Medal Transparency Report

Q3 2022

MEDAL

Medal Transparency Report

The strongest communities we build are the ones we're most comfortable expressing ourselves within. We recognize that feeling safe enables people to express their true selves. That is why Medal treats safety and the well-being of the community as some of our highest priorities.
Our team works with safety principles in mind when building new features.

Our Trust & Safety team takes a methodical approach to developing, maintaining, and evolving our Community Guidelines. We forms strategic partnerships with Medal users, industry peers and civil society organizations and moderators to advance our collective understanding of online safety and the social landscape of the internet. Our Trust & Safety team works with and develops the latest technology to detect and respond to abuse, both proactively and from users, moderators, and trusted third party reporters.

These Transparency Reports serve as means to demonstrate our commitment and provide insight into the enormous, worthwhile effort that goes into keeping Medal a safe place for all.

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Report Structure

As part of our ongoing commitment to be more transparent about the work that goes into keeping Medal safe, we'll be exploring both quarterly and semi-annual transparency reports of our safety data findings and reflections.We plan to make public any changes to our Community Standards as they go into effect.

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Community Guidelines Enforcement

Medal publishes and maintains a publicly available comprehensive set of Community Guidelines which explains what content and behavior is and isn't allowed on Medal, along with the reasoning behind these decisions. We invest in proactive efforts to prevent, detect, and remove abuse before it's reported to us.

Through tooling, machine learning of our partners, a specialized and experienced Safety team tackling specific abuse situations, and partnering with reputable organizations dealing with abuse, our team removes harmful and abusive content even before it's shared and viewed by others.

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Community Guidelines Enforcement

We encourage users, moderators, and trusted reporters to submit reports if they believe an account or server is violating our Community Guidelines. Every single user report is manually reviewed by a real human moderator from our Safety team and trends are discussed to evolve the way we moderate content in the future.

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Community Guidelines Enforcement

Depending on severity, we may take a number of enforcement steps including but not limited to: issuing warnings, removing content, temporarily or permanently disabling or removing the accounts, and reporting illegal content to law enforcement.

This report outlines the actions Medal has taken against accounts and content that violate our Community Standards in accordance with our Terms of Service.
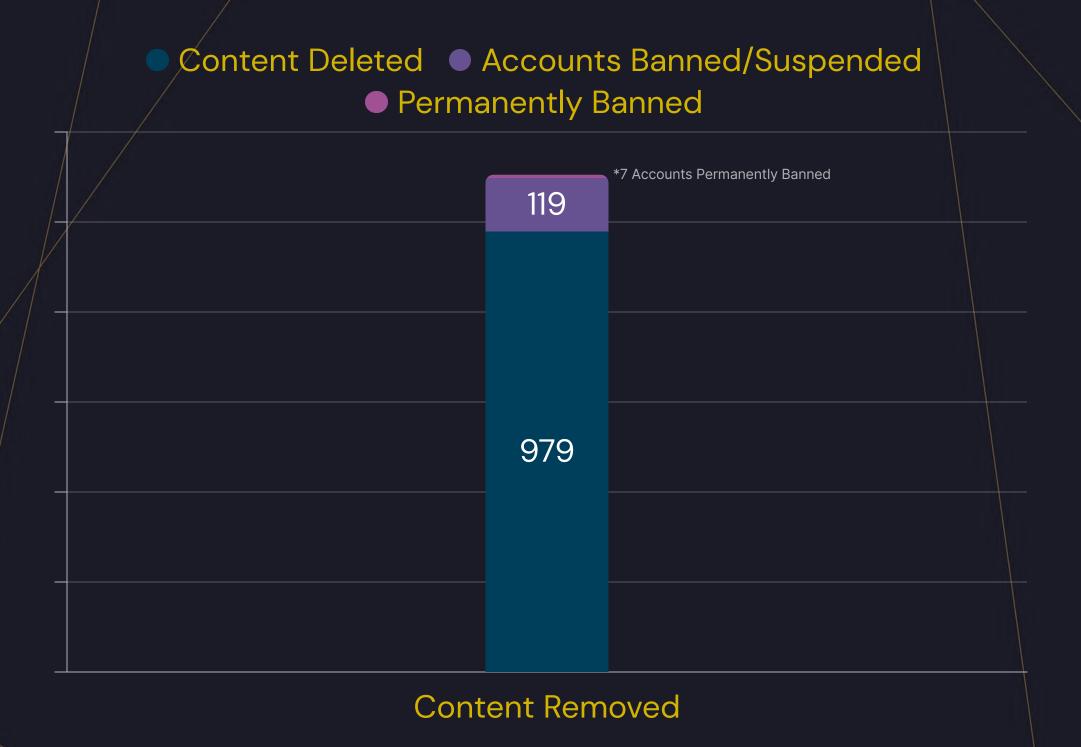
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Account Warnings/Bans

Medal provides first-time warnings for many types of violations as an educational opportunity and is working to further provide reasoning and explanations to users upon violation. Warnings are intended to inform and correct disruptive and inappropriate behavior prior to taking stronger temporary or permanent action against the account. For high-harm issues such as Child Sexual Abuse Material (CSAM), we do not issue warnings but rather immediately disable the account, remove the content, and make a report to the National Center for Missing and Exploited Children (NCMEC) which works internationally with law enforcement.
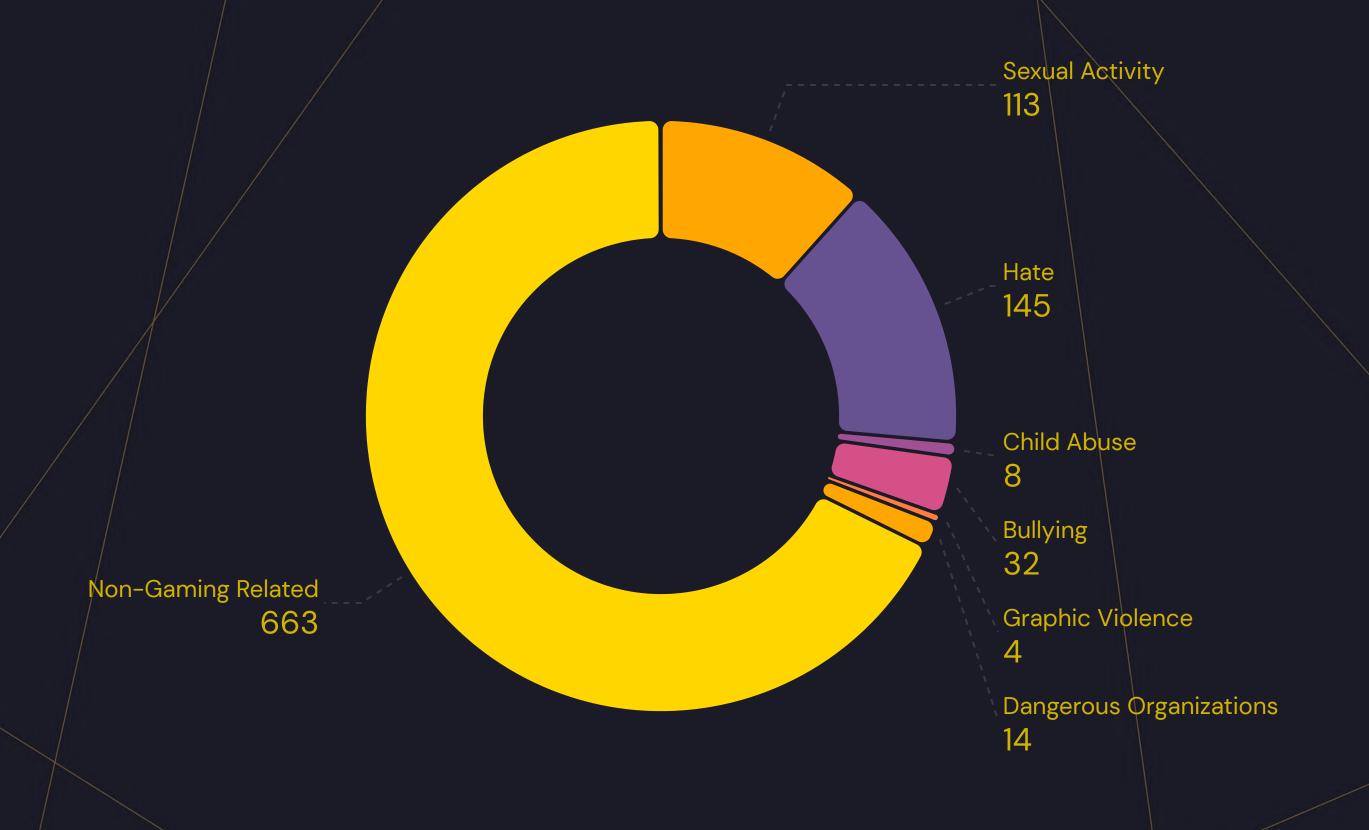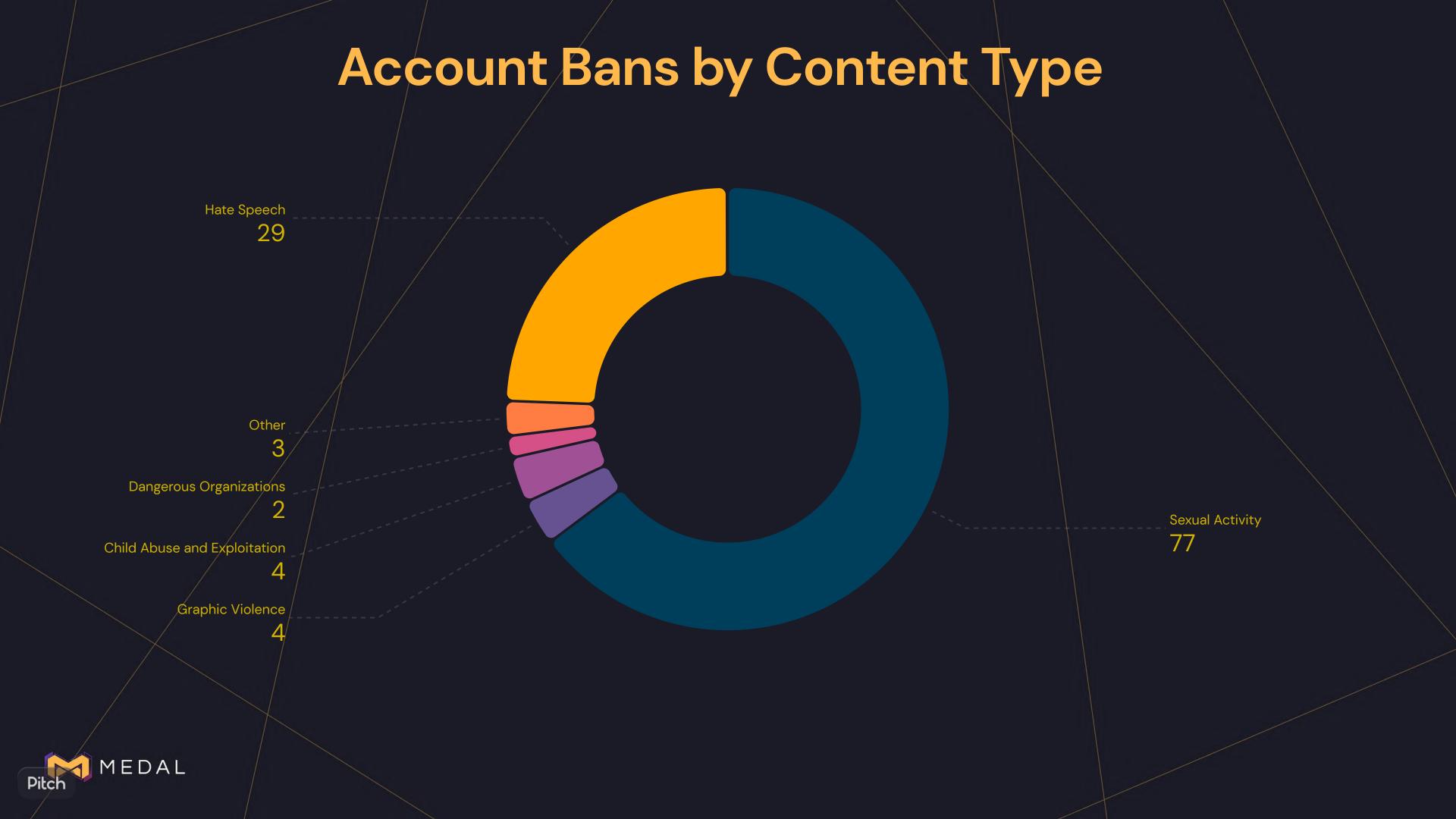
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Actions Against Accounts/Content

● Content Deleted   ● Accounts Banned/Suspended
● Permanently Banned

*7 Accounts Permanently Banned

119

979

Content Removed

Content Removal by Type

Sexual Activity
113

Hate
145

Child Abuse
8

Bullying
32

Graphic Violence
4

Dangerous Organizations
14

Non-Gaming Related
663

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Pitch

Account Bans by Content Type

Hate Speech
29

Other
3

Dangerous Organizations
2

Child Abuse and Exploitation
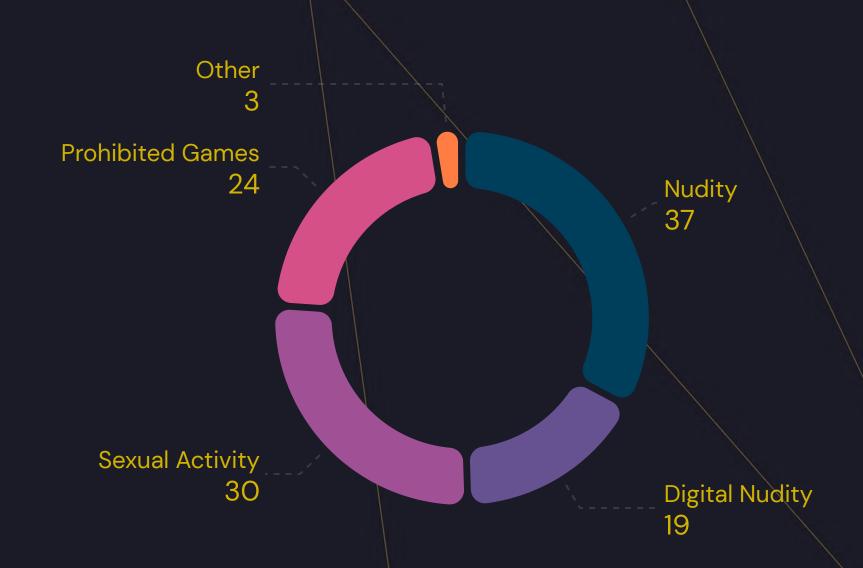4

Graphic Violence
4

Sexual Activity
77

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Adult Nudity and Sexual Activity

It is a violation of our Community Guidelines to share or promote sexually explicit content of other people without their consent.

As an effort this quarter, we've cracked down on freeform uploads of explicit content and continued to take proactive measures in preventing this content from appearing on the platform to begin with. Because of our proactive efforts we had 34% decrease accounts posting sexually explicit content on the platform and removed a total of 113 pieces of uploaded content.
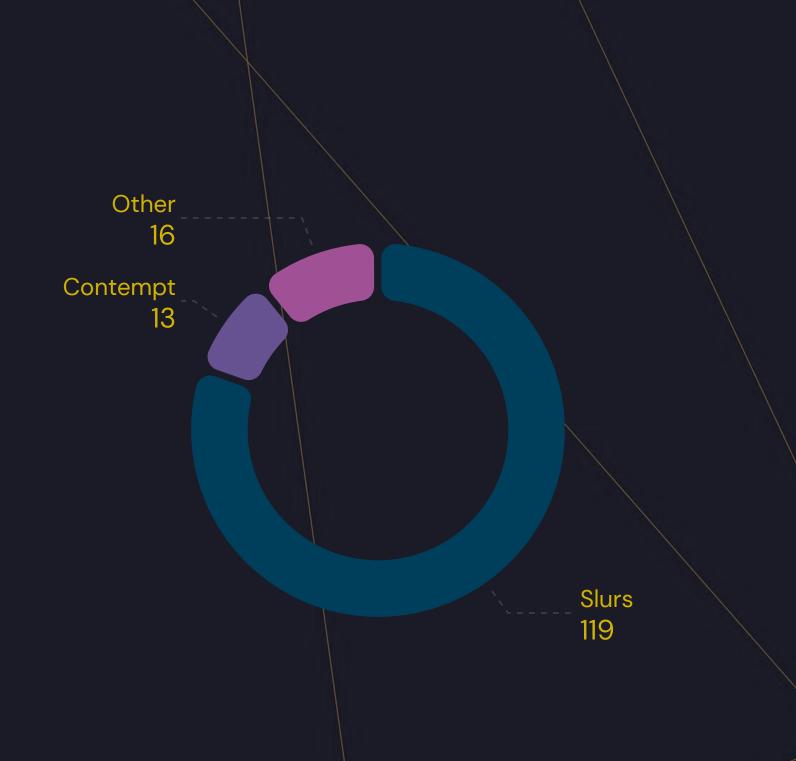
Other
3

Prohibited Games
24

Nudity
37

Digital Nudity
19

Sexual Activity
30

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Hate Speech

Medal has zero tolerance for hateful speech or communities and remove any content aimed at individuals or groups of individuals and their identifying characteristics.

In Q2 we identified areas of the platform in which hate speech was making it on to Medal as a platform and took measures this quarter to ensure that this was no longer the case. As a result, we removed 145 pieces of hateful content this quarter, which is a 57% decrease since Q2.
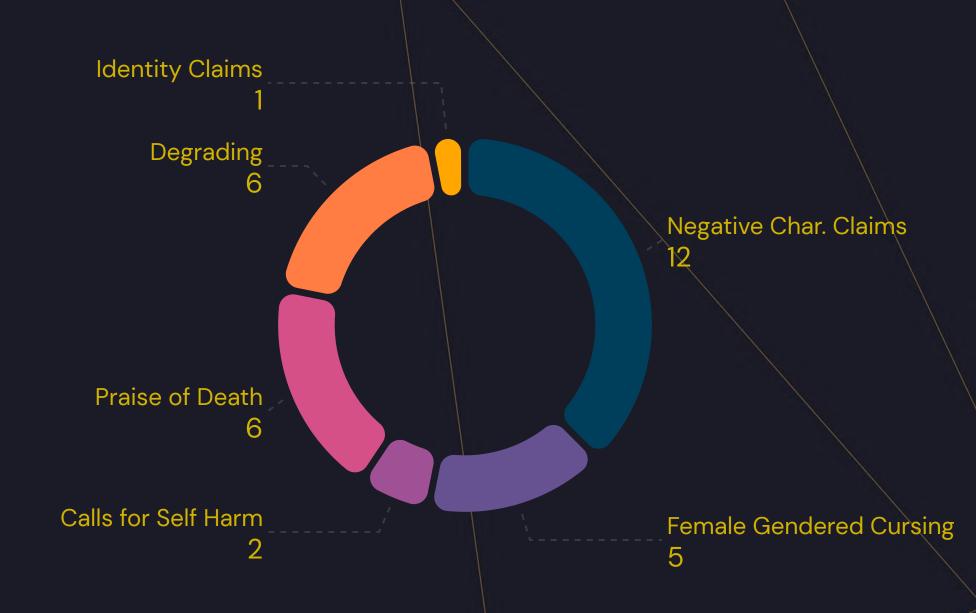
Other
16

Contempt
13

Slurs
119

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Bullying and Harassment

Bullying and harassment of individuals has no place within the Medal community. Repeated negative comments towards an individual can result in action taken against accounts. We've come a long way since the start of Medal in shaping our community and setting an example that bullying is not okay.

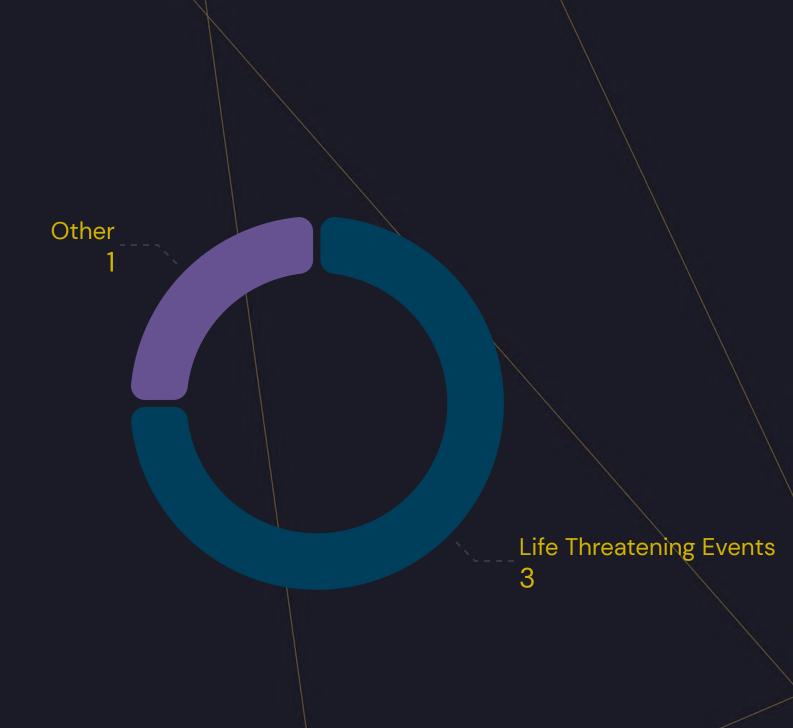In Q3, we saw a 50% decrease in content aimed at bullying individuals and only had to remove 32 pieces of content.

Identity Claims
1

Degrading
6

Negative Char. Claims
12

Praise of Death
6

Calls for Self Harm
2

Female Gendered Cursing
5

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Graphic Violence

Real life gore, shock and excessively violent content has no place on Medal. While our aim is to only allow gaming content on the platform, on rare occasions, bad actors will attempt to upload this type of content for shock value.

We proactively scan and detect this type of content prior to being uploaded and only retroactively were required to remove 4 pieces of visual content in Q3.
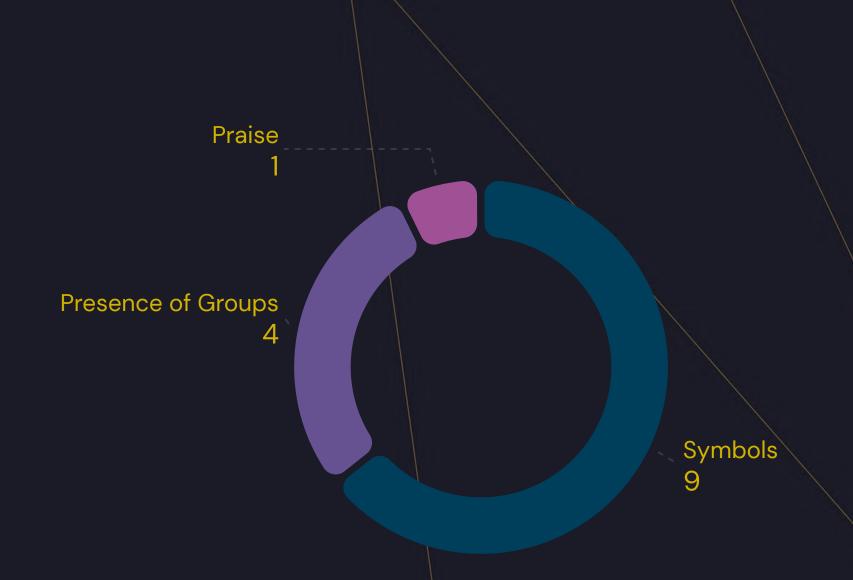
Other
1

Life Threatening Events
3

Dangerous Organizations

At Medal, we classify dangerous organizations differently than Hate Speech - and neither is allowed on the platform. The reason for this is that we take a stand against allowing hateful, violent and dangerous organizations to maintain any presence on Medal, through praise, representation, support or organization.

In Q3, we removed 14 pieces of content for representing these individuals or organizations.
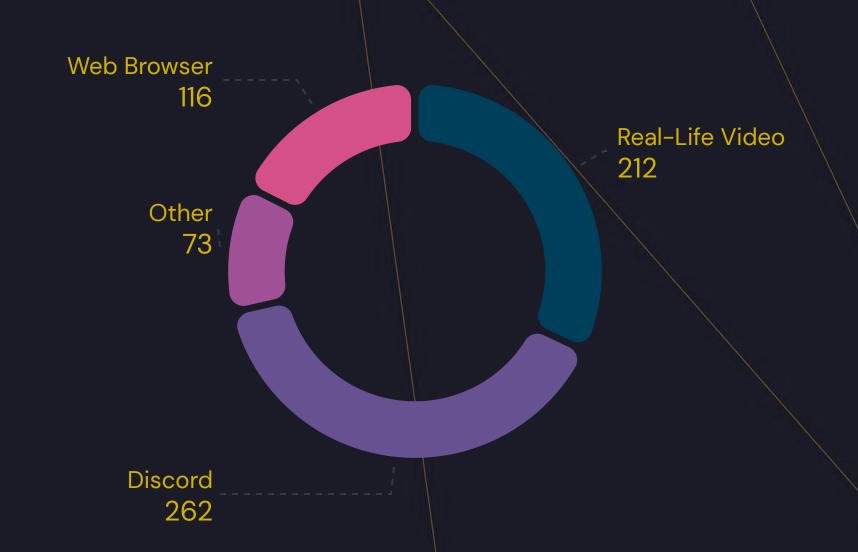
Praise
1

Presence of Groups
4

Symbols
9

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Callouts and Non-Gaming Related

Callouts are reserved for policies in which we are monitoring or pose no risk to individuals on the platform, such as real life content being uploaded to Medal - where typically the content is removed and a warning received, but we allow the account to remain in good standing. If the content is harmful, it would still be classified under a specific policy.

In Q3, we removed 663 pieces of non-gaming content from a wide range of content types.

Web Browser
116

Real-Life Video
212

Other
73

Discord
262

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Child Abuse and Exploitation

Child harm content is disgusting and appalling and not only has no place on the internet, but no place in this world. We are committed to working with industry peers and child safety organizations to ensure that we keep not only our own platform safe, but children across the internet safe as well.

Our team has been trained on how to handle an escalate content that fall under this category and ensure that we take appropriate measures to work with organizations and/or law enforcement to ensure the behavior doesn't continue.
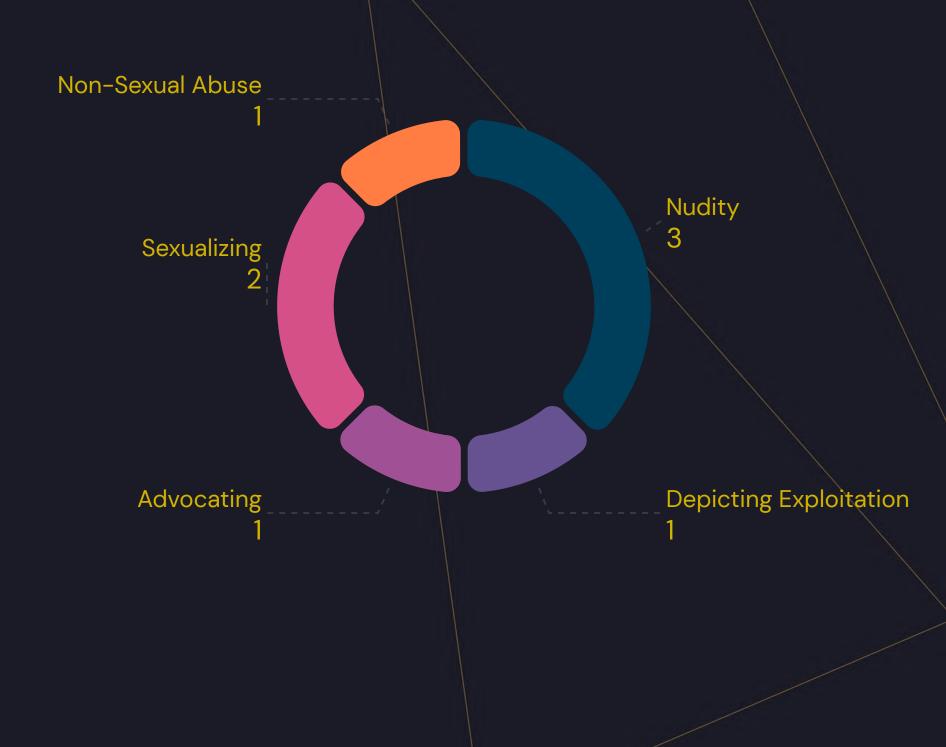
Medal is an active partner and supporter of the NCMEC and continually looking to expand our partnerships in this area.

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Child Abuse and Exploitation

Medal took action against 8 separate accounts in accordance with our Child Abuse and Exploitation policies in Q3 this year. Of those 8 accounts, 4 accounts were permanently banned and 3 accounts and their content were escalated and reported to the NCMEC for further review.

In accordance with our Community Guidelines, the accounts have been permanently disallowed from participating in the Medal community.

Non-Sexual Abuse
1

Nudity
3

Sexualizing
2

Depicting Exploitation
1

Advocating
1

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Law Enforcement and Legal Requests

During Q3, we received no official law enforcement or legal requests, but remain committed to complying with law enforcement and legal requests which go through the correct processes, specifically in cases which Medal would be able to prevent real world harm of an individual.

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Commitment Moving Forward

We're proud of the work that we do to help keep user one Medal safe. We hope that as a result of this work, you'll be able to make friends, build communities and share experiences with people from around the world.

We hope that these Transparency Reports educate and inspire others toward building a safer digital world. We're committed to continuously providing more useful insight in to the ways that Medal keeps our community safe and how we plan to tackle safety challenges moving forward.

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