

Virtual Platforms & Online Conduct Policy

PURPOSE

This policy establishes the standards of behaviour expected on VoidStar Games virtual platforms, with a specific focus on Facebook and Discord. It ensures that online interactions align with the same values of respect, inclusivity and safety upheld at in-person events. This policy applies to all participants (visitors, players, staff, volunteers and contractors) when engaging on any VoidStar Games-affiliated online platform.

CORE PRINCIPLES FOR ONLINE CONDUCT

VoidStar Games expects all participants to treat each other with respect in online spaces. Discrimination, harassment or exclusion based on real-world characteristics such as race, gender, sexual orientation or disability is not tolerated. Online interactions should reflect the inclusive and welcoming environment that we strive to maintain during in-person events. Consent is central to all communications. Participants should seek permission before tagging others in posts, or engaging in discussions on sensitive topics. This ensures that everyone maintains control over their online experience and helps foster a respectful community. The use of appropriate language is essential. Offensive, abusive or inflammatory remarks are prohibited, and participants are encouraged to be mindful of the tone and content of their messages/posts. Humour and sarcasm, while welcome, can easily be misinterpreted in text and should be used cautiously to avoid misunderstandings. All participants are expected to honour each other's identities and pronouns in online communications.

PLATFORM-SPECIFIC GUIDELINES

Facebook serves as a central hub for event announcements, discussions and updates. Participants are expected to keep posts relevant to VoidStar Games and respect group rules. Discussions should remain constructive and official pages and groups should not be used to escalate personal disputes or grievances. Discord provides a dynamic space for real-time communication, including text and voice chats. Participants should use the appropriate channels for their discussions and avoid posting off-topic content in designated spaces. Voice chat interactions should be inclusive and respectful of all participants. Discord moderators will oversee activity to ensure a safe and enjoyable experience for everyone.

PROHIBITED BEHAVIOURS

Certain behaviours are not acceptable on VoidStar Games virtual platforms. Harassment, which includes repeated unwelcome messages, personal attacks, or sharing private information without consent, is strictly forbidden. Spamming and trolling, characterised by posting irrelevant content or deliberately provoking others, disrupt the community and will not be tolerated. Sharing explicit, violent, or otherwise inappropriate content is also prohibited, even under the guise of in-character behaviour. Similarly, spreading false or unverified information that could harm another participant's reputation or cause community disruption is unacceptable. Finally, using VoidStar Games platforms for unapproved commercial activities, such as promoting or selling goods and services, is not allowed without prior authorisation.

MODERATION AND REPORTING

Moderators on both Facebook and Discord are responsible for maintaining a positive and respectful environment. They review reported content, enforce policy guidelines and take corrective actions, such as issuing warnings or removing offending posts. For serious or repeated violations, moderators may impose temporary or permanent bans. Participants are encouraged to report any misconduct they encounter. Reports can be submitted directly to moderators via the respective platform or through email to the safeguarding member of staff. An online complaint form is also available on the VoidStar Games website for added convenience.

PROCESS FOR HANDLING VIOLATIONS

When a violation is reported, moderators will first review the content to determine if it breaches the policy. If the content is deemed inappropriate, it may be temporarily removed, and the participant's access to the platform could be restricted while the matter is investigated, at the discretion of the moderators. The investigation involves gathering context, such as reviewing chat logs, posts and statements from involved parties. Moderators will also consider any past incidents or warnings issued to the participant. Based on these findings, actions will be determined, ranging from verbal warnings to temporary suspensions or permanent bans. The participant will be informed of the outcome and provided with an opportunity to appeal. Appeals must be submitted within 30 days and will be reviewed by a separate panel, ensuring impartiality. Moderators will continue to monitor the platform to ensure compliance and address any further issues.

PRIVACY AND DATA PROTECTION

All reports and investigation details are handled in compliance with GDPR and the Data Protection Act 2018. Personal data is used strictly for resolving the reported issue and remains confidential.