

Social Central – Takedown Notice Process

Effective Date: 2026-07-17

<https://socialcentral.net/safety/takedown/>

Process for reporting and removing user-generated profiles or content that violate the Acceptable Use Policy (<https://socialcentral.net/aup/>).

1. How to Report

- In-app Report Abuse / Report on profiles and feed posts/comments (web and iOS).
- Email: support@socialcentral.net (subject tip: AUP TAKEDOWN REPORT).
- Support form: <https://socialcentral.net/contact/> (Contact Support; also login-screen Support).
- Login Support for pre-login / signed-out safety messages.
- Include profile name or User ID/SCID, content description, and AUP basis.

2. Review

Who

- Social Central administrators / platform operator (sole proprietorship, Massachusetts, USA).
- Queues: Support Requests / moderation + [support@](mailto:support@socialcentral.net) inbox.

How

1. Receive → triage by severity → compare to AUP/Terms → decide outcome → escalate to LE/NCMEC when appropriate.

Automation

- Five unique reporters within five days may auto-ban the account.

SLA targets

- Priority safety (CSAM, NCII, trafficking, credible threats): initial review within 24 hours.
- Standard AUP reports: initial review within 72 hours.
- Immediate removal/restriction when risk is clear; complex cases may take longer.

Actions

- Content deletion; warning; temporary suspension or permanent ban; freeze banned profiles; retain records; ban-evasion flagged.

3. Appeal

- Email support@socialcentral.net with subject APPEAL BAN OR REMOVAL; or Contact form; or banned-screen Support / “Contact us if this is an error” (iOS).
- Include User ID/SCID, date of action, and why the action was in error.
- Reviewed by administrators / operator. Target decision within five business days.
- If denied: ban/removal stands; ban evasion prohibited; further appeals on same facts not required unless new material info.
- If granted: may restore content and/or reinstate account.

