

Friym - FIDEVO GROUP SAS

Child Safety Standards - v3.0 - effective since 2026-09-16

Child Safety Standards

Version 3.0 — published on 8 September 2026, effective 16 September 2026. It replaces version 2.0 of 21 July 2026 and explicitly extends our commitments to audio content, messaging and shops. Previous versions remain available as PDFs at the bottom of this page.

FIDEVO GROUP SAS, publisher of the **Friym** application, is committed to maintaining a platform free from any form of child sexual abuse and exploitation (CSAE). This document describes what we prohibit, where these prohibitions apply, how to report suspicious content or behaviour, and what we actually do once a report is received.

Executive Summary

- **1. Who we are** — Friym is operated by FIDEVO GROUP SAS, a Beninese company registered in Porto-Novo.
 - **2. Absolute prohibition** — No tolerance, no exception, for any content or behaviour related to CSAE.
 - **3. Where these rules apply** — Everywhere in the service, including audio, private messaging and shops.
 - **4. Minimum age and minors' accounts** — Minimum age 13, parental authorisation between 13 and 17.
 - **5. Reporting** — A "Report" button available throughout the app, or our dedicated contact.
 - **6. How reports are handled** — Absolute priority, immediate removal, preservation of evidence, referral to the competent authorities.
 - **7. Legal compliance** — Cooperation with Beninese authorities and with NCMEC where applicable.
 - **8. Contact us** — Our dedicated child safety point of contact.
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1. Who we are

Friym is operated by **FIDEVO GROUP SAS**, a Beninese company registered under number RB/PNO/25 B 6467, Porto-Novo, Republic of Benin.

2. Absolute prohibition

Friym strictly prohibits, without exception and without tolerance:

- Any visual, textual or audio content depicting child sexual abuse or exploitation (CSAM — Child Sexual Abuse Material), including computer-generated or AI-generated or AI-modified depictions
- Any behaviour aimed at approaching, manipulating or preparing a child for sexual exploitation (grooming)
- Any solicitation, attempted sextortion, or child trafficking for sexual purposes
- Any use of Friym to facilitate, promote, distribute or advertise such content or behaviour, including through external links, private messages or shops

These prohibitions apply to all Friym users, without exception, regardless of their status (standard user, seller, creator, Page team member, partner), and **with no exception based on claimed consent or on the age a user displays**.

3. Where these rules apply

These prohibitions cover the entire service, with no exempt area:

- **posts, comments** and **profiles**, including names, pictures and descriptions;
- **audio content**: voice comments, recordings and sounds attached to a post;
- **private messages**. Messages exchanged on Friym are not end-to-end encrypted: this choice allows us to act on a report, including within a private conversation;
- **shops**: products, product pages, delivered files and order-related exchanges;
- **external links** shared from the platform, whatever the medium.

Content or behaviour amounting to CSAE is never shielded by the private nature of an exchange.

4. Minimum age and minors' accounts

Access to Friym is restricted to people aged at least **13**. Between 13 and 17, a legal guardian's authorisation is required. Date of birth is requested when the account is created.

We suspend any account where it is established that its holder does not meet the minimum age. If you are the legal guardian of a minor and wish to report an account or a situation, or to request that an account be closed, write to us at [**childsafety@friym.com**](mailto:childsafety@friym.com).

Opening a shop requires identity verification and is therefore not available to those who cannot satisfy it.

5. Reporting

Any Friym user can report suspicious content or behaviour directly from the app, using the **"Report"** button available on every post, comment, profile, product and conversation. No detailed justification is required to report — a doubt is enough.

The general limits applied to reporting (number of reports per period, one report per target) **never stand in the way** of reporting content that concerns child safety.

Reports may also be sent to our dedicated point of contact: [**childsafety@friym.com**](mailto:childsafety@friym.com)

You do not need a Friym account to write to us at that address.

6. How reports are handled

These reports are handled with absolute priority, ahead of any other moderation category. As soon as a report is received or actual knowledge of CSAM content is established, Friym undertakes to:

- Make the content concerned inaccessible without delay, pending verification
- Permanently remove confirmed content and ban the originating account, the sanction attaching to the account and not only to the profile concerned
- Suspend the shop and hold the associated funds where applicable
- Preserve evidence in accordance with our legal obligations, including where the account behind the facts has been closed
- Report confirmed content to the competent authorities, including the National Center for Missing and Exploited Children (NCMEC) where applicable

Measures taken in this context may be appealed to appeals@friym.com under the conditions set out in the [Terms of Service](#). An appeal does not suspend the removal of the content.

7. Legal compliance

Friym is committed to complying with applicable child protection laws, including reporting obligations to the competent authorities of Benin and, where applicable, of the international jurisdictions concerned. We cooperate with competent judicial and administrative authorities without waiting for a formal request before acting.

8. Contact us

Child safety Email: childsafety@friym.com

Content reports (other reasons) Email: report@friym.com

Legal enquiries Email: legal@friym.com

Address FIDEVO GROUP SAS, Porto-Novo, Republic of Benin