

Legacy Match Takedown, Reporting, Review, and Appeals Policy

Effective Date: June 23, 2026

This policy describes how Legacy Match handles user reports of policy-violating profiles or content, how reports are reviewed, and how users may appeal enforcement actions such as account removal or suspension.

1. Reporting and Takedown Process

Legacy Match provides a clear and accessible reporting system that allows users to report potential violations of platform policies. Users may submit reports directly through in-app reporting tools available on user profiles, messages (where applicable), and content areas.

These reporting tools allow users to flag concerns including, but not limited to, impersonation, harassment, fraudulent activity, inappropriate content, suspected underage accounts, exploitation, or any other violation of the Acceptable Use Policy.

2. Report Intake and Logging

When a report is submitted, it is automatically logged into a centralized moderation system. Each report includes relevant metadata such as the reported account, type of issue, timestamp, and any supporting notes or evidence provided by the reporting user.

All reports are securely stored and tracked to ensure proper review and enforcement consistency.

3. Triage and Prioritization

Reports are automatically triaged based on severity and risk level. High-priority reports involving suspected illegal activity, impersonation, exploitation, harassment, or underage users are escalated for immediate review.

Lower-risk reports are placed into a standard moderation queue and processed in the order received, based on internal prioritization rules.

4. Review Process

Authorized Legacy Match moderators conduct manual reviews of reported accounts and content. This review may include examining profile information, uploaded images, message activity (where applicable), and behavioral patterns.

Moderators assess each report based on established Acceptable Use Policy guidelines and internal safety standards to determine whether a violation has occurred and what enforcement action, if any, is appropriate.

5. Enforcement Actions

If a violation is confirmed, Legacy Match may take one or more of the following actions:

- Removal of violating content
- Issuance of a user warning
- Temporary account suspension
- Permanent account termination
- Restriction of account access or functionality
- Preservation of relevant data for investigation
- Escalation to appropriate authorities where required by law

All enforcement actions are applied based on the severity and nature of the violation.

6. Appeals Process

Legacy Match provides users with the ability to appeal enforcement actions, including account suspensions or terminations.

If a user believes an enforcement action was taken in error, they may submit an appeal through the platform's designated appeal or support process. Appeals must include relevant account details and a brief explanation of the issue being contested.

Upon receipt, the appeal is logged into the moderation system and assigned for secondary review by an authorized reviewer who was not involved in the original decision, where possible.

During review, the moderator reassesses the original report, account activity, and any additional information provided by the user to ensure consistent and accurate enforcement of platform policies.

7. Appeal Outcomes

Following review, the user is notified of the outcome of their appeal. Possible outcomes include:

- Reinstatement of the account
- Modification of the original enforcement action
- Upholding of the original decision

In cases involving serious violations such as illegal activity or high-risk safety concerns, appeal eligibility may be limited or unavailable.

8. Documentation and Audit Trail

All reports, enforcement actions, and appeal decisions are documented within Legacy Match's internal moderation system. This ensures accountability, consistency, and traceability of all safety-related actions.

9. Continuous Improvement

Legacy Match continuously evaluates and improves its reporting, review, and appeals processes to enhance response times, accuracy, and user safety while maintaining compliance with applicable laws and payment processor requirements.

Contact:

All reporting and appeal actions are handled through Legacy Match's in-app tools or designated support channels.