



BANTOO

CHILD SAFETY, CSAE AND CSAM POLICY

Last Updated: May, 2026

Bantoo maintains a strict zero tolerance policy against Child Sexual Abuse and Exploitation (CSAE), Child Sexual Abuse Material (CSAM), grooming, child trafficking, sexual exploitation of minors, and any activity that endangers children. Bantoo actively works to detect, remove, report, and prevent harmful activity involving minors in compliance with Google Play Child Safety Standards.

1. Introduction and Purpose

Bantoo is committed to providing a safe, respectful, and secure digital environment for all users. The protection of children and the prevention of child exploitation are fundamental priorities of our platform. We recognise the serious and global nature of online child abuse and are committed to actively preventing, detecting, and responding to child safety violations.

Bantoo maintains a zero-tolerance policy towards:

- Child Sexual Abuse and Exploitation (CSAE) and Child Sexual Abuse Material (CSAM)
- Sexual exploitation of minors
- Grooming or predatory behaviour
- Child trafficking
- Sexual solicitation involving minors
- Any form of child endangerment, abuse, or exploitation

Any content, communication, or activity that involves or promotes harm to minors is strictly prohibited and will result in immediate enforcement action, including content removal, account suspension or termination, and reporting to appropriate law enforcement authorities where required.

This Child Safety Standards Policy supplements and must be read together with Bantoo's:

- Privacy Policy
- Terms of Service

In the event of any inconsistency, Bantoo reserves the right to interpret and apply these policies in a manner that best protects user safety and complies with applicable laws.

This policy has been developed in alignment with the Google Play Child Safety Standards and reflects Bantoo's commitment to maintaining compliance with applicable laws, regulatory frameworks, and platform governance standards.

Scope of Application

This policy applies to:

- All registered and unregistered users of Bantoo
- All content posted, uploaded, shared, transmitted, or stored on the platform
- All private and public communications conducted through Bantoo
- All platform features, tools, and functionalities
- Any behaviour occurring on or facilitated through the Bantoo platform

All users are required to comply fully with this policy as a condition of accessing and using Bantoo.

2. CSAE and CSAM Compliance Commitment

Bantoo expressly prohibits Child Sexual Abuse and Exploitation (CSAE) and Child Sexual Abuse Material (CSAM). Any account, content, communication, or activity involving CSAE or CSAM will be removed immediately and may be reported to relevant law enforcement authorities and child protection organisations. Bantoo may cooperate with recognised child protection organisations, including NCMEC or equivalent authorities where applicable.

3. Age Restriction Policy (16+ Only)

Bantoo is designed exclusively for individuals who are 16 years of age or older.

3.1 Minimum Age Requirement

Users must be at least 16 years old to create an account, access, or use Bantoo. Individuals under the age of 16 are strictly prohibited from registering for or using the platform.

By creating an account and accessing Bantoo, users affirm and represent that:

- They are at least 16 years of age; and
- The information provided during registration is accurate and truthful.

Providing false information regarding age constitutes a violation of Bantoo's Terms of Service and may result in account suspension or termination.

3.2 Age Verification Measures

To support compliance with this age requirement, Bantoo implements the following measures:

- Ongoing monitoring and review of accounts where age misrepresentation is suspected.

While Bantoo relies on user-provided information, we reserve the right to take additional steps where reasonably necessary to verify age compliance.

3.3 Accounts Suspected of Belonging to Minors

If Bantoo becomes aware, or reasonably suspects, that an account belongs to a person under the age of 16:

- The account may be immediately suspended pending investigation.
- Access to the platform may be restricted.
- The account may be permanently removed if underage status is confirmed.

3.4 Removal of Underage Accounts and Data Deletion

Where it is determined that a user under 16 has created an account:

- The account will be terminated.
- Associated personal data will be deleted in accordance with Bantoo's data protection obligations.

This process is conducted in alignment with the **Children's Privacy** provisions outlined in Bantoo's Privacy Policy.

Parents or legal guardians who believe that a minor under 16 has accessed Bantoo may contact us via the reporting mechanisms described in this policy for prompt review and action.

4. Prohibited Content and Conduct

Bantoo strictly prohibits any content, behaviour, or activity that exploits, endangers, or harms minors. Bantoo maintains a zero-tolerance policy toward child exploitation and abuse in any form.

The following activities are strictly prohibited on Bantoo:

4.1 Child Sexual Abuse Material (CSAM)

Users may not create, upload, share, transmit, store, request, promote, or otherwise engage with any content that constitutes Child Sexual Abuse Material (CSAM). This includes, but is not limited to:

- Visual depictions of minors engaged in sexual activity;
- Sexualized images of minors;

- Any material that depicts, promotes, or facilitates sexual abuse of a minor.

Such content will be removed immediately upon detection, and associated accounts will be permanently terminated. Bantoo reserves the right to report such activity to law enforcement authorities without prior notice.

4.2 Sexual Exploitation of Minors

Any attempt to sexually exploit a minor is strictly prohibited. This includes:

- Engaging in sexually explicit conversations with minors;
- Attempting to obtain sexual content from minors;
- Coercing, manipulating, or exploiting minors for sexual purposes;
- Offering money, gifts, or incentives in exchange for sexual content involving minors.

4.3 Grooming and Predatory Behaviour

Bantoo prohibits grooming behaviour, including any conduct intended to establish an emotional connection with a minor for the purpose of sexual exploitation, abuse, or manipulation.

This includes:

- Establishing deceptive relationships with minors;
- Attempting to move communications off-platform for exploitative purposes;
- Manipulating or influencing minors for inappropriate or unlawful purposes.

4.4 Solicitation and Exploitative Communication

Users are prohibited from:

- Soliciting minors for sexual purposes;
- Requesting sexual images or content from minors;
- Engaging minors in sexually suggestive conversations;
- Attempting to arrange meetings with minors for exploitative purposes.

4.5 Child Trafficking, Abuse Facilitation, and Endangerment

Bantoo strictly prohibits the use of its platform to:

- Facilitate child trafficking;
- Promote or organise child exploitation;
- Encourage or enable abuse, neglect, or endangerment of minors;
- Promote or glorify violence against minors.

4.6 Sexualized or Exploitative Images of Persons Under 18

Users may not share, upload, distribute, or promote any sexualized, exploitative, or inappropriate images or representations of individuals under the age of 18, regardless of consent.

4.7 Encouraging Self-Harm or Harmful Behaviour in Minors

Any content that encourages, promotes, instructs, or facilitates self-harm, suicide, abuse, or dangerous activities involving minors is strictly prohibited.

4.8 Enforcement and Immediate Action

Where Bantoo identifies or receives credible reports of violations of this section, Bantoo may take immediate enforcement action, including but not limited to:

- Immediate removal of the offending content;
- Immediate suspension or permanent termination of the offending account;
- Restriction of access to platform features;
- Preservation of relevant evidence;
- Reporting of unlawful conduct to appropriate law enforcement authorities.

Violations of this section also constitute violations of Bantoo's Prohibited Conduct provisions under its Terms of Service and may result in permanent removal from the platform.

Bantoo reserves full discretion to determine appropriate enforcement actions based on the severity and nature of the violation.

5. Reporting Mechanisms (In-App and Email)

Bantoo provides accessible and effective mechanisms for users to report content, behaviour, or activities that may endanger children or violate this Child Safety Standards Policy.

Bantoo encourages users to promptly report any suspected violations so that appropriate action can be taken.

5.1 In-App Reporting – “Report bant” Feature

Bantoo provides an in-app reporting tool known as the “Report bant” feature, which allows users to report content or behaviour directly within the platform. Users can report CSAE, CSAM, grooming, exploitative behaviour, or child safety concerns directly through Bantoo's in-app reporting systems or through the designated child safety email channel.

Users may use this feature to report:

- Obscene, harmful, or inappropriate content;
- Child exploitation or grooming;
- Sexualized or exploitative content involving minors;

- Any behaviour that may endanger minors.

Reports submitted through the “Report bant” feature are:

- Received and reviewed by Bantoo’s moderation and safety team;
- Assessed promptly and confidentially;
- Investigated in accordance with Bantoo’s internal safety and enforcement procedures.

Where permitted, users may submit reports without publicly revealing their identity. Bantoo treats all reports confidentially and uses reasonable efforts to protect the identity of individuals who submit reports.

Bantoo strictly prohibits retaliation against any user who submits a report in good faith. Any attempt to harass, threaten, or retaliate against a reporting user constitutes a violation of Bantoo’s Terms of Service and may result in enforcement action.

5.2 Email Reporting – Feedback Feature and Direct Contact

Users may also report child safety concerns through Bantoo’s Feedback and email reporting channels.

Users may submit reports by:

- Using the “Feedback” button in the Settings section of the Bantoo app; or
- Sending an email directly to: childsafety@bantooapp.com

Reports submitted through these channels should include, where possible:

- Description of the concern;
- Username or profile involved;
- Relevant content or screenshots (if available);
- Any additional relevant information.

Bantoo will:

- Acknowledge receipt of child safety reports within a reasonable timeframe, typically within 24 to 48 hours;
- Review and assess the report promptly;
- Take appropriate enforcement action where violations are identified;
- Escalate matters involving unlawful conduct to law enforcement authorities where required.

Bantoo maintains internal procedures to ensure that child safety reports are reviewed, escalated, and addressed appropriately and in accordance with applicable laws, regulatory requirements, and platform safety obligations.

6. Content Moderation and Enforcement Framework

Bantoo implements a structured and proactive content moderation and enforcement framework designed to detect, review, and address violations of this Child Safety Standards Policy. This framework is intended to ensure rapid response to harmful content and to maintain a safe environment for all users.

6.1 Detection and Review Mechanisms

Bantoo utilises a combination of the following mechanisms to identify and address harmful content and conduct involving minors:

User Reports:

Users may report suspected violations through the platform's "Report bant" feature or via email reporting channels. These reports form a critical component of Bantoo's safety enforcement framework.

Internal Moderation Review:

Bantoo maintains internal moderation processes to review reported content, accounts, and behaviours. Moderation reviews are conducted by authorised personnel trained to assess safety risks, policy violations, and unlawful conduct.

Automated Detection Measures:

Where applicable, Bantoo may implement automated tools and monitoring systems designed to detect potentially harmful, exploitative, or unlawful content, including patterns associated with child exploitation or abuse. These tools assist in identifying violations at scale and enhancing response times.

Bantoo may utilise proactive detection technologies, automated moderation systems, hash matching technologies, behavioural monitoring systems, and manual review processes to detect, prevent, and remove CSAE and CSAM related content or behaviour.

Bantoo reserves the right to review any content, account, or activity on its platform where reasonably necessary to enforce this policy and ensure user safety.

6.2 Tiered Enforcement Actions

Where Bantoo determines that content or conduct violates this Child Safety Standards Policy, Bantoo may take enforcement action proportionate to the severity and nature of the violation.

Enforcement actions may include, but are not limited to:

Content Removal:

Immediate removal of content that violates this policy or poses a risk to minors.

Temporary Account Suspension:

Temporary restriction or suspension of user access to the platform while an investigation is conducted or as a disciplinary measure.

Permanent Account Termination:

Permanent removal of user accounts found to have engaged in serious or repeated violations, including any conduct involving child exploitation, grooming, or abuse.

Restriction of Platform Access:

Limitation or restriction of access to certain features or functionalities where necessary to protect users.

Referral to Law Enforcement:

Where unlawful conduct is identified or reasonably suspected, Bantoo may report such conduct to appropriate law enforcement authorities.

Bantoo reserves full discretion to determine the appropriate enforcement action based on the facts and circumstances of each case.

Users permanently removed for CSAE or child exploitation violations are prohibited from creating new accounts or reaccessing the platform.

6.3 Documentation and Evidence Preservation

Bantoo maintains internal records of reported violations, investigations, and enforcement actions.

Where necessary, Bantoo may preserve relevant data, including:

- User account information;
- Content associated with suspected violations;
- Communication records; and
- Relevant technical and system logs.

Evidence preservation is conducted in accordance with applicable laws and Bantoo's data protection obligations, including those outlined in Bantoo's Privacy Policy .

This preservation enables Bantoo to support internal investigations and cooperate with law enforcement authorities where required.

6.4 Appeals and Review Process

Where appropriate, Bantoo may provide users with the opportunity to request a review of enforcement actions taken against their accounts.

Appeals may be submitted through Bantoo's designated support or feedback channels. Bantoo reserves the right to uphold, modify, or reverse enforcement actions based on its internal review.

Notwithstanding the foregoing, Bantoo may immediately and permanently terminate accounts involved in child exploitation, Child Sexual Abuse Material (CSAM), or other severe violations without prior notice or opportunity for appeal, where necessary to protect users and comply with legal obligations.

7. Law Enforcement Cooperation

Bantoo is committed to cooperating fully with law enforcement authorities in the prevention, detection, and prosecution of child exploitation and abuse.

Where Bantoo identifies or becomes aware of unlawful conduct involving minors, Bantoo may take appropriate steps to report and support investigation of such conduct.

7.1 Reporting of Unlawful Activities

Bantoo may report to appropriate authorities any content, conduct, or activity involving:

- Child Sexual Abuse Material (CSAM);
- Sexual exploitation of minors;
- Grooming or predatory behaviour involving minors;
- Child trafficking or facilitation of trafficking;
- Credible threats involving minors;
- Any unlawful activity involving the abuse, exploitation, or endangerment of minors.

Such reporting may be made without prior notice to the user involved, where permitted or required by law.

7.2 Cooperation with Law Enforcement Authorities

Bantoo cooperates with:

- Nigerian law enforcement and regulatory authorities; and
- International law enforcement agencies where required by applicable law, treaty obligations, or lawful requests.

Such cooperation may include responding to valid legal requests, preserving evidence, and providing relevant information necessary to support lawful investigations.

7.3 Preservation of Data for Investigations

Where Bantoo becomes aware of potential unlawful conduct involving minors, Bantoo may preserve relevant data to support investigation and enforcement processes.

Preserved data may include:

- Account registration information;
- Content and communications associated with the violation;
- Activity logs and technical records; and

- Other relevant information necessary to support lawful investigations.

Data preservation is conducted in accordance with applicable data protection and privacy laws.

7.4 Legal and Regulatory Basis

Bantoo's reporting and cooperation activities are conducted in accordance with applicable laws, including:

- The Nigeria Data Protection Act (NDPA);
- Applicable Nigerian criminal laws relating to child protection, exploitation, and abuse;
- Applicable international legal obligations; and
- Bantoo's legal compliance and disclosure obligations as outlined in its Privacy Policy.

Bantoo is committed to ensuring that its platform is not used to facilitate unlawful activities and will take all reasonable and lawful measures to protect children and support lawful enforcement efforts.

8. Data Handling in Child Safety Investigations

Bantoo is committed to ensuring that all reports and investigations involving child safety concerns are handled securely, confidentially, and in accordance with applicable data protection laws and internal governance procedures.

8.1 Secure Handling of Reported Material

All reports, content, and information relating to child safety concerns are handled using secure internal systems designed to prevent unauthorised access, disclosure, alteration, or misuse.

Bantoo implements appropriate technical and organisational safeguards to ensure that:

- Reported content is securely stored;
- Sensitive information is protected from unauthorised access; and
- Investigation processes are conducted in a controlled and secure environment.

These safeguards are consistent with Bantoo's broader data protection and security obligations as outlined in its Privacy Policy .

8.2 Restricted Internal Access

Access to child safety reports and investigation-related data is strictly limited to authorised personnel who have a legitimate operational need to access such information.

Such personnel may include:

- Designated safety and moderation team members;
- Legal and compliance personnel; and
- Authorised technical and security personnel, where required.

All authorised personnel are subject to confidentiality obligations and are required to handle sensitive information responsibly and in accordance with applicable laws and Bantoo's internal policies.

8.3 Logging, Monitoring, and Documentation

Bantoo maintains appropriate internal records relating to child safety reports and investigations.

Such records may include:

- Details of the reported content or conduct;
- Actions taken in response to the report;
- Investigation findings; and
- Enforcement decisions and outcomes.

These records support internal accountability, regulatory compliance, and lawful cooperation with law enforcement authorities where required.

8.4 Data Retention and Preservation

Bantoo retains investigation-related data only for as long as necessary to:

- Fulfil legal and regulatory obligations;
- Support internal investigations and enforcement actions;
- Comply with lawful requests from regulatory or law enforcement authorities; and
- Protect the safety and integrity of the platform.

Data retention practices are aligned with Bantoo's data retention and storage provisions as outlined in its Privacy Policy .

Where retention is no longer necessary, Bantoo will securely delete or anonymise such data in accordance with applicable laws and internal policies.

8.5 Protection of Reporter Confidentiality

Bantoo takes reasonable measures to protect the confidentiality of individuals who report child safety concerns in good faith.

Where possible and appropriate:

- The identity of reporting users will be kept confidential;
- Reporter information will not be disclosed to other users involved in the report; and

- Access to reporter information will be restricted to authorised personnel only.

Bantoo prohibits retaliation against users who report safety concerns and will take enforcement action against any attempt to harass, intimidate, or retaliate against reporters.

8.6 Non-Public Disclosure of Investigation Details

To protect the integrity of investigations and the privacy of affected individuals, Bantoo does not publicly disclose details of child safety investigations, enforcement actions, or associated user information, except where disclosure is required by law or authorised by competent legal authorities.

Bantoo reserves the right to disclose relevant information to law enforcement authorities where necessary to comply with legal obligations or protect users.

9. Preventative Measures and Platform Safeguards

Bantoo implements preventative safeguards designed to reduce the risk of child exploitation, detect harmful behaviour, and promote a safe digital environment.

9.1 Age Gating and Access Controls

Bantoo enforces its minimum age requirement of 16 years through registration requirements and platform controls.

These measures include:

- Review and enforcement actions where underage access is suspected.

Accounts identified as belonging to individuals under the age of 16 may be suspended or terminated in accordance with this policy and Bantoo's Privacy Policy.

9.2 Community Guidelines and User Conduct Standards

Bantoo maintains clear platform rules governing user conduct, including strict prohibitions against child exploitation, grooming, abuse, and other harmful behaviour.

These standards are reinforced through Bantoo's Terms of Service and related platform policies.

Users are required to comply with these standards as a condition of accessing and using Bantoo.

9.3 Content Monitoring and Safety Controls

Where applicable, Bantoo may implement content monitoring systems and safeguards designed to detect and prevent harmful or exploitative content.

Such safeguards may include:

- Moderation review processes;
- Reporting and escalation systems; and

- Safety enforcement protocols.

Bantoo continuously evaluates and improves its safety controls to address emerging risks and evolving threats.

9.4 Account Integrity and Verification Measures

Bantoo may implement account integrity and verification measures to enhance platform safety and prevent misuse.

Such measures may include:

- Monitoring for suspicious account activity;
- Investigation of reported accounts; and
- Enforcement action where misuse or policy violations are identified.

Bantoo reserves the right to implement additional safety verification measures as necessary to protect users.

9.5 Ongoing Policy Review and Improvement

Bantoo regularly reviews and updates its safety policies, procedures, and platform safeguards to ensure alignment with:

- Applicable laws and regulations;
- Industry best practices;
- Regulatory requirements, including Google Play Child Safety Standards; and
- Emerging safety risks and technological developments.

9.6 User Awareness and Responsible Conduct

Bantoo encourages users to engage responsibly and to report harmful or suspicious behaviour.

Bantoo promotes user awareness through:

- Accessible reporting mechanisms;
- Clear platform policies and guidance; and
- Communication channels that allow users to raise safety concerns.

Users play an important role in helping maintain a safe and respectful platform environment.

9.7 Safety by Design Framework

Bantoo adopts a safety by design approach in the development, deployment, and management of its platform features, systems, and user interactions. Bantoo is committed to implementing reasonable technical, operational, and governance safeguards designed to reduce the risk of child exploitation, abuse, grooming, and other harmful conduct involving minors.

As part of this safety by design framework, Bantoo may implement and maintain measures including:

- age gating and minimum age access controls;
- user reporting and escalation mechanisms for CSAE, CSAM, grooming, exploitation, and harmful conduct;
- proactive moderation and detection systems designed to identify potentially harmful or exploitative behaviour;
- automated monitoring tools, behavioural risk detection systems, and moderation review processes where applicable;
- account review and enforcement procedures for suspicious or abusive activity;
- restrictions or limitations on platform features where necessary to protect users and minors;
- internal escalation and response procedures for child safety incidents; and
- ongoing review and enhancement of platform safety controls in response to emerging risks, legal developments, regulatory requirements, and industry best practices.

Bantoo continuously evaluates its platform architecture, moderation systems, and operational procedures to strengthen child safety protections and reduce the risk of misuse of the platform for Child Sexual Abuse and Exploitation (CSAE), Child Sexual Abuse Material (CSAM), grooming, trafficking, or other exploitative conduct involving minors.

Bantoo reserves the right to implement additional safety and verification measures where reasonably necessary to protect users, comply with applicable laws, and maintain compliance with Google Play Child Safety Standards and related platform safety obligations.

10. Parental and Guardian Contact

Bantoo recognises the important role of parents and legal guardians in protecting minors and encourages them to report any concerns regarding underage use or potential exploitation involving the platform.

10.1 Reporting Underage Use or Child Safety Concerns

Parents or legal guardians who believe that:

- A person under the age of 16 is using Bantoo; or
- A minor has been exposed to exploitation, grooming, abuse, or any harmful conduct through Bantoo;

are encouraged to promptly notify Bantoo through the designated reporting channels.

Reports may be submitted by:

- Using the in-app reporting tools, where accessible; or
- Sending an email to: childsafety@bantooapp.com

Reports should include sufficient information to enable Bantoo to identify the account or activity in question, such as usernames, profile details, and descriptions of the concern.

10.2 Review and Investigation Procedure

Upon receiving a report from a parent or legal guardian, Bantoo will:

- Promptly acknowledge receipt of the report within a reasonable timeframe;
- Conduct an internal review and investigation of the reported account or content; and
- Take appropriate action based on the findings.

Where Bantoo determines that an account belongs to an individual under the age of 16, Bantoo may immediately restrict access to the account while the investigation is ongoing.

10.3 Account Suspension and Termination

If Bantoo confirms that an account is being used by a person under the age of 16, Bantoo will take appropriate enforcement action, which may include:

- Immediate suspension of the account;
- Permanent termination of the account; and
- Restriction of any future access in violation of platform policies.

These actions are taken to ensure compliance with Bantoo's age restriction requirements and to protect minors from potential harm.

10.4 Deletion of Minor's Personal Data

Where Bantoo determines that personal information has been collected from an individual under the age of 16, Bantoo will take reasonable steps to delete such information from its records, subject to applicable legal obligations.

This process is conducted in accordance with Bantoo's data protection and children's privacy provisions, as outlined in its Privacy Policy.

10.5 Contact for Parental and Guardian Inquiries

Parents and legal guardians may contact Bantoo regarding child safety concerns at:

Email: childsafety@bantooapp.com

Subject Line: Child Safety Concern – Parental Report

Bantoo is committed to responding to such reports promptly and taking appropriate action to protect minors.

11. Alignment with Privacy Policy and Terms of Service

This Child Safety Standards Policy forms an integral part of Bantoo's broader safety, privacy, and platform governance framework and should be read in conjunction with Bantoo's Privacy Policy and Terms of Service.

This policy is aligned with and supported by the following provisions:

11.1 Age Restriction and Eligibility Requirements

Bantoo restricts access to individuals aged 16 years and above, as set forth in:

- The Age Requirement provisions of Bantoo's Privacy Policy ; and
- The Eligibility requirements in Bantoo's Terms of Service .

These provisions establish minimum age requirements and prohibit access by individuals under the age of 16.

11.2 Children's Privacy Protections

Bantoo's Children's Privacy provisions, as outlined in its Privacy Policy , prohibit the intentional collection, use, or processing of personal information from individuals under the age of 16.

Where Bantoo becomes aware that personal data from a minor has been collected, Bantoo will take appropriate steps to remove such data in accordance with applicable laws.

11.3 Prohibited Conduct and User Responsibilities

Bantoo's Terms of Service establish clear prohibitions against harmful, abusive, unlawful, and exploitative conduct.

Violations involving child exploitation, abuse, or endangerment constitute serious breaches of Bantoo's Terms of Service and this Child Safety Standards Policy.

11.4 Termination and Suspension Authority

Bantoo reserves the right to suspend, restrict, or permanently terminate user accounts that violate its policies, including violations involving child safety.

These enforcement rights are set forth in Bantoo's Terms of Service and are reinforced by this Child Safety Standards Policy.

11.5 Legal Compliance and Disclosure Obligations

Bantoo may disclose user information and cooperate with law enforcement authorities where required to comply with applicable laws, legal processes, or governmental requests.

These obligations are set forth in Bantoo's Privacy Policy, including its legal compliance and disclosure provisions.

11.6 Policy Status and Enforcement Authority

This Child Safety Standards Policy forms part of Bantoo's official governance and safety framework and applies to all users of the platform.

Violations of this policy may result in enforcement actions, including but not limited to:

- Content removal;
- Account suspension;
- Permanent account termination; and
- Referral to law enforcement authorities where appropriate.

Bantoo reserves the right to take any action necessary to protect users, enforce its policies, and comply with applicable legal and regulatory requirements

12. Transparency and Policy Updates

Bantoo is committed to transparency in its safety practices and continuously evaluates and updates its policies to reflect evolving legal requirements, regulatory standards, technological developments, and best practices in child protection and platform safety.

12.1 Policy Updates

Bantoo reserves the right to modify, update, or revise this Child Safety Standards Policy at any time to ensure continued effectiveness, compliance with applicable laws, and alignment with platform safety requirements, including Google Play Child Safety Standards.

Updates may be made to reflect:

- Changes in legal or regulatory requirements;
- Improvements to Bantoo's safety and moderation processes;
- Introduction of new platform features or technologies; or
- Emerging risks and safety considerations.

12.2 Notification of Material Changes

Where material changes are made to this policy, Bantoo will take reasonable steps to notify users. Such notice may be provided through:

- Posting the updated policy on Bantoo's website or Help Centre;
- In-app notifications;
- Email notifications, where applicable; or

- Other appropriate communication channels.

Users are encouraged to review this policy periodically to remain informed of Bantoo's safety practices and requirements.

12.3 Effective Date and Version Tracking

The effective date of this policy will be indicated at the beginning of the document under the "Last Updated" heading.

Continued access to or use of Bantoo after the effective date of any updated version of this policy constitutes acceptance of the revised policy.

If a user does not agree with any updates to this policy, they must discontinue use of the platform.

13. Contact Information and Child Safety Contact Point

Bantoo maintains dedicated reporting channels to ensure that users, parents, guardians, and members of the public can report child safety concerns promptly and securely.

13.1 Dedicated Child Safety Contact

Child safety concerns, including reports of child exploitation, grooming, underage use, or other violations of this policy, may be reported through the following channels:

Email: childsafety@bantooapp.com

Subject Line: Child Safety Concern

In-App Reporting:

Users may also report concerns directly through the "Report bant" feature available within the Bantoo platform.

Reports submitted through these channels are reviewed and handled in accordance with Bantoo's safety and enforcement procedures.

13.2 Internal Child Safety Oversight

Bantoo maintains internal responsibility for child safety oversight, including the review, escalation, and handling of child safety reports.

Bantoo may designate a qualified internal representative or team to oversee:

- Review and investigation of child safety reports;
- Enforcement of this Child Safety Standards Policy;
- Compliance with applicable legal and regulatory requirements; and
- Cooperation with law enforcement authorities.

This internal oversight function ensures accountability and a timely response to child safety concerns.

13.3 Commitment to Child Safety

Bantoo is committed to maintaining a safe and responsible platform environment. Users, parents, and guardians are encouraged to report any concerns promptly so that Bantoo can take appropriate action to protect its community.

