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## PREAMBLE

Glow is a platform designed for adults who wish to connect for dating, friendship, romantic or sexual exploration, including individuals across the LGBTQIA+ spectrum, the kink and fetish community, and other identity- or lifestyle-based groups. Our goal is to offer a safer, consent-first, algorithmically enhanced space for meaningful or playful connections.

These Terms of Use ("Terms") govern your access to and use of the Glow mobile application, website, services, and all related tools or features (collectively, the "Services"). By using Glow, you agree to be bound by these Terms, our Privacy Policy, Community Guidelines, and all applicable laws.

IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE SERVICES.

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## SECTION 0: ADULT CONTENT NOTICE AND AGE RESTRICTION

0.1 Glow is intended exclusively for users aged 18 and older. By using the Services, you represent and warrant that you are at least 18 years of age.

0.2 The Platform may include user-generated content of a sexual, erotic, or fetish-related nature. This content is permitted under strict compliance with our Consent and Community Standards.

0.3 Users must acknowledge:

- They may encounter adult language, nudity, sexually suggestive media, or fetish-related topics;
- Glow does not produce adult content but allows user expression within legal and platform-defined boundaries;
- Users may use in-app filters and safe-mode toggles to control visibility of explicit content;
- Minors are strictly prohibited from registering or accessing the platform;
- Content violating this rule will be removed and accounts may be reported to authorities.

## SECTION 1: DEFINITIONS AND INTERPRETATION

For the purposes of these Terms, the following definitions apply:

1.1 "Account" – A unique user identity created through registration, enabling access to the Services.

1.2 "App" – The Glow mobile application, whether downloaded via the Apple App Store, Google Play, or any authorized distribution platform.

1.3 "Adult Content" – User-generated material that may include nudity, sexual language, erotic expression, or fetish-related themes, subject to platform policy.

1.4 "AI Decision System" – Automated logic deployed by Glow to suggest matches, detect risks, and moderate content.

1.5 "Algorithmic Profiling" – Use of personal data and behavioral input to generate predictive models that influence how content or matches are displayed.

1.6 "Boost" – A virtual tool that increases the visibility of a user profile within a defined timeframe.

1.7 "Community Guidelines" – The behavioral framework and standards expected of all users, integrated into these Terms.

1.8 "Consent" – Freely given, specific, informed, and unambiguous agreement to interact, engage, or communicate in a given context, which can be revoked at any time.

1.9 "Content" – Any data, media, text, audio, video, images, or metadata submitted, uploaded, transmitted, or otherwise made available through the Services.

1.10 "Credits / Tokens" – Digital assets offered or purchased within the App to unlock features, participate in promotions, or enhance profile performance.

1.11 "Deepfake" – Digitally altered or AI-generated synthetic content intended to mislead or simulate a person's identity or appearance.

1.12 "Discovery Feed" – The section of the app where users can browse suggested profiles, curated based on preferences and algorithmic matching.

1.13 "DSA" – Regulation (EU) 2022/2065 on a Single Market for Digital Services (Digital Services Act).

1.14 "Explicit Content" – Any media or text that depicts sexual acts, genitals, erotic fantasy, or similar material not suitable for minors.

1.15 "Fetish" – A sexual or romantic focus on particular stimuli, behaviors, materials, roles, or body parts, expressed consensually.

1.16 "Filter Tools" – Platform controls allowing users to limit visibility or exposure to certain types of content or users.

1.17 "Flagging" – The process by which users report or draw attention to inappropriate or rule-breaking content.

1.18 "Glow" – The trademarked platform, owned and operated by Flexbox Kft., including all Services, brands, domains, and infrastructure.

1.19 "Inappropriate Content" – Any material that violates these Terms or the Community Guidelines, including hate speech, harassment, exploitation, or illegal activity.

1.20 "Match" – A mutual connection formed between users based on algorithmic compatibility, filters, and interactive signals.

1.21 "Moderator" – An authorized Glow team member or automation acting to enforce the Terms and policies.

1.22 "Nudity" – Depiction of uncovered genitals, buttocks, or female-presenting nipples. Nudity may be permitted under defined contexts.

1.23 "Personal Data" – Any information relating to an identified or identifiable individual, as per GDPR definitions.

1.24 "Platform" – All digital properties, applications, systems, and interfaces operated by Glow.

1.25 "Premium Services" – Paid features or subscription tiers that offer enhanced capabilities beyond basic access.

1.26 "Report" – A formal user-submitted notification to the platform regarding misconduct, abuse, or content concerns.

1.27 "Sexual Content" – Content that pertains to sexual acts, desires, fantasies, or related themes, expressed legally and consensually.

1.28 "Spam" – Unwanted, repetitive, irrelevant, or automated messages or content, typically intended for promotion or disruption.

1.29 "Subscription" – A recurring payment arrangement granting access to Premium Services under specific billing terms.

1.30 "User" – Any natural person who accesses or registers on the platform, regardless of subscription status.

1.31 "User Content" – Any Content submitted or made available by Users, including but not limited to text, media, preferences, and interactions.

1.32 "Violation" – Any act, omission, or content that breaches these Terms, platform policies, or applicable laws.

1.33 "Virtual Item" – A non-tangible, in-app element (e.g., badge, flair, emoji, token) used for personal expression or functional benefit.

1.34 "Warning" – A formal or informal communication from Glow to a User regarding policy infringement.

## SECTION 2: ACCOUNT CREATION, IDENTITY AND ACCESS CONTROLS

**2.1 Eligibility and Age Verification** (a) Users must be at least 18 years of age. By registering, you represent and warrant that you meet this age requirement. (b) Glow may use automated or manual methods to verify age, including identity document verification, facial recognition, or third-party services, in accordance with applicable law. (c) Glow reserves the right to restrict or remove access if age claims cannot be verified.

**2.2 Account Registration** (a) To use the Services, you must register and create an Account by providing a valid email address and/or phone number, password, and any required demographic data (e.g., gender, date of birth). (b) You may be asked to supply additional information including location, orientation, interests, profile photos, identity preferences, and consent filters. (c) Users may optionally verify their identity for additional platform privileges (e.g., visibility boosts, verified badge).

**2.3 Accurate and Lawful Identity Use** (a) You agree to provide only true, current, and complete information during registration and to keep it updated. (b) You may not create an account using another person's identity, or impersonate public figures, professionals, or protected individuals. (c) Use of AI-generated or deepfake profile content without clear disclosure is prohibited.

**2.4 Sensitive Information and Consent to Processing** (a) During account creation or editing, you may choose to disclose sensitive data (e.g., sexual orientation, gender identity, fetishes, political or religious views). (b) Such data will only be processed with your explicit opt-in consent in accordance with GDPR. (c) You may modify, restrict, or delete such data at any time in your profile settings.

**2.5 Access Credentials and Authentication** (a) You are solely responsible for maintaining the confidentiality of your login credentials. (b) Glow recommends enabling two-factor authentication (2FA) where available. (c) You agree to notify Glow immediately at [support@glowdating.app](mailto:support@glowdating.app) of any unauthorized use or suspected breach.

**2.6 Multi-Device and Cross-Platform Use** (a) Your Account may be accessed via multiple devices and platforms, subject to the same identity and security checks. (b) Sessions may be monitored or terminated by Glow to protect security or prevent misuse.

**2.7 Account Limits and Duplicate Prevention** (a) You may not maintain more than one active account without express permission. (b) Glow uses internal systems to detect and prevent the creation of duplicate, banned, or fraudulent accounts. (c) Creating new accounts to evade suspensions or bans is strictly prohibited.

**2.8 Location Data and Regional Availability** (a) Glow may collect and use geolocation data (with consent) to tailor services to your region. (b) Certain platform features or community settings may only be available in specific territories (e.g., EU-specific filters, German language moderation).

**2.9 Suspicious Activity and Access Restrictions** (a) Glow may temporarily suspend or restrict access if suspicious login behavior is detected. (b) In the case of flagged accounts, re-verification or ID checks may be required to restore access.

2.10 Right to Refuse Service (a) Glow reserves the right to deny registration or restrict accounts at its discretion, in accordance with applicable anti-discrimination and platform safety laws.

## SECTION 3: USER CONDUCT, CONSENT, AND INTERACTIONS

3.1 General Code of Conduct (a) Users must always engage respectfully, truthfully, and non-exploitatively with others. (b) Discrimination, harassment, bullying, hate speech, stalking, intimidation, or dehumanizing behavior targeting race, ethnicity, religion, nationality, gender identity, gender expression, sexual orientation, disability, age, kink identity, or relationship preference (e.g., non-monogamy, asexuality) is strictly prohibited. (c) Glow is a safety-prioritized space for marginalized identities. Exclusionary behavior, slut-shaming, kink-shaming, or body-shaming are grounds for suspension. (d) Users must not mislead others about their intentions (e.g., posing as looking for long-term but soliciting casual sex without disclosure).

3.2 Consent: Framework and Practice (a) Consent is the foundation of all user interaction on Glow. (b) It must be enthusiastic, informed, specific, affirmative, ongoing, freely given, and reversible. (c) Consent is not valid if given under coercion, intoxication, imbalance of power, deception, or manipulation. (d) Glow supports consent indicators ("open to nudes", "hard limits", etc.) that are enforceable within the app's community logic. (e) Withdrawal of consent must be honored immediately, and any continued behavior may result in account restriction or ban. (f) Glow does not support the assumption of consent based on relationship labels (e.g., Dominant/Submissive) without explicit reaffirmation.

3.3 Digital Consent and Sensitive Features (a) Users must not send explicit text, voice, or image content without prior opt-in or consent tagging. (b) Glow supports digital consent confirmation buttons, consent logs, and visual markers to validate and revoke permission to share sensitive content. (c) Sending nudes, kink photos, or roleplay prompts without consent may lead to content deletion or account suspension. (d) AI-generated sexualized content or simulated characters must be tagged accordingly and not shared unsolicited.

3.4 Communication Standards and Etiquette (a) Repeated or aggressive messaging after rejection ("no thanks", blocking, ghosting) constitutes harassment. (b) Glow prohibits all forms of message flooding, mass-copy-pasting, phishing, or bait-and-switch tactics. (c) Users may not impersonate professionals (e.g., therapists, educators) unless officially verified by Glow. (d) Deceptive roleplay involving medical, therapeutic, or authority dynamics without consent is strictly forbidden.

3.5 Profile and Media Content (a) Profiles may express sexual, romantic, identity, and fetish preferences, provided they are presented respectfully and tagged correctly. (b) Glow prohibits display names, bios, or images that include racial slurs, hate speech, pornographic text, or coercive language. (c) NSFW imagery may only be shown with explicit platform filtering tools (e.g., blur-on-load, "View Explicit" toggles). (d) Glow does not allow depictions of minors, incest, non-consensual acts (real or simulated), bodily fluids, or sexualized violence.

3.6 Public, Group, and Multi-Party Interactions (a) In group chat or community features (if enabled), consent applies per-user and per-topic. (b) Users must not pressure others to

participate in scenes, group roleplay, or topics they opt out from. (c) Glow reserves the right to assign human moderators, enable keyword flags, or dissolve group spaces in case of violations. (d) Polyamorous, group-dynamic, or powerplay relationship structures must still adhere to individual consent.

**3.7 Fetish, Kink, and Powerplay Etiquette** (a) Fetish and kink expressions are welcomed but must be appropriately disclosed, tagged, and filtered. (b) Users may not reduce others to fetish objects (e.g., “looking for Asian submissives”) or use identity traits for erotic targeting. (c) Role declarations (e.g., Dom, Sub, Brat, Handler) are allowed only with opt-in or negotiated context. (d) Unsafe practices (e.g., breath play, blood kink) are discouraged unless marked, disclosed, and restricted to private channels. (e) Glow may ban any kink content that crosses into risk zones (e.g., simulated non-consent, captivity) or triggers safety concerns.

**3.8 Misuse, Exploitation, and Unauthorized Use** (a) Users must not offer, solicit, or promote transactional sex, escorting, or real-world services. (b) Glow does not permit advertising of OnlyFans, porn studios, affiliate links, or adult platforms without express approval. (c) Use of the app for commercial gain, network scraping, screenshot harvesting, or behavioral data mining is prohibited. (d) Glow reserves the right to investigate abusive patterns including block circumvention, coordinated harassment, revenge reporting, or manipulation via fake identities.

**3.9 Enforcement Protocols** (a) Reports may be submitted anonymously, via in-app report tools or at: [support@glowdating.app](mailto:support@glowdating.app). (b) Glow uses a hybrid moderation system (AI pre-filtering + human moderation) to review reports. (c) Reported parties are notified and may appeal decisions within 30 days, unless immediate removal is required. (d) Violations are tracked by severity: Tier 1 (warning), Tier 2 (suspension), Tier 3 (ban). Repeat Tier 2–3 actions result in permanent exclusion. (e) Emergency threats (e.g., revenge porn, threats of assault) are escalated and may be reported to authorities.

**3.10 No Retaliation and Community Defense** (a) Users who report abuse in good faith are protected by Glow's No Retaliation Policy. (b) Glow monitors for mass-reporting, retaliatory blocking, or review sabotage and will act against abusers. (c) Upvoting, supporting, or defending known abusers may result in platform sanctions. (d) Supportive allies may mark themselves as such through badges or safety visibility roles.

**3.11 Educational Culture and Shared Responsibility** (a) Glow encourages users to learn about consent, trauma, intersectionality, and identity awareness. (b) The platform may feature content from educators, therapists, and community leaders verified through a formal process. (c) Glow may offer badge systems or incentives for respectful engagement, verified learning, and participation in consent-focused initiatives.

## SECTION 4 – USER CONTENT AND PLATFORM INTELLECTUAL PROPERTY

**4.1 Ownership and Licensing of User Content** (a) Users retain ownership of all lawful content submitted to the platform ("User Content"). (b) By submitting content, users grant Glow a perpetual, worldwide, non-exclusive, royalty-free, transferable, and sub-licensable license to use, reproduce, adapt, distribute, display, translate, create derivative works from, and otherwise utilize the content for:

- Platform functionality and moderation;
- Security auditing and fraud prevention;
- Marketing and promotional purposes (only with additional opt-in);
- Community-based features such as content highlights, statistics, or educational examples. (c) Users acknowledge that content shared publicly or with others (e.g., in matched chats or community features) may continue to be visible, reshared, or archived even after account deletion.

**4.2 User Content Restrictions** User Content must not: (a) Violate any applicable local, national, or international law; (b) Include hate speech, violence, harassment, or incitement to harm; (c) Contain sexually explicit or NSFW material unless properly tagged and restricted; (d) Depict or suggest acts involving minors, incest, non-consensual activity, or simulated coercion; (e) Infringe upon third-party copyrights, trademarks, privacy, or publicity rights; (f) Include personal data of others without explicit, verifiable consent; (g) Feature manipulated, misleading, or impersonated media without disclosure; (h) Include spyware, viruses, malicious code, or attempts to circumvent platform security.

**4.3 Moderation, Flagging, and Enforcement** (a) Glow may review content proactively or in response to user reports using hybrid moderation (automated tools + human review). (b) Content flagged for potential violation may be temporarily hidden or blurred pending investigation. (c) Moderation decisions are recorded in Glow's internal log system, and users may request explanation or submit appeals within 30 days. (d) Glow reserves the right to escalate content to law enforcement or legal counsel if it poses imminent risk or criminal violation.

**4.4 Content Visibility and Context** (a) Public-facing content (e.g., profile images, bios) must adhere to stricter community and moderation standards. (b) Private chat content remains subject to these Terms and may be moderated if reported or auto-flagged (e.g., nudity filters, abuse detectors). (c) Group messages and event boards are treated as semi-public spaces, and content therein may be used anonymously to illustrate patterns of abuse or reinforce education efforts.

**4.5 Glow's Intellectual Property and Use Restrictions** (a) All rights to the platform's source code, UI design, branding, feature architecture, and databases are reserved by Flexbox Kft. (b) Users may not copy, adapt, redistribute, decompile, or exploit any part of the platform's systems or branding. (c) Any third-party integrations, APIs, or licensed content are subject to separate usage agreements and protected by their own intellectual property rights.

**4.6 AI and Synthetic Content Policy** (a) Any user content created or altered using AI (e.g., LLM-generated bios, deepfake avatars, voice synthesis) must be clearly labeled as such. (b) Users may not use AI tools to simulate or impersonate other users, produce fake identities, or distribute misleading visuals or conversations. (c) Glow reserves the right to restrict or delete AI-generated content that bypasses moderation, violates consent boundaries, or causes user harm.

**4.7 Content Examples and Tagging Standards** (a) Glow provides guidance tables for labeling NSFW, kink, body-positive, or explicit content accurately. (b) Users are responsible for correctly tagging content using available in-app filters (e.g., "NSFW", "Erotic Language",

“Fetish-Oriented”). (c) Repeated mislabeling or deceptive presentation of sensitive content will result in content removal or account sanctions.

4.8 Third-Party Usage and Redistribution (a) Screenshots, screen recordings, or re-posting of User Content outside the app without consent may constitute a violation of these Terms. (b) Users are advised not to share content that they are not willing to have seen, downloaded, or redistributed, despite platform safety systems. (c) Glow disclaims liability for user behavior outside the platform unless such use originated from a verified platform flaw.

4.9 Legal Preservation and Archival (a) Deleted content may be retained in encrypted backups or legal archives for up to 3 years as required by:

- Data retention laws (e.g., DSA, GDPR);
- Ongoing legal processes;
- Fraud or abuse investigation. (b) Users may request deletion confirmation or archival review by emailing: [privacy@glow.support](mailto:privacy@glow.support).

## SECTION 5 – SUBSCRIPTIONS, PAYMENTS, AND VIRTUAL GOODS

5.1 Subscription Types and Access Models (a) Glow may offer various paid tiers, including but not limited to:

- Monthly subscription (auto-renewable);
- Annual subscription (discounted rate);
- Lifetime access (one-time payment);
- Early-bird access (pre-launch special tiers);
- Trial periods (limited access for evaluation). (b) Subscription packages may include features such as:
  - Enhanced visibility (e.g., Boost);
  - Access to more daily matches or likes;
  - Unlocking advanced filters or kink-based search tools;
  - Viewing who liked or saved your profile;
  - Custom profile flair or badges.

5.2 Virtual Goods and Consumable Credits (a) Glow may offer digital items for purchase ("Virtual Goods") including:

- Boosts, Super Likes, Tokens, Priority Matching, Animated Flair;
- In-app credits usable for unlocking specific features. (b) Virtual Goods do not constitute currency and hold no monetary value outside the Platform. (c) Virtual Goods are not transferrable, refundable, or exchangeable unless required by law.

5.3 Purchase Methods and Platforms (a) Payments may be made via:

- In-app purchase through Apple App Store, Google Play, or other app distribution platforms;
- Direct purchase through Glow’s web platform or payment processor;
- Promotional codes, gift subscriptions, or wallet balances. (b) Pricing may vary by region and currency. Final charges include applicable taxes (e.g., EU VAT).

5.4 Billing Cycles and Renewals (a) Subscriptions renew automatically unless cancelled before the renewal date. (b) Renewal terms, billing frequency, and pricing will be clearly disclosed at the time of purchase. (c) Users may manage or cancel subscriptions via the platform or external billing systems (e.g., Apple, Google).

5.5 Refund and Withdrawal Policy (a) Users residing in the EU may withdraw from a digital purchase within 14 days unless use has commenced. (b) Use commences when a user accesses any paid feature following purchase. (c) Refund requests must be submitted via: support@glowdating.app or through the platform used to purchase. (d) Glow may issue partial or full refunds at its discretion where applicable, in line with consumer protection law.

5.6 Termination and Suspension Effects (a) Termination of a user account forfeits any unused Virtual Goods or remaining subscription time, except as required by law. (b) No refunds are issued for bans or suspensions resulting from violations of Terms.

5.7 Abuse, Fraud, and Chargebacks (a) Users may not:

- Attempt to reverse transactions via chargeback after receiving service;
- Use stolen payment credentials or fraudulent discounts;
- Exploit trial systems or impersonate others to gain free access. (b) Glow reserves the right to restrict, revoke, or reclaim access to services or goods acquired via abuse.

5.8 Tax Compliance and Invoicing (a) Glow complies with the EU VAT One Stop Shop (OSS) system for digital goods. (b) Receipts and invoices are provided upon request to: billing@glowdating.app.

5.9 Promotional Offers and Expiration (a) Promotional credits, codes, or trial access may have expiration dates and usage restrictions. (b) Glow is not obligated to honor expired offers or apply promotions retroactively.

5.10 Platform Limitations and Availability (a) Glow does not guarantee uninterrupted access to purchased services. (b) Feature availability may vary by location, regulatory constraints, or app store policies. (c) Users are encouraged to review the Terms prior to any financial transaction.

## SECTION 6 – DATA PRIVACY, GDPR COMPLIANCE, AND USER RIGHTS

6.1 Data Collection and Categories (a) Glow collects the following categories of personal data:

- Account data: email, phone number, password hash, language, platform version;
- Profile data: display name, date of birth, gender, orientation, location, preferences;
- Sensitive data (with explicit opt-in): sexual orientation, kink interests, identity markers, relationship types;
- Usage data: device identifiers, app activity logs, session length, interaction behavior;
- Communication data: chat logs, image shares, voice notes (as permitted);
- Transactional data: purchase history, payment status, subscription tier.

6.2 Legal Basis and Purposes of Processing Processing is based on the following lawful bases under Article 6 GDPR: (a) Contract performance (Art. 6(1)(b)): account creation,

matchmaking, content moderation; (b) Consent (Art. 6(1)(a)): sensitive profile data, personalized features, marketing communications; (c) Legal obligations (Art. 6(1)(c)): fraud detection, tax compliance, law enforcement cooperation; (d) Legitimate interest (Art. 6(1)(f)): product improvement, anonymized analytics, safety enhancement.

6.3 Data Retention and Deletion (a) Account data is retained for as long as the user maintains an active account. (b) After deletion or inactivity (18 months), data is purged or anonymized unless required for legal defense. (c) Chat data may be retained up to 3 years for moderation, trust & safety, or legal obligations. (d) Users may request full deletion via support@glowdating.app, subject to confirmation.

6.4 Data Security Measures (a) Glow uses industry-standard encryption (TLS 1.3, AES-256) and server-side access controls. (b) Access to user data is role-based, audited, and limited to authorized personnel. (c) Regular penetration testing and privacy impact assessments (PIAs) are conducted. (d) Breach notification procedures comply with GDPR Articles 33 and 34.

6.5 User Rights Under GDPR Users have the following rights: (a) Right to Access (Art. 15): obtain copy of data and processing purposes; (b) Right to Rectification (Art. 16): correct incomplete or inaccurate data; (c) Right to Erasure (Art. 17): request deletion ("right to be forgotten"); (d) Right to Restrict Processing (Art. 18); (e) Right to Data Portability (Art. 20); (f) Right to Object (Art. 21); (g) Right not to be subject to automated decision-making without safeguards (Art. 22).

6.6 Algorithmic Profiling and Transparency (a) Glow uses algorithmic systems for matching, feed curation, risk analysis, and content suggestions. (b) Profiling is disclosed in the Privacy Policy and users may opt-out of certain personalizations. (c) No solely automated decisions are made that have legal or similarly significant effects without human oversight. (d) Users may request explanations of algorithmic logic and lodge objections under GDPR Art. 22 and DSA Art. 27.

6.7 Third-Party Processors and Data Transfers (a) Glow shares data only with subprocessors under data processing agreements (DPAs). (b) Subprocessors may include: payment gateways, fraud prevention services, cloud hosting, email services, analytics providers. (c) Data may be stored in or transferred to countries outside the EU with appropriate safeguards (e.g., SCCs or adequacy decisions).

6.8 Regulatory Authority and Complaints (a) Users may lodge complaints with their national data protection authority (e.g., BfDI in Germany or NAIH in Hungary). (b) Glow's EU representative and DPO contact: privacy@glow.support. (c) Users may also initiate direct legal action if they believe their rights were violated.

## SECTION 7 – ALGORITHMIC SYSTEMS, FEED CURATION, AND DSA COMPLIANCE

7.1 Purpose of Algorithmic Systems (a) Glow utilizes algorithmic systems to provide matchmaking, content suggestions, prioritization in discovery feeds, moderation risk assessment, and trend analysis. (b) These systems are designed to enhance user experience while supporting safety, fairness, and consent-based interaction.

7.2 Types of Algorithmic Processing (a) Personalized discovery feed based on user preferences, interactions, mutual interest signals, and behavioral metrics. (b) Risk scoring systems to detect abusive, spammy, or manipulative behavior. (c) Content ranking to prioritize profiles or media based on engagement, consent settings, and verified status. (d) Behavioral clustering to identify potentially compatible matches beyond stated filters.

7.3 Transparency and User Information (DSA Art. 27) (a) Users are informed that algorithmic processing is used in matchmaking and feed ordering. (b) Each major feed and recommendation surface will include a "Why am I seeing this?" information link. (c) Explanatory summaries of algorithmic logic are made available via the Help Center and Terms. (d) Users may contact Glow to request further clarification on how personal data influences their feed.

7.4 User Control and Personalization (a) Users may adjust key inputs that affect algorithmic outcomes, including:

- Preferred age range, distance, interests, identity preferences;
- Level of explicit or kink-related content shown in feeds;
- Prioritization of specific relationship styles (e.g., polyamory, casual, long-term);
- Use of the "Safe Mode" or "Unfiltered Mode." (b) Users may disable algorithmic ranking for certain features (e.g., display profiles in random or chronological order).

7.5 Non-Discrimination and Bias Mitigation (a) Glow regularly audits its algorithmic systems to detect and mitigate bias against protected groups. (b) Features are evaluated for disproportionate exclusion or visibility suppression based on race, gender, body type, disability, or sexual identity. (c) Corrections are deployed via model retraining, rule adjustments, and flagged reviews.

7.6 Accountability and Human Oversight (a) No decisions with legal or similarly significant effect are made solely by automated means. (b) All moderation, ban, or visibility-restricting algorithms include human-in-the-loop review mechanisms. (c) Users may appeal algorithm-driven decisions through manual review channels.

7.7 Risk Assessments and Compliance (DSA Art. 34–35) (a) Glow performs regular risk assessments on algorithmic systems as required under the Digital Services Act. (b) Risks assessed include:

- Disinformation propagation;
- Discrimination or systemic bias;
- Consent violations or algorithmic coercion;
- Psychological or social harm;
- Manipulative ranking or social pressure tactics. (c) Risk mitigation strategies include algorithmic adjustments, transparency tooling, feedback loops, and design review.

7.8 Records, Logs, and Auditability (a) Glow maintains internal logs of algorithmic operations, updates, and overrides. (b) Major changes to recommendation systems are documented with rationale and date stamps. (c) These logs are available for regulatory audit, academic scrutiny (where applicable), or platform safety review.

7.9 User Feedback Integration (a) Users may rate algorithmic suggestions and flag mismatches or issues with feed logic. (b) Feedback is used to adjust user-specific weights and improve overall model behavior.

## SECTION 8 – COMMUNITY GUIDELINES, ENFORCEMENT FRAMEWORK, AND CONTENT MODERATION POLICY

8.1 Principles of Community Behavior (a) Glow’s community guidelines are grounded in respect, consent, safety, and authenticity. (b) All users are expected to treat others with dignity and communicate without coercion, prejudice, or harassment. (c) These guidelines apply to all user interactions, including messages, profile content, photos, audio/video, and participation in groups or public features.

8.2 Prohibited Content Categories (a) Illegal content: includes but is not limited to child exploitation, non-consensual pornography, threats of violence, terrorism, and trafficking. (b) Harmful or abusive content: including bullying, doxxing, revenge porn, hate speech, or incitement to self-harm. (c) Misleading or manipulated media: deepfakes, AI-generated impersonations, misrepresented identity or credentials. (d) Non-consensual sexual content or fetishization: any material shared without clear opt-in and user-controlled tagging. (e) Spam, scams, or promotion of external services: including phishing, pyramid schemes, or unsolicited affiliate links. (f) Medical, psychological, or therapeutic advice without credentials and platform authorization.

8.3 Reporting Tools and Procedures (a) Users may report content, profiles, or behavior via:

- In-app reporting buttons on profiles, chat, media, or posts;
- Email at: [privacy@glow.support](mailto:privacy@glow.support);
- Escalated reports via [legal@glowdating.app](mailto:legal@glowdating.app) for copyright, impersonation, or criminal activity. (b) Reports can be anonymous or identified. Sensitive categories (e.g., sexual violence) are reviewed with trauma-informed protocols. (c) Glow provides confirmation of report receipt and updates on resolution where feasible.

8.4 Moderation Systems and Process (a) Glow uses hybrid moderation:

- AI-based flagging (e.g., NSFW filters, keyword detection);
- Manual review by trained human moderators;
- Triage queues based on severity and context. (b) Content moderation decisions are recorded with rationale, reviewer ID, and timestamp. (c) Moderation standards align with EU Digital Services Act (DSA) and community-driven safety principles.

8.5 Tiered Enforcement Actions Violations are categorized into severity tiers: (a) Tier 1 – Warning: minor violations (e.g., inappropriate emoji, poor tagging); (b) Tier 2 – Restriction: temporary suspension, feature limits, shadowban (e.g., unsolicited nudes); (c) Tier 3 – Ban: account deactivation, device ban, and blacklisting (e.g., revenge porn, coordinated abuse); (d) Tier 4 – Escalation: referral to law enforcement or data retention for criminal investigation.

8.6 Appeals and Review Mechanisms (a) Users may appeal moderation decisions within 30 days of notification. (b) Appeals are reviewed by a separate team from the original reviewer. (c) Decisions are final unless new evidence is submitted or legal request is presented.

8.7 Transparency Reports and Metrics (a) Glow will publish annual transparency reports outlining:

- Number and category of moderation actions;
- Average review and resolution times;
- Content removal volumes;
- Appeals outcomes and reversal rates. (b) Reports will comply with DSA Art. 15–25 and be accessible via the Glow website.

8.8 Moderator Training and Ethical Standards (a) All moderators receive training in trauma-informed care, bias awareness, consent culture, and EU platform responsibility standards. (b) Moderators are bound by confidentiality agreements and Glow's internal code of conduct.

8.9 Platform-Wide Sanctions and Reinstatement (a) Repeat violators or serious offenders may face cross-platform sanctions (e.g., shadowban across new accounts). (b) Reinstatement is possible only upon formal application and evidence of behavioral change, subject to approval.

8.10 Community Empowerment Tools (a) Users can:

- Mute or block individuals with no visibility or notification to the blocked party;
- Filter feeds by consent level, topic sensitivity, or verified status;
- Use safety toggles to reduce exposure to potentially triggering content. (b) Community moderators or safety ambassadors may be selected to help uphold local norms.

## SECTION 10 – LEGAL TERMS, GOVERNING LAW, AND DISPUTE RESOLUTION

10.1 Contractual Nature and Binding Effect (a) These Terms constitute a legally binding agreement between you and Flexbox Kft., the operator of the Glow platform. (b) By using the Services, you affirm that you have read, understood, and agreed to all provisions herein. (c) If you do not accept these Terms, you may not use the Service.

10.2 Disclaimer of Warranties (a) The Service is provided "as is" and "as available" without warranties of any kind, express or implied. (b) Glow disclaims all warranties including:

- Fitness for a particular purpose;
- Merchantability;
- Accuracy, timeliness, reliability, or availability;
- Non-infringement of third-party rights. (c) Glow does not guarantee compatibility with all devices, operating systems, or networks.

10.3 Limitation of Liability (a) To the fullest extent permitted by law, Glow shall not be liable for:

- Indirect, incidental, special, consequential, or punitive damages;
- Loss of profits, reputation, data, or opportunities;

- User-generated content, third-party links, or user interactions on or off platform. (b) Glow's aggregate liability for all claims in any 12-month period shall not exceed the total amount paid by the user for premium services during that period.

10.4 Indemnification You agree to indemnify, defend, and hold harmless Glow, its affiliates, and personnel from any claims, liabilities, damages, losses, and expenses (including legal fees) arising from: (a) Your breach of these Terms; (b) Your content or behavior; (c) Your violation of applicable law or third-party rights.

10.5 Force Majeure Glow shall not be liable for delay or failure in performance due to events beyond its reasonable control, including: (a) Natural disasters, pandemics, or public health emergencies; (b) Cyberattacks, infrastructure outages, or power failures; (c) Governmental actions, changes in law, or regulatory orders.

10.6 Governing Law and Jurisdiction (a) These Terms are governed by the laws of the European Union and the Federal Republic of Germany. (b) Any dispute arising from these Terms shall be resolved by the competent courts of Berlin, Germany, unless otherwise required by consumer protection law. (c) EU-based users may also utilize the Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr>

10.7 Dispute Resolution Procedure Before initiating formal proceedings, parties agree to attempt resolution via: (a) Informal negotiation through [support@glowdating.app](mailto:support@glowdating.app); (b) Escalation to Glow's legal department if unresolved within 30 days; (c) Mediation or arbitration in good faith if mutually agreed.

10.8 Modification and Updates (a) Glow may amend these Terms to reflect changes in law, technology, business needs, or user behavior. (b) Material changes will be notified in advance via email or in-app alert. (c) Continued use after updates constitutes acceptance of the revised Terms.

10.9 Severability If any provision is found invalid or unenforceable, the remainder shall remain in full force. A valid, enforceable substitute shall be construed where possible.

10.10 Assignment and Transfer Glow may assign or delegate its rights and obligations under these Terms without user consent. Users may not transfer their rights without Glow's written approval.

10.11 No Waiver Failure to enforce any provision does not constitute a waiver. Any waiver must be in writing and signed by both parties.

10.12 Entire Agreement These Terms, along with the Privacy Policy and Community Guidelines, represent the entire agreement between the parties and supersede all prior representations, agreements, or communications.

10.13 Language and Translation These Terms are written in English. If translated into other languages, the English version prevails in case of conflict or ambiguity.

10.14 Electronic Communication and Notices (a) All communications, agreements, disclosures, and notices shall be delivered electronically and deemed received upon

transmission. (b) Users agree that electronic records are legally binding and admissible in dispute proceedings.