

PLAYCHAT Community Guidelines

Last updated: 01 December 2025

Our Community Guidelines ("**Community Guidelines**") set the standards for respectful and responsible engagement on PLAYCHAT, helping ensure a safe environment for all members. They should be read alongside the PLAYCHAT Privacy Policy and Terms of Use, together called the "**Platform Policies**." Any capitalized terms not defined here will have the same meaning as in the Terms of Use.

Compliance with applicable laws

All content on the Platform must follow applicable laws, including the Bharatiya Nyaya Sanhita, 2023, the Information Technology Act, 2000, and the Consumer Protection Act, 2019, along with their rules and amendments.

Platform Safety

We use various tools to keep PLAYCHAT safe, including advanced AI that detects harmful content in real-time. Our team of moderators works 24/7 to review flagged content and user reports, responding quickly to any issues.

While we believe in giving users opportunities to learn from mistakes, certain violations warrant immediate and permanent action. Critical offenses, including illegal activities or threats of harm, may result in immediate permanent suspension. Similarly, accounts showing consistent patterns of Community Guidelines violations despite corrective measures may face permanent restrictions.

In most cases, users can return to the Platform after temporary suspensions, provided they demonstrate improved behaviour. However, we maintain a strict stance against serious misconduct to protect the safety and integrity of our community.

Your Content and Platform Rights

When you share content on our Platform, you keep ownership of your work. However, by posting, you give us a global, non-exclusive, royalty-free license to use it. This allows us to display, modify, distribute, and use your content to improve our Services, including marketing, translations, and sharing on affiliated platforms.

This license also lets us create derivative works and transfer the rights as needed. You waive any moral rights or need for credit attribution in how we use your content. We will follow our Privacy Policy and Community Guidelines when exercising any rights in relation to the content.

You are responsible for ensuring you have the rights to any content you share, including permissions for third-party materials like music or videos.

We may remove or modify any content that violates the Platform Policies or others' rights.

Platform Ownership and Intellectual Property

The Platform exclusively owns all its content, including visuals, features, design elements, software, and other components (excluding user and third-party content). This content is protected by all applicable intellectual property rights worldwide, including copyrights, trademarks, and patents.

Using the Platform does not give you ownership of its content. You cannot modify, reproduce, distribute, or publicly display Platform content, other users' content, or third-party content unless you have explicit permission from the owner.

Feedback and Suggestions

The Platform values your feedback and uses it to improve our Services. When you share ideas, suggestions, or comments ("Feedback"), you agree to the following terms:

- Your Feedback must not include confidential or proprietary information belonging to others.
- The Platform is not obligated to keep your Feedback confidential and may already be working on similar improvements.
- By sharing Feedback, you give the Platform full ownership and the right to use it in any way, without compensation or obligations to you, even if you marked it as confidential.

Community Guidelines and Reporting Violations

We address Community Guidelines violations in a manner, starting with content removal and escalating to temporary or permanent account bans based on the severity and frequency of issues.

To report a violation, email our Grievance Officer at grievance.officer@frnd.app. We review all reports thoroughly and take action within legally required timelines. Misusing the reporting system to harass others can lead to immediate account suspension.

We also work with law enforcement when there is a real risk of harm, public safety threats, or other legal violations.

Violence Dangerous and Harmful Content

We do not allow content that promotes violence, dangerous activities, or harmful behaviour.

This includes:

- Graphic violence, display or discussion of gore or bodily conditions.
- Cruelty, or mistreatment of people or animals, including violent imagery or content glorifying suffering.
- Support for terrorists, extremist groups, or criminal organisations, such as praising their actions or recruiting for them.
- Promotion of organised crime or encouraging involvement in violent groups.
- Instructions for making weapons, explosives, or dangerous materials.

- Content promoting criminal and illegal activities.

Sexual Content and Exploitation

PLAYCHAT has strict policies against sexual content to maintain user safety and platform integrity. All forms of sexual content are prohibited. The following content is prohibited on the Platform:

- Pornographic, sexually explicit, or suggestive material.
- Sexual poses, suggestive dancing, or simulation of sexual activity.
- Using intimate images or recordings to harass, threaten, or exploit others, including sharing intimate content without consent.
- Content that invades bodily privacy or shares personal information for exploitation.
- Content harmful to minors, including any material related to paedophilia, child sexual abuse, or child exploitation, whether visual, audio, or text.
- Content that depicts, promotes, or glorifies non-consensual sexual activities, rape, sexual assault, molestation, or any form of sexual violence.
- Content featuring revealing clothing, partial nudity, or any attempts to circumvent the restrictions contained in these Community Guidelines through implied sexual content or innuendo.

Animal Protection and Safety

We prohibit any content involving animal harm, exploitation, or abuse, including acts depicting animal cruelty, illegal trading particularly of endangered species, or content that sexualises animals in any way. Sharing of such content may lead to account restriction and may be reported to relevant authorities.

Combating Harassment

The Platform maintains strict policies against harassment and bullying to ensure platform safety. We encourage users to report content that harasses, degrades, or shames others rather than engaging with it directly.

The Platform explicitly prohibits:

- Using abusive language, curse words, altered or manipulated images, and malicious recordings meant to cause harm or distress.
- Discriminating against others based on gender, race, ethnicity, caste, colour, disabilities, religion, or sexual preferences.
- Extortion or blackmail of any individual, whether generally or based on protected characteristics.
- Trying to contact users through alternate accounts after being blocked.

- Sharing personal images or information without consent, especially to harass, distress, or endanger someone.
- Spreading false information to cause emotional, physical, or mental harm or to achieve financial gain.

Hate Speech and Propaganda

We do not tolerate any content that promotes discrimination, violence or hatred against any individual or group. This includes any material intended to foster division within communities or target people based on their identity.

The Platform explicitly prohibits content that:

- Promotes discrimination, violence, or hatred based on protected characteristics including religion, race, caste, ethnicity, nationality, disability, disease, gender, sexual orientation, or gender identity.
- Intimidates, demeans, or portrays specific communities or protected groups as inferior, including through hate propaganda or negative stereotypes.
- Attempts to justify violence or promote enmity against any group, particularly content meant to incite religious or caste-based conflict.
- Makes defamatory statements or is otherwise false, untrue, or misleading in nature.

The Platform specifically prohibits imagery or symbols of hate groups and hateful ideologies. We do not allow disrespectful comments targeting religious beliefs, including insults to Gods, religious deities, symbols, or emblems of any faith.

Abuse and Mental Health

Our Platform strictly prohibits content showing any form of abuse or maltreatment of individuals, whether children or adults. This includes physical, mental, sexual, or psychological abuse. We do not allow content that glorifies or provides instructions for self-harm, promotes suicide, or displays abusive behaviours.

We encourage content focused on recovery, healing, and mental health awareness. Users can share personal experiences and coping strategies that help others. However, these stories should not include triggering details or identify individuals without their consent.

Emergency Services Access

Our communication features are designed for social connection and entertainment purposes only. Please understand that our Services are not meant to replace regular phone services, particularly in cases of emergency situations. You must not use our Platform to contact emergency services such as hospitals, police, medical centres, or other emergency response teams. For your safety, please make sure you have other ways to make emergency calls readily available.

We are not responsible for any issues that may arise from attempting to use our Platform for emergency communications, or from being unable to make emergency calls through our Services.

Privacy and Personal Data Protection

Our Platform safeguards user privacy by preventing screenshots and screen recordings during video calls. Additionally, we provide AI-generated avatars for profile pictures, enabling users to express themselves while maintaining anonymity.

The misuse or unauthorized sharing of personal data, including contact details, passwords, addresses, financial information, biometric data, government IDs, health information, or any private or intimate content, is strictly prohibited. Sharing such data without explicit consent is a serious violation.

Users must respect the privacy of others by not posting or sharing sensitive information, recording or distributing interactions without consent, or impersonating others. Threatening to expose personal data or misusing someone's private content is also strictly forbidden.

For your safety, avoid sharing personal contact information during public calls. The Platform prohibits attempts to gather personal details, including login credentials, real names, or social media profiles. Sharing links to external platforms where such information might be accessed is not allowed. If you encounter inappropriate content or behavior, please end the interaction and report it through our reporting system. These Community Guidelines apply equally to private and public interactions.

Please also note that content shared on the Platform is not end-to-end encrypted. We maintain access to this content in the manner specified in the Privacy Policy.

Preventing False Information

The Platform prohibits the deliberate sharing of false, defamatory, or misleading content, whether in public or private communications. This includes any material created to deceive users or known to be untrue. We do not tolerate fabricated news, hoaxes, or manipulated media—whether text, audio, or video—that could harm individuals, disrupt democratic processes, enable fraud, or incite conflict.

We take action against content that uses false claims to damage reputations or influence financial or political outcomes. While satire and parody are welcome, they must be clearly identifiable and not intended to mislead or deceive. Users are encouraged to verify their sources and present information truthfully.

Spam and Misleading Content

Content that misleads about its source or purpose is not allowed, including deceptive promotions, and content containing malicious links or phishing attempts. All promotional content must be transparent and honest. Misleading titles, or descriptions that do not accurately represent content are prohibited, so are links to malware, scams, or misrepresented content.

To maintain Platform quality and user experience, we remove spam content. Accounts with repeated violations may face restrictions or suspension.

Platform Integrity and Fair Usage

Our Platform is designed to promote fair and honest engagement for all users. We maintain strict standards to ensure all users can participate equally, without manipulation or unfair advantages.

The following activities are not allowed:

- Using unauthorized tools, programs, or modifications to alter Platform functionality or gain an unfair advantage.
- Employing automated tools, bots, or exploiting technical vulnerabilities.
- Accessing the Platform via modified or tampered devices, such as rooted or jailbroken devices.
- Creating multiple accounts, manipulating Platform metrics, or accessing other users' accounts without authorization.
- Developing tools that disrupt Platform operations or extract information without authorization.

Users found engaging in these behaviours may face immediate account suspension or termination.

Prohibited/Regulated Items and Services

Trading or engaging in commercial activities involving regulated or restricted items is strictly prohibited. This includes:

- Alcohol or tobacco products
- Recreational drugs
- Substances requiring special permits or licenses
- Pharmaceutical products
- Sexual services or related solicitations
- Any goods or services requiring government authorization

Users are also prohibited from engaging in or sharing content depicting substance abuse or encouraging its use. This includes content that promotes the use of recreational drugs, alcohol, tobacco or other harmful substances.

Financial Misconduct

Activities that involve fraudulent, illegal, or unethical financial practices are strictly prohibited. This includes:

- Money laundering schemes or attempts to conceal the source of funds
- Embezzlement or misappropriation of funds
- Unauthorized gambling operations, including unofficial lotteries or betting
- Financial schemes designed to defraud users or circumvent legal restrictions

National Symbols and National Security

Users must respect national emblems, including the Indian national flag, national anthem, and other officially recognized symbols of national importance. Content that disrespects, misuses, or demeans these symbols is strictly prohibited and violates our Community Guidelines.

Additionally, content that threatens the unity, integrity, defence, security, or sovereignty of India, harms friendly relations with foreign states, disrupts public order, incites cognizable offenses, prevents the investigation of crimes, or insults other nations is also prohibited.

Property Protection

We are committed to respecting and safeguarding personal, public, and private property. Any actions or content that encourage harm to property or financial well-being are strictly prohibited. This includes:

- Threats of vandalism or property destruction
- Extortion or financial threats
- Sharing information intended to facilitate theft
- Coordinating activities that may result in financial or property loss

Responsibility for Content

As an intermediary under Indian law, we provide a platform for users to connect and share content while enforcing our Community Guidelines. However, users are solely responsible for the content they create, share, or interact with, and we are not directly liable for user-generated content or actions, except as required by law.

We review reported content and take necessary action against violations, including removing content or restricting accounts. As an intermediary, we retain the right to enforce these measures to ensure a safe and compliant community. Our responsibility does not extend to third-party services or features accessed through our Platform.

Updates to Community Guidelines

We regularly review and update these Community Guidelines to better serve our community. If there are significant changes, we will notify users through official channels such as SMS or WhatsApp. By continuing to use PLAYCHAT after any updates, you agree to the revised Community Guidelines. We also encourage you to check these Community Guidelines periodically to stay informed.

Indemnification

You agree to indemnify, defend, and hold harmless us, our subsidiaries, affiliates, agents, and their respective officers, directors, employees, successors, and assigns from and against any claims, proceedings, losses, damages, liabilities, costs, demands, or expenses, including but not limited to attorney fees, arising from:

- Your access to or use of the Platform and Services

- Any breach of your obligations under these Community Guidelines
- Your violation of third-party rights, including intellectual property rights, privacy rights, or consumer protection rights
- Any violation of law or contractual obligations and any resulting claims, demands, or notices
- Your negligent acts or wilful misconduct

This indemnification obligation survives the termination of these Terms.

Apart from the foregoing actions that we may take in light of violation of our guidelines and policies, your acts or omissions on PLAYCHAT may also attract civil or criminal liability from other individual users/regulators/legal authorities. Please see below an illustrative, non-exhaustive and indicative list of laws read in conjunction with Rule 3(1)(b) of IT Rules, 2021 that may be attracted against you:

Grounds	Applicable Provisions and Laws (Illustrative and Indicative List of Penal Actions)
Infringing on personal data	Digital Personal Data Protection Act, 2023 [Section 33(1)] Information Technology Act, 2000 [Section 66F]
<ul style="list-style-type: none"> • Promoting enmity between different groups on grounds of religion, race, place of birth, residence, language, etc., and doing acts prejudicial to maintenance of harmony • Making imputations, assertions prejudicial to national integration • Threatening national security • Outraging religious feelings 	Bharatiya Nyaya Sanhita, 2023 [Sections 196, 197, 299, 353] Information Technology Act, 2000 [Section 66F]
Inserting malware to computer code	Information Technology Act, 2000 [Section 66]

Grounds	Applicable Provisions and Laws (Illustrative and Indicative List of Penal Actions)
Infringing intellectual property rights such as trademarks and copyright	The Trade Marks Act, 1999 [Section 29] The Copyright Act, 1957 [Section 51]
Offences against women	Bharatiya Nyaya Sanhita, 2023 [Sections 77, 79, 294] Information Technology Act, 2000 [Sections 66E, 66 and 67B] Indecent Representation of Women (Prohibition) Act, 1986 [Sections 3, 4 and 6]
Offences harming children	The Information Technology Act, 2000 [Section 67B] The Protection of Children From Sexual Offences Act, 2012 [Sections 13, 14 and 15]
Offence of threatening or criminally intimidating another person	Bharatiya Nyaya Sanhita, 2023 [Sections 351, 352]
Offence of defamation	Bharatiya Nyaya Sanhita, 2023 [Section 319] Information Technology Act, 2000 [66C and 66D]
Offence of circulating misinformation or fake news	Bharatiya Nyaya Sanhita, 2023 [Sections 212, 336 and 353]

If required, we will cooperate with legal authorities and law enforcement mechanisms. Please note that we are under no obligation to assist you.

