

# VolunTECH Matching Platform

## Safety & Reporting

VolunTECH Matching Platform aims to provide a safe digital environment for volunteers and organisations across Europe.

Because the Platform operates in multiple languages, content is not pre-moderated. Instead, the Platform relies on a reporting system, responsible user behaviour, and the notice-and-action process set out below, in accordance with Regulation (EU) 2022/2065 (Digital Services Act – DSA).

### 1. How to Report Content

Every organisation profile and opportunity includes a Report option.

You can report:

- Harassment or threats
- Hate speech
- Fraud or scam
- Misleading volunteering opportunities
- Privacy violations
- Illegal content
- Unsafe behaviour

When reporting, you will be asked to select a category and may provide additional information to help the Platform administrators assess the report.

### 2. What Happens After a Report?

When a report is submitted, the following process applies:

1. It is reviewed by the Platform administrators. The Platform aims to process reports within 10 working days. Complex or high-volume periods may result in longer processing times, but reports involving potentially illegal content or serious safety risks will be prioritised.
2. If necessary, content may be temporarily restricted while the review is in progress.
3. A decision is made based on the Platform's Terms and applicable law.

Possible outcomes of a review:

- No action (report found to be unfounded or outside scope)
- Content removal
- Warning to the user who posted the content
- Temporary suspension of an account
- Permanent account termination
- Referral to competent authorities (in serious cases – see Section 2.1 below)

The person who submitted the report will be informed of the outcome of the review and of their right to appeal that decision through the Platform's internal complaint-handling mechanism (see Section 6 below).

The user whose content or account is subject to action will also be notified, except where notification would interfere with an ongoing legal process or create a safety risk.

## **2.1 Referral to Competent Authorities**

Where content reported to or identified by the Platform appears to constitute a serious criminal offence – including in particular content involving threats to life or physical safety, child sexual abuse material, or terrorist content – the Platform will report the matter to the relevant competent law enforcement authorities without undue delay, in accordance with Article 18 of the DSA.

## **3. False or Abusive Reporting**

The reporting system must not be misused. Submitting repeated false or abusive reports may result in account restrictions or suspension.

## **4. No Background Checks**

VolunTECH does not perform background checks on volunteers or organisations. The Platform does not verify the legal status, identity documents, or credentials of its Users.

Users are responsible for evaluating:

- The suitability of volunteering opportunities for their needs
- The safety of offline or in-person interactions
- The legitimacy and trustworthiness of organisations before engaging

Always exercise personal judgement and caution. When in doubt, use the reporting mechanism or seek independent verification.

## **5. Safety Recommendations for Volunteers**

- Do not share sensitive personal information publicly on your profile.
- Communicate through the Platform's internal messaging before sharing direct contact details.
- If a request or opportunity feels suspicious, unusual, or asks for personal data that seems disproportionate, report it.
- For in-person activities, ensure there is appropriate supervision, a clear organisational contact, and a safe environment.
- Never send money to an organisation you have not independently verified.

## **6. Safety Recommendations for Organisations**

- Provide clear, accurate and complete descriptions of all volunteering opportunities.

- Avoid collecting personal data from volunteers that is not strictly necessary for the volunteering activity.
- Ensure that all volunteering conditions are safe and comply with applicable health and safety laws.
- Respect volunteers' privacy and do not share their personal data with third parties without consent.
- Ensure that any in-person activities involving vulnerable individuals comply with applicable safeguarding requirements.

## 7. Internal Complaint-Handling and Appeal

If you disagree with a decision taken by the Platform in response to a report – whether you are the person who submitted the report or the person whose content or account was affected – you have the right to challenge that decision through the Platform's internal complaint-handling mechanism, in accordance with Article 20 of the DSA.

To submit a complaint or appeal, contact the Platform at [info@scify.org](mailto:info@scify.org) and provide:

- A description of the decision being challenged
- The reasons for your challenge
- Any supporting information you wish to be considered

The Platform will review the complaint and communicate a decision within a reasonable timeframe. This process is free of charge.

Use of the internal complaint mechanism does not affect your right to seek redress before a competent court or other authorised out-of-court dispute settlement body.

## 8. Contact for Urgent Legal Matters

If you are a public authority, law enforcement body, or other competent authority and need to contact the Platform regarding illegal content, a specific investigation, or DSA-related matters, please use the following designated point of contact:

Email: [info@scify.org](mailto:info@scify.org)

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