you are responsible, and if someone tries to sue Snapchat for it, you will pay our legal fees and costs.
6. We will aim to delete your snaps immediately but for many reasons, this might not always be possible, for example if we receive a legal request not to. Any content you upload to public areas of the site might be held for longer.
7. While using Snapchat **you must not**:
 - Mess with our technology
 - Spam people
 - Reproduce other people's work without permission
 - Tell lies about people
 - Bully, harass or intimidate anyone
 - Use another person's account without their permission or ask for their log-in details
 - Share your password with anyone
 - Create more than one account for yourself
8. In addition, you should not:
 - Send nude pictures if you are under **18**
 - Post pornography or links to it
 - Do anything illegal
 - Take pictures of people without asking them, unless they are in public
 - Keep something on your story if someone asks you to delete it
 - Threaten anyone or post pictures of violence
 - Pretend to be someone you're not
 - Promote terrorism

Your rights

1. If you want to find out what information we have about you, change or delete it, you can ask us but we might not tell you and if we do, we might charge you for that.
2. You can delete Snapchat but if you do, you will lose all the photos you have stored in Memories as we will delete them. We will delete your account and all your personal information **30** days later.

Our rights

1. In return for letting you use Snapchat, **we can**:
 - Automatically download stuff to your phone
 - Use your content to learn about you and improve our service
 - Broadcast, publicly display and sell on any content you posted on Live or Local snapchat. This means we can use your name, face and voice in any way we like, for free.
 - Read, screen and delete anything you post
 - Target adverts at you based on what you do on Snapchat and what we learn about you
 - Use any ideas you offer us for free
 - Deactivate your account without warning
 - Collect and keep: your username, password, email address, phone number, date of birth, and in some circumstances your real name, profile picture and credit or debit card number; and any information you give us when you contact Snapchat about anything. You must keep your contact information up to date
2. While you use Snapchat we collect the following information:
 - What you search
 - Who you interact with
 - What time you use Snapchat
 - When you take a screenshot
 - The filters you use
 - Which devices you access Snapchat from and the wireless network and mobile phone you are using
 - Pages you view including those you view before and after using Snapchat
 - When you click on adverts and what adverts they are
 - Where you are
 - Photos on your phone
 - All your contacts in your phonebook, unless you tell us not to

We can combine this information with information we get about you from your friends' phones and Snapchat accounts. We will use this to build up a detailed profile of you and people will pay us to send you adverts based on that profile.

3. We can also send information about you – your name, username and friends in common – to other people in your phonebook.
4. We can share your name, username and profile pictures with others
5. If we sell Snapchat to another company, which we can do at any time, all of the information we have collected about you will be sold with it.

The Snapchat terms and conditions have been edited for educational purposes and are not a replacement for the original version, which can be found at bit.ly/TCsSnapchat



Young peoples' rights on social media: **WhatsApp**

Our rules

1. You must be **13** or over to use WhatsApp.
2. When you register to use WhatsApp the information you give must be true and must be kept up to date.
3. Don't post anything that shows violence, that might upset or frighten people, or that shows nudity.
4. Don't post anything horrible about anyone, or anything that isn't true.
5. Don't use other peoples' private and personal information.
6. Keep your account safe and don't let others access it. You must let us know as soon as possible if you think someone has hacked your account.
7. Don't ever pretend to be someone else.
8. Don't use WhatsApp to do anything illegal or anything that we tell you not to do.
9. Don't ask or make anyone pay you to use WhatsApp.
10. Don't mess with our technology, or use our logo.
11. Don't use any type of software or robot to create accounts, or use WhatsApp to send spam.
12. Don't put WhatsApp on a network where lots of devices can use it all at once.
13. You must download and install updates when prompted.
14. You pay for the data you use when running WhatsApp.

Your rights

1. You can change your profile name, picture and status message whenever you want.
2. Anyone who uses WhatsApp may be able to see your mobile phone number, profile name and photo, status, status message, last seen status and receipts. You can change this if you want. You can also use your settings to block people and control who you chat with.
3. Privacy of your messages:
 - After your messages are delivered, we delete them from our system and they are only stored on your own phone or device. Your messages are 'encrypted' which means that we can't read them.
 - If, for some reason, a message won't deliver immediately, we may keep it on the WhatsApp server for **30** days. If at that point it still won't deliver, we will delete it.
4. Other companies are not allowed to place advertisements across your WhatsApp screen unless we are connected with them. For example, we might send you adverts about Facebook as we work with them. If this ever changes we will let you know.
5. You can contact other companies using WhatsApp but this could mean that you are sent adverts and messages from them. We can help you manage who messages you and how.
6. You have the right to be safe using WhatsApp but you use it at your own risk.
7. You can delete your WhatsApp account by using the 'delete my account' button. Any messages that are undelivered will be deleted, but remember, messages that have been delivered to other people, won't be.
8. If you just delete WhatsApp on your device, but forget to delete your account using the in-app 'delete my account' button, we might keep your information for longer.

9. When you delete WhatsApp we promise to delete all information WhatsApp has about you, except any information we still need to operate our services. *[Note: Facebook, which owns WhatsApp, was unable to confirm to the Children's Commissioner whether Instagram and Facebook will also delete any information they have got from your WhatsApp account.]*

Our rights

1. WhatsApp saves and keeps information about you including:
 - Your mobile phone number
 - Contacts in your address book, whether they use WhatsApp or not
 - When you install, run or use the app and when you change your status
 - Who you communicate with and when
 - Which groups you've joined and any 'favourites' lists
 - What device you're using, what browser and on what network
 - Where you are, if you have location services switched on
 - Information other companies have about you, if you use WhatsApp with them
 - Any information you email to us
 - Sometimes, payment information

WhatsApp can use your information anywhere in the world, but only in order to improve WhatsApp's services.

2. WhatsApp is connected with a number of companies, including Facebook and Instagram. We may share information about you between us and they may use it to target advertising to you.
3. If we sell WhatsApp, or if other companies join the Facebook group in the future, the information we have about you will be sold or given to them.
4. There may be other reasons why we need to share information about you with other people:
 - If we have to by law
 - If we need to make sure people are following our rules
 - If we need to investigate someone who might be breaking the law
 - To make sure other people are safe using WhatsApp
5. We can change these policies at any time and will let you know. If you disagree, you'll have to stop using WhatsApp.
6. We can charge you to use WhatsApp. If you do anything that ends up with WhatsApp being charged, you will have to pay us back.
7. If you give us ideas on how to improve WhatsApp we can use them without paying you.
8. We can stop some parts, or all, of WhatsApp at any time, or in certain countries we might decide to stop access to WhatsApp on some phones or devices.
9. We can stop you using WhatsApp at any time, for any reason. We don't have to tell you why.

The Whatsapp terms and conditions have been edited for educational purposes and are not a replacement for the original version, which can be found at bit.ly/TCsWhatsApp



Young peoples' rights on social media: **YouTube**

Our rules

1. Everyone who uses YouTube must obey our rules.
2. You must be **13** or over to use YouTube.
3. If you want to use certain parts of YouTube, you will need to create an account. When you do this, the information you give us must be true.
4. Anything that happens on your account is your responsibility even if it has been hacked, so keep your password secret and make sure everything you tell us is true.
5. You must let us know as soon as possible if you think someone has hacked your account.
6. Don't upload or post anything illegal.
7. Don't collect other people's information or use anything that belongs to anyone else unless you have their permission.
8. Don't change any part of YouTube or do anything that changes the way that other people use it.
9. Don't try and get around or turn off anything we have put in place for safety and security, or any other reason.
10. Don't use YouTube for anything other than for your own personal reasons or what is normal for people using YouTube and only for streaming.
11. Don't copy or share content without permission.
12. Don't try to use YouTube to make money unless:
 - You upload a video that you made from scratch
 - You have a YouTube channel that advertises your business or something you do
 - You show a YouTube video on your website using YouTube Player
 - We have written to you giving you permission
13. You own what you post on YouTube but we can also use it, for any reason, without paying you money. We can also allow others to use it.
14. You are responsible for what you upload. If it breaks our rules, we can delete it and stop you using YouTube.
15. We are not responsible for anything that appears on YouTube, for stuff which might upset you or is inaccurate, indecent or objectionable.
16. If you offend or upset someone on YouTube, or something you upload causes them to lose money, it's up to you to fix it.
17. You might come across links to other websites that are not connected with us while using YouTube. We have no responsibility for these websites or adverts.
18. If you want to use YouTube you must obey these rules. If you break them and YouTube loses money as a result, you will have to pay us back.
19. We can stop providing YouTube or any part of YouTube to you for whatever reason at any time, and we don't have to tell you why or let you know.
20. We can change these rules at any time without telling you.

Your rights

1. When you create a YouTube account, your data will be collected by Google. You can decide whether we should collect some of this information by going to your Google account 'activity controls'. However, these change from time to time, so you will need to keep an eye on them.
2. You can ask us for the information we hold about you, and you can ask us to correct or delete it. We will help you if it's practical for us to do so. We will not share your personal information with anyone outside Google companies, without your consent.
3. If you want to make a complaint about your appearance in a YouTube video, give us the URL, tell us the exact time in the video that you or your information appears, and explain why you stand out from other people in the video.
4. If someone complains about a video of yours and we agree with them, we will let you know that you have **2** days to take it down or edit out their personal details.

Our rights

1. You Tube is owned by Google. If you create a YouTube account, your data will be collected by Google and linked to other information Google has about you. This may include:
 - Your name, phone number and email address
 - Your friends, interests and where you live
 - What YouTube videos you watch and the websites you visit
 - Gmail messages
 - Photos and videos
 - The content of Google documents and calendars
 - The devices you use to access our services and your mobile network
 - Search queries
 - Time, date and length of phone calls
 - Your computer's unique IP address
 - Your location.

All of this information may be processed on servers all around the world, linked, and used to target adverts to you.

2. Privacy guidelines when using YouTube:
 - If someone can be identified by face, voice, name, personal documents or contact details, and they complain, we will ask the person who posted the content to take it down and they will have **2** days to do so. If they do not take it down then we will investigate.
 - If you think others can recognise or identify you on screen, but we don't think they can, then we might not ask them to take it down. Our decision is final.
 - Usually people must make their own complaints to us, but parents/carers can do it on behalf of children.

The YouTube terms and conditions have been edited for educational purposes and are not a replacement for the original version, which can be found at bit.ly/TCsYouTube



Young peoples' rights on social media: Facebook

Our rules

1. You must be **13** or over to use Facebook.
2. Don't lie about yourself when you set up your Facebook account, and make sure your contact information, including mobile phone number, is always up to date.
3. Don't post anything showing violence, or that might frighten people, or that shows nudity.
4. Don't bully anyone.
5. Don't pretend to be anyone else.
6. If you want to use someone's information from Facebook, ask them first.
7. If you want to tag someone who doesn't use Facebook, ask them first.
8. Don't share anyone's private or personal information, like bank or passport details, or address.
9. Keep your password secret and don't let anyone else log into your account.
10. Don't do anything illegal on Facebook, including taking part in scams.
11. Don't post spam or anything that isn't true.
12. Don't use any type of software or robot to get other peoples' information.
13. Don't upload viruses or do anything that might affect the way Facebook works, or mess around with our code.
14. You can only have one personal Facebook account; if we delete it, you must not make another.
15. Don't use the Facebook logo, pictures, layout or anything we have written, or try to copy it, without our written permission.
16. If you want to make an app, a Page, or an advert then you need to follow extra rules.
17. If you want to make money on Facebook then you must use a Page and not your own profile.
18. Don't use Facebook to try to sell things to people who are not old enough.
19. Don't encourage or help anyone else to break these rules.

Your rights

1. Even if your profile is private, remember that people can see and share information that others post about you. Other people can also save information you have posted about yourself on their own phones and devices.
2. Some companies will share information about you with us and we will share information about you with them. We won't share your name or email address but we can share your age, location, gender and interests with advertisers all over the world, or people doing research. You have the right to tell us not to and we won't.
3. If you agree to use an app on Facebook, that app might be able to use, share and keep the information you post on Facebook.
4. If you delete your account, things you have posted will be deleted but not things other people have shared about you. All the information we hold about you will be deleted by us within **90** days.
5. Officially you own any original images and videos you post, but Facebook can use them however it wants to and we don't have to pay you any money for that.
6. It's your responsibility to make sure that other people don't copy things that belong to you. We can help you do this.

7. If we have deleted something of yours and you think it's unfair, you have the right to complain.
8. We will let you know if we change our terms including how we use your data. If you keep using Facebook after we've told you about changes, we'll assume that you are okay with them.
9. Facebook can delete or force you to change your username or Page name and we can delete anything that breaks our rules. You can complain if you think it's unfair.

Our rights

1. We use technology that can track information about you automatically as soon as you go onto Facebook.
2. Facebook can collect information about you, including:
 - Everything you tell us when you set up your account
 - The pages you view, how long you spend and who you talk to
 - What device you're using, what browser and network, and your IP address
 - Details about what you post or 'like'
 - Anything anyone else shares about you or tags you in
 - What and who is in your address book, if it's synced to Facebook
 - Your card details, address and what you've bought, if you buy things on Facebook
 - Your battery and signal strength
 - Where you are
 - If you go onto another company's website or app
3. We can use your name, profile pictures, information about what you 'like' and anything you post to make money and we don't have to pay you for that.
4. Facebook owns other companies, including Instagram and WhatsApp who can share information about you with Facebook. If someone buys Facebook, the sale will include your information.
5. Facebook uses your information to suggest adverts, photos you should be tagged in, or places you should check in. We don't have to make it obvious whether something is an advert or not.
6. We use your information to improve safety on Facebook. If we think something you post looks suspicious or might be breaking our rules, we will investigate it.
7. If we think a law has been broken, or might be broken then we might get into your account and share your information with people involved in the case.
8. If we stop your account because you break our rules, we can keep information about you for at least a year.
9. If you keep on posting pictures that belong to other people, we can delete your account.
10. When you delete a photo or video, we might still store it for a while on the Facebook systems.
11. It's nice for us to hear your thoughts and ideas about Facebook but if you tell us them, and we use them, we don't have to pay you any money or let anyone know you came up with the idea.
12. We can ban you from Facebook if you break our rules or we think you might try to break the rules.

The Facebook terms and conditions have been edited for educational purposes and are not a replacement for the original version, which can be found at bit.ly/TCsFacebook