

2024 - 2025 Annual Online Safety Report to be submitted to IMDA under the Code of Practice for Online Safety

Guidelines

- Please ensure that the report contains all the information requested in this template and is relevant to the reporting period.
- DSMSs are encouraged to follow the flow and format of this template when preparing their reports.
- Please include Singapore-relevant data and information where possible.
- Please ensure that all information is self-contained within the report. E.g. do not include hyperlinks to information outside of the report.
- Please try to map the content categories in your community guidelines to the harmful/inappropriate content categories under the Code of Practice for Online Safety.
- The annual online safety report must be submitted to OCO@imda.gov.sg by no later than 30 June 2025.

Code Obligations:	=For DSMS's input	Additional Comments and Explanatory Notes on the data provided
Section A: User Safety		
<p>Paragraph 8: End-users must be able to use the Service in a safe manner. In this regard, the Service must put in place measures to minimize end-users' exposure to harmful content, empower end-users to manage their safety on the Service and mitigate the impact on end-users that may arise from the propagation of harmful content.</p> <p><i>And</i></p> <p>Paragraph 9: Children in particular, may lack the capacity or experience to deal with the information and content available online and will need more protection to ensure a safer online space for them. In this regard, the Service must therefore also have specific measures to protect children from harmful content.</p>	<p>Please provide information on the measures in place for all End-users in Singapore:</p> <p>HWZ Forums has a clear content Forums Content Policy and Guidelines on Egregious Content that provides all End-users with measures to minimise end-users' exposure to harmful content, empower end-users to manage their privacy and safety (see: response to Paragraph 12) and mitigate the impact on them via our end-user Forums Reporting System (see: response to Paragraph 23). The Guidelines on Egregious Content prohibit the posting of content that is harmful and inappropriate for children, such as that which facilitates vice or organised crime, endangers public health, promotes violence or self-harm, is sexual/lewd/indecent in nature, or amounts to harassment/cyberbullying.</p> <p>By default, HWZ Forums has deployed an in-house content classification system to detect harmful/objectionable content in real time, prevent its publication, and flag it for our moderation team's review (see: response to Paragraph 23). This system works in tandem with the team of HWZ Forum moderators who look out for harmful/objectionable content, understand the community, address feedback/reports from end-users via our Feedback Forum, Forum Reporting System or feedback channels for harmful content, and escalate reports for our assessment where necessary.</p> <p>To protect younger audiences, HWZ Forums requires all users to complete an age-gate pop-up at the start of each new user session. Registered and logged-in members have the option of permanently stopping these pop-ups by logging in to verify their age via Singpass</p>	<p><i>The content classification system uses a model trained in-house with relevant egregious content examples to identify posts that are highly objectionable. When a user makes a forum post, the content is scrubbed against our content classification system, which then determines a "harmful" score. If the score is above a certain threshold, the post is unapproved, and an alert is sent to the moderation team to investigate. All of these actions take place immediately after a user submits a post, i.e. it's processed in real-time and</i></p>

	<p>(using the SGID API), so that the verification status can be saved to their account. Users who do not log in will not see this option.</p> <p>Kindly refer to the Appendix for more information on our updated age verification system rollout plan.</p> <p>HWZ Forums has published information on the age-gating process in the Guidelines on Age Check Information. The age-gating and SGID age verification approach is designed with data minimisation in mind, to comply with the PDPA (please refer to further screenshots below).</p> <p>HWZ Forums Content Policy:</p>	<p><i>an 'objectionable post' never gets published publicly.</i></p>
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Forums Content Policy

Help

Help & Safety Resources

Forums Content Policy

Membership

Where can I manage my privacy options?

Personal Information

What is the ignore list?

Why should I sign up as a [www.HardwareZone.com](#) Member?

What more do I get as a [www.HardwareZone.com](#) Deluxe Member?

How do I deactivate my account?

I lost my password, what can I do?

How can I change the information in my profile?

2FA authentication matters

Why am I suddenly shown insufficient privileges to post?

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Verified Account Programme

Unlawful Gambling Content

The Warning System

Repeated Topics

Thread Bumping

Obscenities and Vulgarities

Reporting System

Racism and Discrimination

Advertising, Promotion, Representation

Multiple Accounts

Bot Accounts

Use of Third Party Information

Egregious content that are not allowed

Forum Etiquette

Submitting Feedback

Flaming/Standing/Personal Attacks

Signature Guidelines

How old do you need to be to use HWZ Forums?

Your Queries Answered

What are announcements?

HardwareZone Forums Content Policy

The HardwareZone Forums are made up of a wide variety of topical sections that are populated by you, the Forum Members. In our forums you may post comments, discuss, learn and connect with people who share your interests. We encourage you to find and participate in the forum topics that interest you.

While not every forum may be your cup of tea, and you may even find some that are unreliable or which you disagree with, you should not use a forum to attack others. Every forum section strives to create a sense of belonging for their members, so please do not diminish it for those who may not share your views. Please also respect the privacy and wellbeing of others.

Some of our members help to manage our forums as Moderators, and they enforce community rules on our behalf to ensure that our forums remain a safe space for all.

Please abide by the broad set of rules shared below that apply to all forum sections and further forum-specific rules when you participate within them. HardwareZone Forums are what we make of them together, and we ask that you abide by these rules to make our forums a better place for everyone.

Rule 1

Remember that you're interacting with other humans. HardwareZone Forums is a place for sharing and discussion, not for attacking those who may be marginalized or vulnerable. Everyone is entitled to use our forums without harassment, violence, or cyber-bullying. Members that incite violence or promote hate in any form or manner may be penalised in accordance with our Warning System.

Rule 2

Abide by the respective forum's community rules. Post and share trustworthy and original content, and do not interfere with or disrupt legitimate discussions on the forums such as by spamming, evading bans, making false reports, misleading or misinforming users, defaming, abusing, annoying, pestering, offending, or insulting other users, or by engaging in fraudulent behaviour.

Rule 3

Respect the privacy of others. Do not harass others or otherwise instigate harassment, including by doxing, stalking, revealing someone's confidential information or intimate content, or threatening to do any of these actions.

Rule 4

For the safety of our forum users, do not post content that promotes or encourages self-harm content, or content that endangers public health. Please refer here for more examples.

Rule 5

Do not post or facilitate or encourage the posting of sexual or suggestive content. In particular, any intimate, suggestive or sexually explicit content involving minors is strictly prohibited. Please refer here for more examples.

Rule 6

You do not have to use your real name as your username, but do not pretend to be another person or an entity in a false or misleading or fraudulent manner. Please refer to this advisory on taking precautions on your personal information.

Rule 7

You may not offer or advertise any goods or services for commercial representation unless you are a forum sponsor and have received our express consent. For forum sponsorship, engagement opportunities and more information, please refer to this advisory.

Rule 8

Keep everything legal. Do not post illegal content, such as content relating to or facilitating vice, organised crime, unlawful gambling, illegal moneylending, cheating, scams, fraud, and extortion. Additionally, do not solicit or facilitate illegal or prohibited transactions such as unlicensed, controlled, or socially or morally reprehensible items. Please refer here for a non-exhaustive list of examples on highly egregious content that are not allowed on the forums.

Rule 9

Do not do anything that interferes with the normal use of the forum such as spam, send viruses, spyware, malware, or other damaging material to other users, or act in any manner that adversely affects the use of the services by other users. Please refer to our Terms of Service and Member Terms and Conditions for more details.

Rule 10

For any Improper Works spotted on the forums, HardwareZone reserves the right to remove such content and take necessary enforcement actions on the forum account in question.

Enforcement

We enforce our rules in various ways, including but not limited to the following:

- Asking you to stop
- Removal of content
- Removal of privileges or adding restrictions to your account (e.g. Reply Ban)
- Warning with infraction points
- Temporary or permanent ban of accounts

Guidelines on Egregious Content:

Egregious content that are not allowed

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NOTE: The following are non-exhaustive examples of Highly Egregious Content that are not allowed on HWZ forums and are subject to infractions, leading to account bans:

Content facilitating vice or organized crime

- Content relating to vice, unlawful gambling, illegal moneylending, trafficking in persons, cheating, fraud and extortion.
- Content concerning offences relating to psychotropic substances, dangerous drugs, narcotics or tobacco products, including causing a young person or vulnerable person to traffic or consume drugs, or arranging or planning gatherings where controlled drugs are to be consumed or trafficked.

Content endangering public health

- Content promoting regulated medicinal or health products, for purposes which are not approved by the relevant authorities in Singapore, and may result in serious harm or death to individuals.
- Content concerning acts that will likely impede, circumvent or breach measures that are put in place to protect public health.

Violent content

- Content that depicts extreme violence or cruelty inflicted on persons such as dismemberment of persons, beheadings OR Content with implied/ obscured depiction of abuse or torture on persons or animals such as content showing infliction of abuse that is partially obscured.
- Content that depicts abuse or torture on persons, such as footage of infliction of grievous injury and pain on a person(s) with close-up details.
- Content providing instruction on or encouraging acts of terrorism or extreme violence.
- Content concerning terrorism or internal security related to offences e.g. abetting or conspiring to finance or provide material support for the commission of acts of terrorism, and the organisation, training or equipping of prohibited quasi-military organisations.
- Content relating to the incitement of violence, mass disorder, or rioting, whether in general or targeted at persons based on their characteristics.

Self-harm content

- Content that encourages, endorses or provides instructions on self-harm (including acts that can result in death) or suicide.
- Content that depicts graphic details of self-harm (e.g., wounds or injuries shown) OR Content with implied or non-detailed depictions of self-harm, e.g., healed scars, blurred visuals.
- Content relating to abetment of suicide.
- Content that may encourage or mislead children to, or provide instructions on how to engage in dangerous acts that could result in physical harm, such as challenges that involve dangerous stunt or elements (e.g., fire, suffocation, sharp objects, heights).

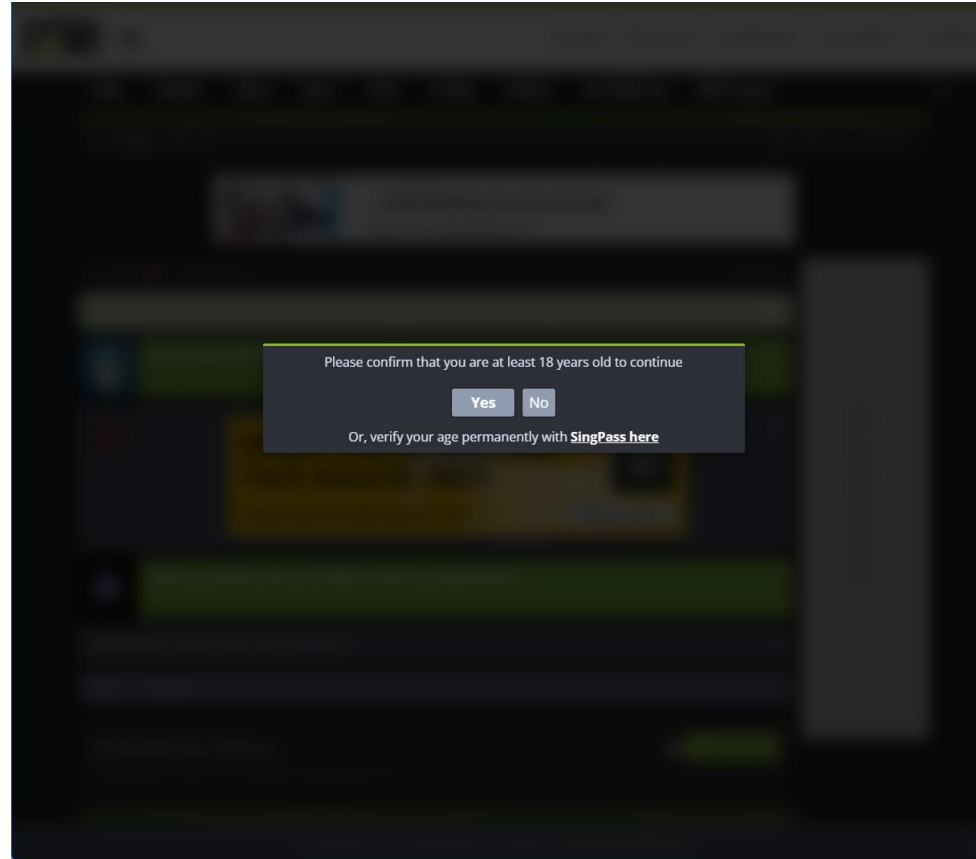
Sexual / Lewd / Indecent comment or content

- Content that depicts explicit sexual activities, even in fictional context.
- Content that depicts (even implied or obscured) or promotes deviant sexual behaviour (even implied or obscured) such as:
 1. Incest.
 2. Bestiality.
 3. Necrophilia.
 4. Paedophilia.
- Content relating to or encouraging sexual offences under the Penal Code, the Children and Young Persons Act, and the Women's Charter such as:
 1. Distribution of child sexual abuse material.
 2. Voyeuristic or intimate image or recording distributed without consent.
 3. Sexual communication with a minor.
 4. Content encouraging sexual assault.
- Content containing the frequent use of sexual references or innuendoes intended for sexual gratification.

Harassment / Cyberbullying content

- Content that is likely to cause harassment, alarm or distress to the target person or group, such as:
 - Using threatening, abusive or insulting words or behaviour.
 - Posting or threatening to post personal information of the target person online, or information of other persons that would lead to the identification of the target person.
 - Threats or derogatory or dehumanizing statements or references related to the target person's characteristics.
 - Unlawful stalking of the target person.
 - Impersonating the target person or group by using threatening, abusive or insulting words under their name.
- Content that is likely to mock, humiliate or cause embarrassment to the target person, such as:
 - Edited content of a child in an embarrassing situation with captions to mock and ridicule.
 - Negative statements or references about a child on the basis of attributes such as intellect, behaviours or physical attributes.
 - Encouragement or calls for coordinated harassment/ bullying of other children.

In relation to the age-gate pop-up when accessing HWZ Forums:



Please provide information on any differentiated or additional measures in place for Children:

The [Forums Content Policy](#) and [Guidelines on Egregious Content](#) apply to all end-users regardless of age, including children.

Therefore, the implemented processes should effectively protect all users from harmful content by default.

We are in the process of updating our content classification system to expand our "Safety by Default" approach, which will be effective by end-January 2026.

From end-January 2026, the system will, by default:

1. 'score' all posts created;
2. remove egregious material violating our guidelines entirely ("**Prohibited Material**"); and
3. assume all unverified visitors are under 18 years of age and prevented from viewing content classified by our system as "Mature" (which are automatically masked).

For clarity, we distinguish between Prohibited Material and "Mature" content as "Mature" content often includes localized or context-heavy content (e.g. discussions, context, lingos, references and phrases), such as mild insults or edgy jokes, that do not violate our general community standards but may be misconstrued by or inappropriate for younger audiences - i.e.: permissible for adults but unsuitable for minors.

Examples of such content can be found here:

<https://forums.hardwarezone.com.sg/threads/zb-56yo-woman-kpkb-she-paid-1k-match-making-package-but-couldnt-find-desire-match-asking-for-refund-kenarejected.7155135/page-4#post-157249811>

<https://forums.hardwarezone.com.sg/threads/child-knocks-sushi-back-onto-conveyor-belt-with-chopsticks-doctor-warns-of-infectious-disease-risk.7155154/post-157248434>

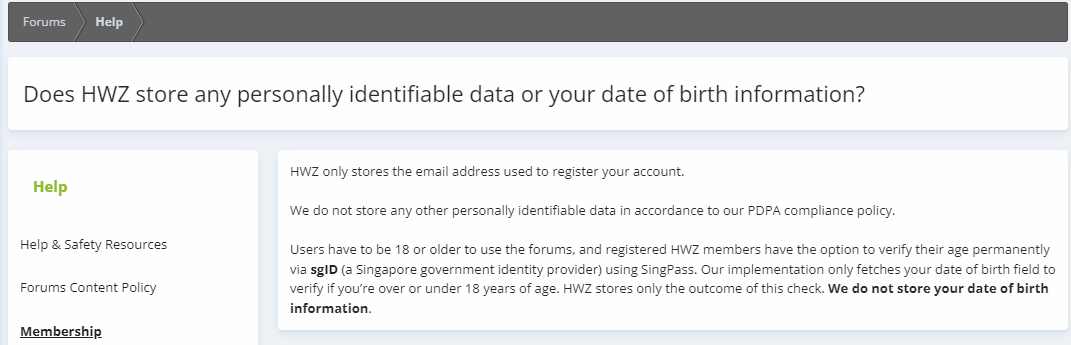
As for the verification mechanism, we are utilising Singpass (SG-ID) as our primary verification tool to enforce a strict permission-based access to "Mature" Content. Users must create a forum account and undergo SGID age verification to "unlock" such content. In line with the PDPA and the principles of data minimisation, we only store the SGID age verification result (a binary (Positive/Negative) signal regarding whether the user is 18 or older) with the forum account.

To improve user accessibility options while maintaining compliance, we are currently evaluating other possible age-assurance solutions (e.g. Google Digital Credentials API, K-ID), with no fixed timelines for implementation currently.

Kindly refer to the Appendix for more information on our new age verification system roll-out and plan.

Further, since the OSC took effect, HWZ Forums notified the forum community by way of a [Guideline note](#) that specifies the platform's expectation and intent for users to be 18 years of age - as a measured positive interim step towards OSC compliance, without causing any mass uproar or exodus from existing users for operational viability. We are currently realigning our Terms of Service legal frameworks to match our evolving technical capabilities to comply with the OSC, and to move away from our network-wide ToS (covering all SPH Media websites, including HWZ Forums).

[Guidelines on Age Check Information:](#)



Paragraph 11: End-users' exposure to harmful content must be minimised via reasonable and proportionate measures. These measures include, but are not limited to, a set of community guidelines and standards, and content moderation measures that are put in place and effected by the Service. The Service's community guidelines and standards must address the categories of harmful content in paragraph 4 and must be published.

Please provide information on the community guidelines and standards in place and how they address the categories of harmful content in paragraph 4.

Please refer to the response to Paragraphs 8 and 9 above.

Please provide information on the content moderation measures in place and how they are enforced or effected. Please include screenshots or evidence where possible.

Upon receiving reports either through detection by the HWZ Forums team or through end-user reports flagged to the team, we will assess the validity of the reports and complaints in accordance with our [Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any rules or guidelines be violated, the respective discussion threads or posts will be removed. Based on the severity of the content, warnings and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

Paragraph 12: End users must have access to tools that enable them to manage their own safety and effectively minimise their exposure to, and mitigate the impact of, harmful content and unwanted interactions on the Service. Such tools may include:

(a): Tools to restrict visibility of harmful content and/or unwanted comments

(b): Tools to limit visibility of the end-user's account, including profile and content, as well as contact and/ or interactions with other end-users

(c): Tools to limit location sharing

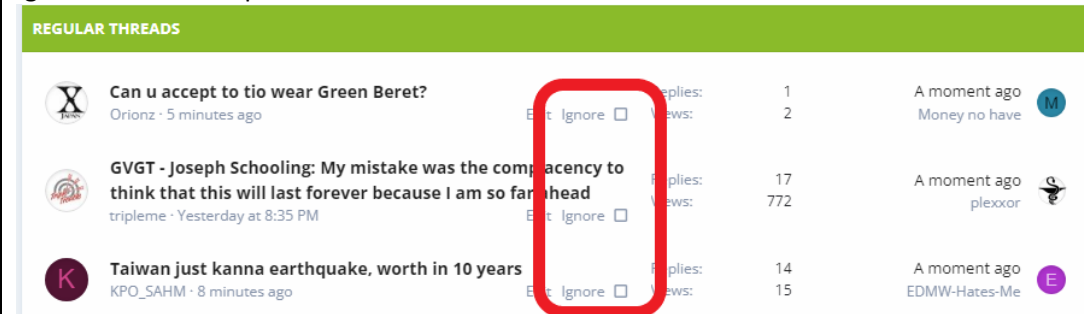
Please describe in detail the tools that address all three sub-categories and how they meet the outcomes described in paragraph 12 of the Code. You may also provide information on additional tools outside these sub-categories that meet the outcomes of the Code. Do include screenshots or evidence where possible.

All End-users in Singapore:

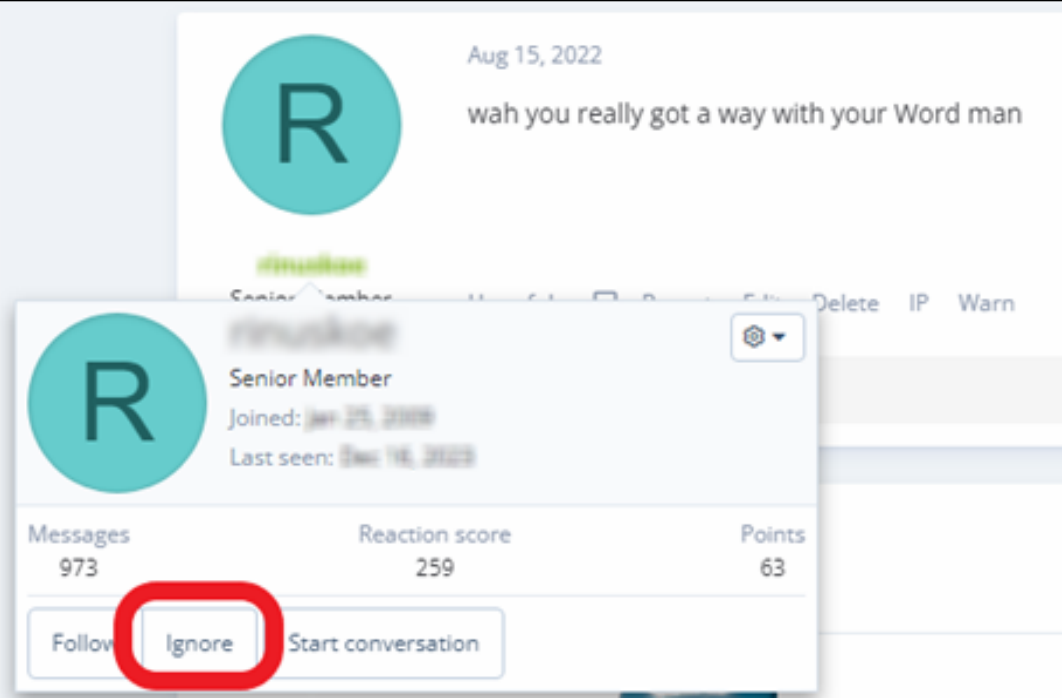
Paragraph 12(a): Tools to restrict visibility of harmful content and/or unwanted comments

To restrict visibility of harmful and/or unwanted comments, HWZ Forums provides tools to ignore content discussions and ignore members.

Ignore discussion option:



Ignore member button:



All End-users in Singapore:

Paragraph 12(b): Tools to limit visibility of the end-user's account, including profile and content, as well as contact and/ or interactions with other end-users

To limit visibility of end-user's account, including profile and content, as well as contact and/or interactions with other end-users, all registered members have access to control their account's privacy options.

Account privacy options:

Forums > Your account >

Privacy

Your account

Your profile

Alerts

Reactions received

Bookmarks

Settings

Account details

Password and security

SMS Verification

Privacy

Preferences

Signature

Account upgrades

Following

Ignoring

Log out

Privacy options:

Show your online status
This will allow other people to see when you are online.

Show your current activity
This will allow other people to see what page you are currently viewing.

Show day and month of birth

Show year of birth
This will allow people to see your age.

Email options:

Receive news and update emails

Receive activity summary email
We will keep you updated about new content when you haven't visited for a while.
You may find additional email options under [Preferences](#).

Allow ignored users to view your details on your profile page

Allow users to:

View your details on your profile page:

Receive your news feed:

Start conversations with you:

View your identities:

All End-users in Singapore:

Paragraph 12(c): Tools to limit location sharing

Location sharing does not apply to the HWZ Forums platform; it does not capture or display end-users' locations.

<p>Paragraph 13: End-users must be able to easily access information related to online safety on the Service. Such information must be easy to understand and must include the availability of tools and local information, including Singapore-based safety resources or support centres, if available. The service should seek to implement, support and/ or maintain programmes and initiatives to educate and raise awareness of such information.</p>	<p>Please <u>explain</u> how your service has made information related to online safety easy to be accessed, including local information. You may also include details on programmes and initiatives to educate and raise awareness of such information.</p> <p>All End-users in Singapore:</p> <p>HWZ Forums has a Help & Safety Resources page with information on the availability of tools and Singapore-based safety resources and support centres. It is easily accessible at our HWZ Forums Help section.</p> <p>Help & Safety Resources page:</p>	
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And

Paragraph 21: Children must be able to easily access information related to online safety on the Service. Such information must be easily understood by children and must include information on tools available to protect children harmful and/or inappropriate content and unwanted interactions, as well as local information, including Singapore-based safety resources or support centres, if available. The Service should seek to implement, support and/ or maintain programmes and initiatives to educate and raise awareness of such information.

The screenshot shows a web page titled 'Help & Safety Resources' with a navigation menu on the left and a main content area on the right. The navigation menu includes sections like 'Help', 'Forums Content Policy', 'Help & Safety Resources', 'Personal Information', 'Membership', 'Guidelines', and 'Multiple Accounts'. The main content area is divided into several sections, each with a heading and a list of resources or instructions. The sections include: 'The following are non-exhaustive examples of useful Help Resources to assist the community.', 'How can I report an offending post?', 'Have you been scammed or looking for related resources?', 'Are you or someone facing loneliness, grief, thoughts about self-harm or suicide?', 'Do you or someone feel down, stressed, anxious, isolated, bullied?', 'Are you or someone facing workplace harassment?', 'Seeking advice on family violence or sexual harassment?', 'For those coping with grief', and 'Help Resources dedicated to youths and children'. Each section provides specific links and contact information for various support services and organizations in Singapore.

Help & Safety Resources

Help

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Your Queries Answered

What are announcements?

Does HWZ store any personally identifiable data or your date of birth information?

What are the various thread display options?

What is the signature for?

How do I create and vote in polls?

The following are non-exhaustive examples of useful Help Resources to assist the community.

How can I report an offending post?

Should you feel a post or member is going against our published forum guidelines, advisories, and the SPH Media's Member Terms and Conditions, you may inform us via the following avenues:-

- Forum Reporting System (available to logged in users to quickly report any particular post in question)
- Feedback Forum (available to logged in users)
- Feedback Form
- Email - hwzmembership@sph.com.sg

Please use this advisory to help provide us accurate and clear information for our follow-up.

Have you been scammed or looking for related resources?

Follow this advisory from National Crime Prevention Council (NCPC) and Singapore Police Force (SPF) on the **next steps you can take**.

If you're unsure if you've been scammed or come across something that you're unsure if it's a scam, you can also check with the ScamShield Helpline: 1799 (Available 24/7, Monday to Sunday)

Are you or someone facing loneliness, grief, thoughts about self-harm or suicide?

Reach out or speak to someone from **Samaritans of Singapore (SOS)**. They are here to listen 24/7. Find out more here.

- 24-hour hotline – 1767
- 24-hour WhatsApp (CareText) – 91511767
- Email (CareMail) - mailto:pat@sos.org.sg

Here are further resource for coping with grief by **Grief Matters**.

Do you or someone feel down, stressed, anxious, isolated, bullied?

Mindline.sg has resources, tools and tips to help you manage your health and wellbeing, for yourself, for youths and even those at work. Mindline.sg is a local joint initiative between the MOH Office of Transformation, MSF, NCS and IMH.

Head over here to get started.

Are you or someone facing workplace harassment?

Ministry of Manpower has help resources here.

Seeking advice on family violence or sexual harassment?

AWARE has several useful resources and contact information to take the next steps. They also have a Women's Helpline you can reach out to here: 1800-777-5555 (weekdays, 10am to 6pm)

Ministry of Social and Family Development (MSF) also has a reporting form and framework for guidance.

- For immediate danger to life and safety, please call the Police at 999 or SMS 70909.
- For non-urgent reporting, concerned parties can fill up the form or call 1800-777-0000 to make a report.

For those coping with grief

Here are some helpful resources for those in need:-

- Child Bereavement Support (Singapore)
- Samaritans of Singapore

Help Resources dedicated to youths and children

Please take note of our advisories here on sharing personal information, how to manage your privacy and using the ignore list.

Are you a youth, child, or someone needing emotional and mental health support?

ec2.sg is a community mental health programme for youths aged between 12 to 25 years old. They even have a chat to connect users with a suitable counsellor. Get started here.

CHAT – Centre of Excellence for Youth Mental Health, established by the Institute of Mental Health (IMH) under Singapore's Ministry of Health (MOH), is the National First-Stop Touchpoint for Youth Mental Health Support for young people aged 16 to 30. CHAT provides timely, accessible support in a safe and inclusive space. They can be reached at 6493-6500/1 and you can find opening hours and touch points here.

For those feeling lonely and would like a virtual companion buddy, Carey at **Care Corner** is ready to chat with you and connect you with consultants or self-help tools to help you cope better. Get started here.

For younger kids aged 7 to 12, **Tinkle Friend** has suitable information and advisory for this group, including help and chat lines. Head over here for more information.

- Helpline: 1800-2744-788
- Helpline hours: Mon - Fri 2.30pm - 5pm

PleaseStay Movement Singapore is an advocacy and support group to prevent suicide among young people. Head over here for grief support.

	<p>Please explain how your service has made information related to online safety easily accessible for children, including local information. You may also include details on programmes and initiatives to educate and raise awareness of such information.</p> <p>Children:</p> <p>HWZ Forums has an updated Help & Safety Resources page (please refer to above image) with information on the availability of tools and Singapore-based safety resources and support centres. It is easily accessible at our HWZ Forums Help section, understandable by youths, and includes information on tools available to protect children from harmful and/or inappropriate content and unwanted interactions.</p>	
<p>Paragraph 14: End-users who use high-risk search terms such as, but not limited to, terms relating to self-harm and suicide on the Service must be actively offered relevant safety information (stated in paragraph 13) such as, but not limited to, local suicide prevention hotlines, if available.</p> <p><i>And</i></p> <p>Paragraph 22: Children who use high-risk search terms, such as, but not limited to, terms relating to self-harm and suicide, on the Service must be actively offered relevant</p>	<p>Please provide information on safety resources provided to users who use high-risk search terms with new examples of search terms, that are not limited to self-harm and suicide. Do include screenshots or evidence where possible.</p> <p>All End-users in Singapore:</p> <p>End-users who use high-risk search terms on HWZ Forums are actively offered relevant safety information.</p> <p>Examples of high-risk search terms that are relevant to the HWZ Forums community discussions and their respective associated online safety information that our system proactively offers:</p> <ul style="list-style-type: none"> • Scam, scammer, scammed, phish, phishing → Scam Alert resources from ScamShield and National Crime Prevention Council NCPC 	

safety information (stated in paragraph 21) such as, but not limited to, local suicide prevention hotlines, if available.

- Suicide, sick of life, end my life, goodbye world, bedok reservoir, tired of living, depression, want to die, suicidal → [Samaritans of Singapore SOS](#)
- Sexual harassment → [Family violence and sexual harassment resources from AWARE](#)
- Stress, grief, bully, bullying, harass, harassment, anxiety, depressed, depression, cope with loss → [Assistance resources from Mindline.SG](#)

Example of relevant safety information actively offered when end-user searches for suicide:

Forums Search

Search results for query: *suicide*

Need Help?
Reach out or speak with someone from Samaritans of Singapore (SOS). They are here to listen 24/7. [More info.](#)

Enable moderation ▾

1 2 3 ... 10 Next ▸

you dare to buy resale condo with people killed or commit **suicide within unit?**
you dare to buy resale condo with people killed or commit **suicide** within unit?
charlieeagle1111 · Thread · Wednesday at 4:23 PM · Replies: 67 · Forum: Eat-Drink-Man-Woman

H **Nearly 8% of Singapore adults have had suicidal thoughts: IMH**
Nearly 8% of Singapore adults have had suicidal thoughts: IMH :eek:eek: <https://theindependent.sg/nearly-8-of-singapore-adults-have-had-suicidal-thoughts-imh/>
homer1111 · Thread · Jan 1, 2024 · Replies: 35 · Forum: Eat-Drink-Man-Woman

L **Was there a **suicide** case at selegie house last month?**
Does anyone here recall seeing any news reports on a guy who committed **suicide** at selegie house?
kidd11 · Thread · Jan 10, 2024 · Replies: 2 · Forum: Eat-Drink-Man-Woman

Please provide information of safety resources provided to users who use high-risk search terms. The information provided is not limited to terms relating to self-harm and suicide. Do include screenshots or evidence where possible.

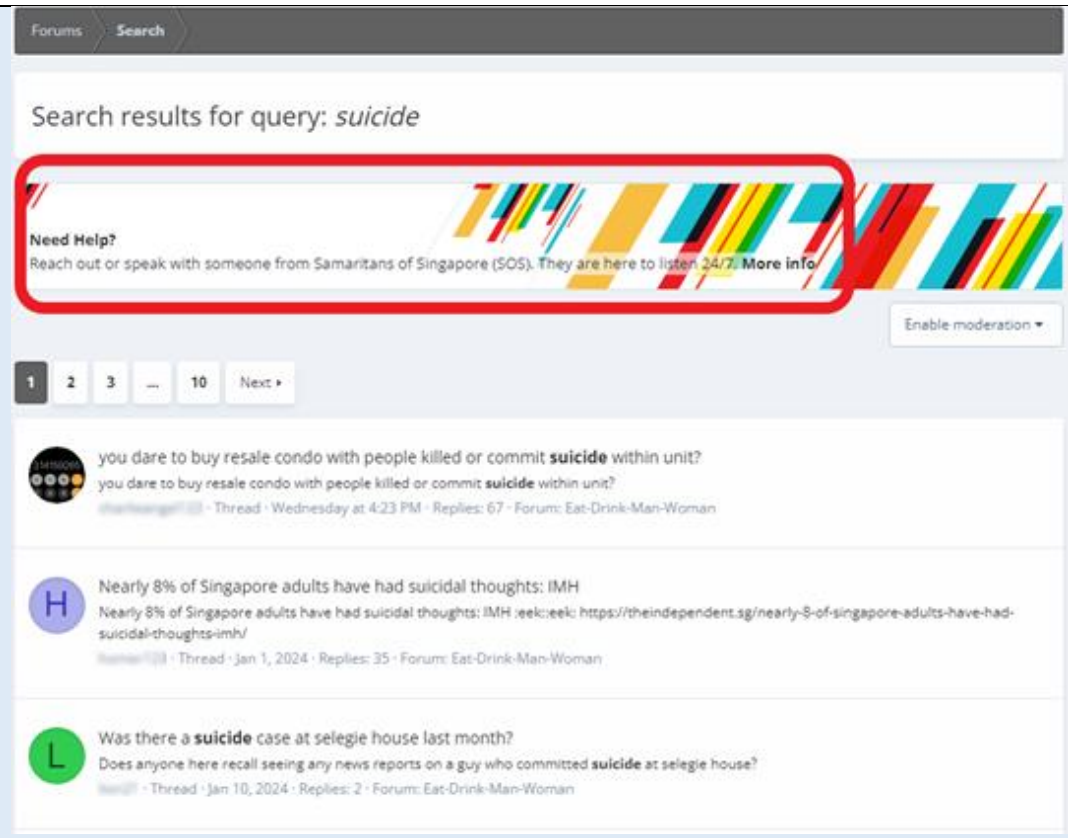
Children:

Children who use high-risk search terms on HWZ Forums are actively offered relevant safety information.

Examples of high-risk search terms that are relevant to HWZ Forums community discussions and their respective associated online safety information that our system pro-actively offers:

- Scam, scammer, scammed, phish, phishing → [Scam Alert resources from ScamShield and National Crime Prevention Council NCPC](#)
- Suicide, sick of life, end my life, goodbye world, bedok reservoir, tired of living, depression, want to die, suicidal → [Samaritans of Singapore SOS](#)
- Sexual harassment → [Family violence and sexual harassment resources from AWARE](#)
- Stress, grief, bully, bullying, harass, harassment, anxiety, depressed, depression, cope with loss → [Assistance resources from Mindline.SG](#)

Example of relevant safety information actively offered when children search for suicide:



Paragraph 15: End-users' exposure to child sexual exploitation and abuse material and terrorism content on the Service must be minimized through the use of technologies and processes. These technologies and processes must proactively detect and swiftly remove child sexual exploitation and abuse material and terrorism content as technically feasible, such that the extent and length of time to which such content is available on the Service is minimised.

Please provide information on the measures, and include screenshots or evidence where possible.

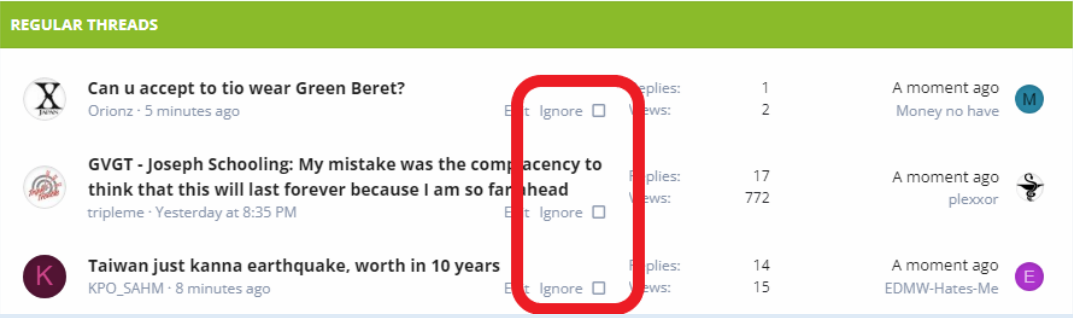
All End-users in Singapore:

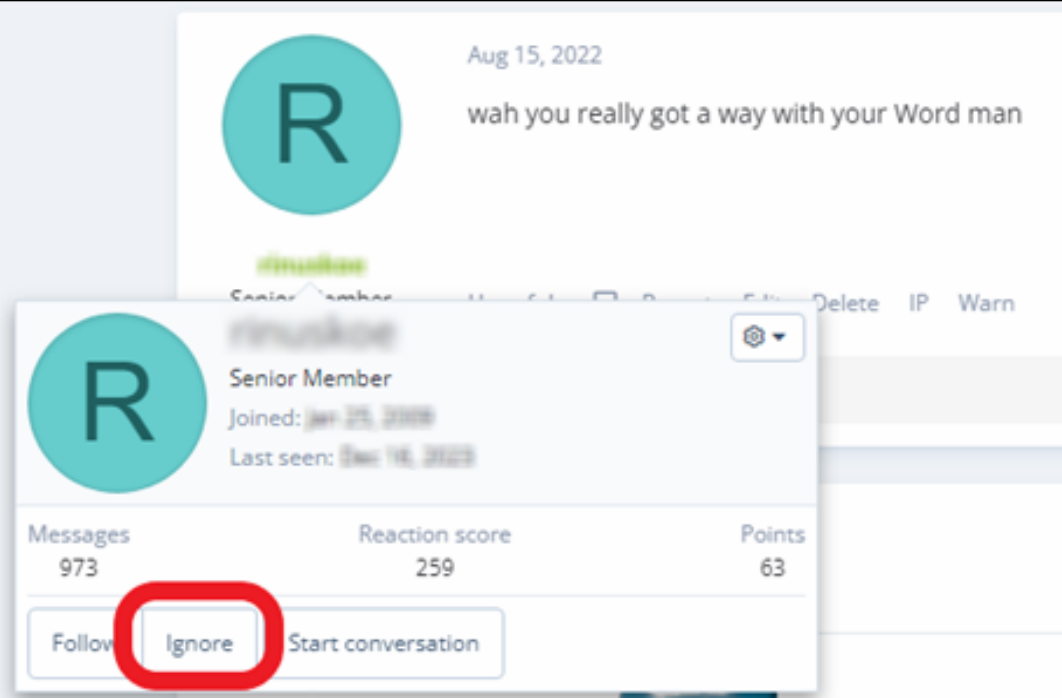
HWZ Forums strictly prohibits child sexual exploitation and abuse material, and terrorism content as per our published [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#).

As per the measures described in the response to Paragraphs 8 and 9 above, the incidence rate of such content is very low; even if it somehow gets past our in-house content classification system, HWZ Forums has a very active community and moderators who understand the dire consequences of such content and will promptly report such content to the HWZ Forums team for review and action. As per the response to Paragraph 11 above,

	<p>warnings and infraction points will be issued in accordance with our Forum Warning System, which may lead to account bans.</p>	
<p>Paragraph 16: End-users must be protected from preparatory child sexual exploitation and abuse activity and terrorism activity on the Service through reasonable and proportionate steps taken by the Service to proactively detect and swiftly remove preparatory child sexual exploitation and abuse activity (such as online grooming for child sexual abuse) and terrorism activity (such as glorifying or endorsing terrorist activities and recruitment).</p>	<p>Please provide information on the measures, and include screenshots or evidence where possible.</p> <p>All End-users in Singapore:</p> <p>Please refer to response to Paragraph 15 above.</p>	
<p>Paragraph 17: Besides harmful content, children’s exposure to inappropriate content must also be minimised through reasonable and proportionate measures. These measures include, but are not limited to, a set of community guidelines and standards and content moderation measures put in place and effected by the Service that are appropriate for children. These community guidelines and standards must minimally address the following categories of content, and must be published:</p> <p>(a): Sexual content (b): Violent content (c): Suicide and self-harm content (d): Cyberbullying content</p>	<p>Please provide information on the measures, and include screenshots or evidence where possible.</p> <p>Children: Paragraph 17(a): Sexual content</p> <p>HWZ Forums has a published policy prohibiting sexual/lewd/indecent comments in its Guidelines on Egregious Content. Please refer to the response to Paragraphs 8 and 9 above for details.</p> <p>Children: Paragraph 17(b): Violent content</p> <p>HWZ Forums has a published policy prohibiting violent content in its Guidelines on Egregious Content. Please refer to the response to Paragraphs 8 and 9 above for details.</p> <p>Children: Paragraph 17(c): Suicide and self-harm content</p> <p>HWZ Forums has a published policy that prohibits suicide and self-harm content in its Guidelines on Egregious Content. Please refer to the response to Paragraphs 8 and 9 above for details.</p>	

	<p>Children: Paragraph 17(d): Cyberbullying content</p> <p>HWZ Forums has a published policy that prohibits harassment/cyberbullying content in its Guidelines on Egregious Content. Please refer to the response to Paragraphs 8 and 9 above for details.</p>	
<p>Paragraph 18: Children must not be targeted to receive content that the Service is reasonably aware to be detrimental to their physical or mental well-being. Such content includes the categories of harmful and/or inappropriate content in paragraphs 4 and 17. In this regard, content targeting refers, but is not limited to, advertisements, promoted content and content recommendations.</p>	<p>Where applicable, please <u>provide details</u> on how the measures apply to content targeting including, but not limited to, advertisements, promoted content and content recommendations.</p> <p>Children:</p> <p>HWZ Forums has a published policy that prohibits unauthorised advertising, promotional content, and external links to commercial websites with the intent to profit and/or promote a commercial entity in the Guidelines on Advertising, Promotion, Representation.</p> <p>Advertisements and promotional content are managed and have to be authorised by the SPH Media Sales team. Children and all end-users will not receive content that HWZ Forums is reasonably aware to be detrimental to their physical or mental well-being.</p> <p>Guidelines on Advertising, Promotion, Representation:</p> <div data-bbox="680 944 1744 1458" style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center;">Advertising, Promotion, Representation</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Help</p> <ul style="list-style-type: none"> Forums Content Policy Help & Safety Resources Where can I manage my privacy options? Personal Information What is the ignore list? <p>Membership</p> <ul style="list-style-type: none"> Why should I sign up as a www.HardwareZone.com Member? </div> <div style="width: 65%;"> <p>All posts that have advertising and/or promotional content are NOT allowed within the forums. External links to commercial websites with the intent to profit and/or promote a commercial entity are also not allowed. They will be removed without prior warning by our Moderators.</p> <p>Promoting and sharing content that compete with HardwareZone are also not allowed.</p> <p>Repeated offence by any member will be deemed as an act of purposeful violation of our Terms of Use and www.HardwareZone.com reserves the right to warn and ban offenders from using the forum without prior notice.</p> <p>Furthermore, accounts impersonating brands, political parties, figure heads, personalities, celebrities and other people/organisations of interest are not allowed. Such accounts will be terminated. Representation is not allowed in the forum without prior written authorization from the HWZ team. Kindly refer to the Verified Account program for more information.</p> <p>www.HardwareZone.com aims to build a knowledge base of valuable information contributed by our community.</p> <p>Interested organisations, representatives and brands who are interested in reaching out to our community for collaboration should contact our media sales team. Our media sales executives will be most happy to craft out an effective marketing campaign best suited for your needs. You may send in your advertising enquiries at the below mentioned URL.</p> <p>https://www.sph.com.sg/contact-us</p> </div> </div> </div>	

<p>Paragraph 19: Children or their parents/guardians must have access to tools that enable them to manage children’s safety, and effectively minimise children’s exposure to, and mitigate the impact of, harmful and/or inappropriate content and unwanted interactions on the Service. These tools may include the following:</p> <p>(a): Tools to effectively manage the content that children see and/or their experiences.</p> <p>(b): Tools to:</p> <ol style="list-style-type: none"> i. Limit the public visibility of children’s accounts, including their profile and content; ii. Limit who can contact and/or interact with children’s accounts; and iii. Limit location sharing 	<p>Please describe in detail the tools available on your service for children and/or parents/guardians to effectively manage the content that children see and/or their experiences, and how they meet the outcomes described in paragraph 19 of the Code.</p> <p>Children: Paragraph 19(a): Tools to effectively manage the content that children see and/or their experiences.</p> <p>To effectively manage the content that children see and/or their experiences, HWZ Forums has tools to ignore content discussions and ignore members.</p> <p>Ignore discussion option:</p>  <p>Ignore member button:</p>	



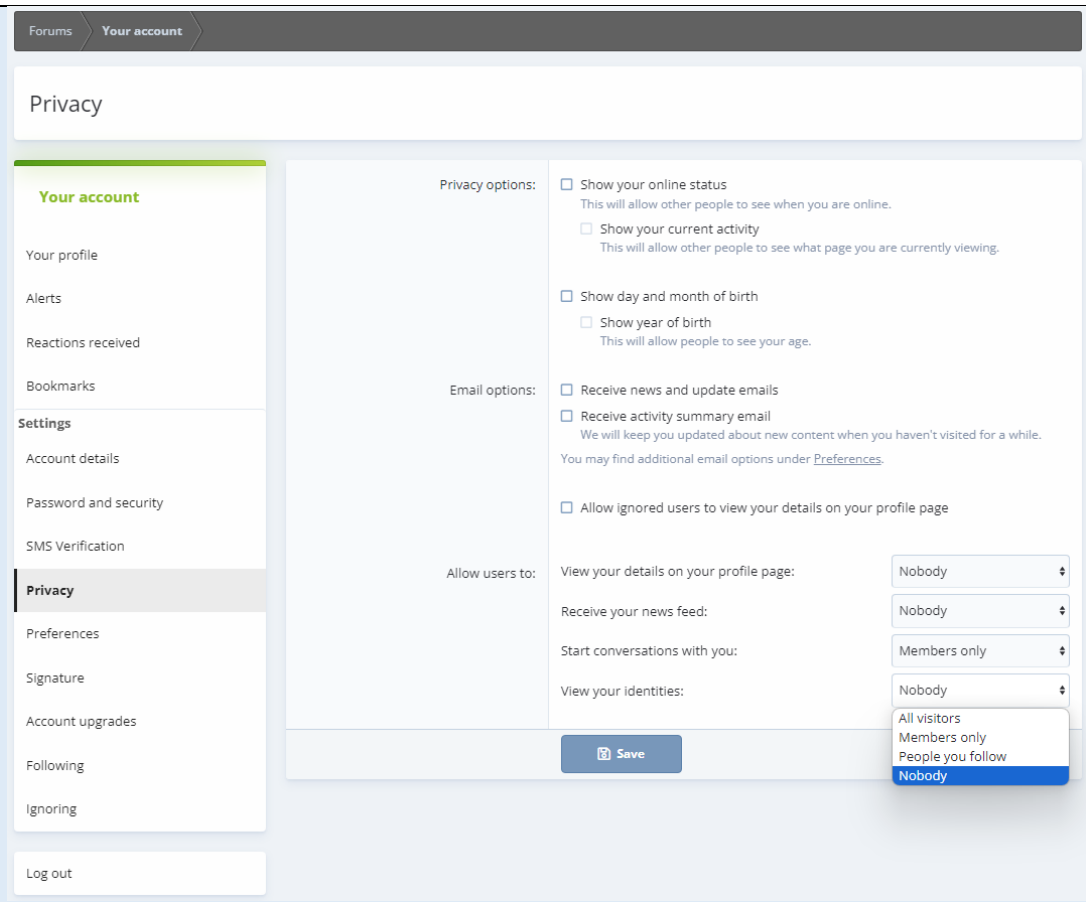
Children:

Paragraph 19(b): Tools to:

- i. Limit the public visibility of children’s accounts, including their profile and content;
- ii. Limit who can contact and/or interact with children’s accounts; and
- iii. Limit location sharing.

To limit the public visibility of children’s accounts, including their profile and content, and who can contact and/or interact with children’s accounts, all registered members have access to control their account’s privacy options. Location sharing is not applicable to HWZ Forums; it does not capture nor show location of end-users.

Account privacy options:



Paragraph 20: Unless the Service restricts access by children, children must be provided differentiated accounts whereby the settings for the tools to minimise exposure and mitigate impact of harmful and/or inappropriate content and unwanted interactions are robust and set to more restrictive levels that are age appropriate by default. Children or their parent/ guardians must be provided clear warnings of implications if they opt out of the default settings.

Please describe the settings/tools and explain how they are robust and set to more restrictive levels by default for children. Do include screenshots or evidence where possible.

Children:

Please refer to the response to Paragraphs 8 and 9 above.

Section B: User Reporting and Resolution

Paragraph 23: Any individual must be able to report concerning content or unwanted interactions to the Service in relation to the categories of harmful and/or inappropriate content in paragraphs 4 and 17. In this regard, the reporting and resolution mechanism provided to end-users must be effective, transparent, easy to access, and easy to use.

Please provide information on the measures, and include screenshots or evidence where possible.

All End-users in Singapore:

Paragraph 23(a): End-users' reports must be assessed, and appropriate action(s) must be taken by the Service in a timely and diligent manner that is proportionate to the severity or imminence of the potential harm. In particular, timelines must be expedited for content and activity related to terrorism. Appropriate action(s) may include:

- i. Swiftly removing the reported content or restricting access to the reported content; and
- ii. Warning, suspending, or banning the account(s) that generated, uploaded, or shared the reported content.

Type 1 – Detection by HWZ Forum's automated system followed by action from HWZ Forum Moderators


Any harmful/objectionable content posted by a user is automatically blocked and flagged by our internal system [Figure I below] for the Moderators to review it. The post is assigned a percentage score depending on the extent of harmful content and is ranked accordingly on the "Active" and "Priority" reports. [Figure II below]

The Moderator assesses the validity of the reports according to our [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any of the rules or guidelines be violated, the reported content will be swiftly removed. Based on the severity of the content, warnings and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

Figure I:

Forums Reports

Post in thread 'Heng ah, 6-year-old girl found safe in Selangor'

 **qguser**
Arch-Supremacy Member
Messages: 18,146 · Reaction score: 2,475 · Points: 113


Unforgivable pedo!

Forum: Eat-Drink-Man-Woman

[Go to content](#)

Created	Reports	Comments	Status	Updated
16 minutes ago	1	0	Open	16 minutes ago



Comments

 **hwzadmin** · 16 minutes ago · [Report](#)

This post is auto moderated.

Harmful score: 91.4%

Update Reassign

B I  

Your comment will only be visible to moderators.








Status: Do not change
 Assigned
 Resolved
 Rejected

Send resolution/rejection alert:

Any resolution/rejection alert text will be appended automatically to the current comment.

[Save](#)

Figure II:

Forums					
Reported items					
Find reports ▾					
Active reports					
Closed reports					
Priority Reports					
	Eat-Drink-Man-Woman Post in thread '[Update: 23 July 2024 - girl found] 6yo M'sia xmm Goes Missing During Festival In Johor Bahru' FirstUser - 23-07-2024 13:09	Open	Reports: 1 Comments: 0 Harmful: 91.3%	23-07-2024 13:09	hwzadmin
	Eat-Drink-Man-Woman Post in thread '[Update: 23 July 2024 - girl found] 6yo M'sia xmm Goes Missing During Festival In Johor Bahru' Chen008 - 23-07-2024 12:57	Open	Reports: 1 Comments: 0 Harmful: 95.7%	23-07-2024 12:57	hwzadmin
	Eat-Drink-Man-Woman Post in thread 'Heng ah, 6-year-old girl found safe in Selangor' spuer - 23-07-2024 12:42	Open	Reports: 1 Comments: 0 Harmful: 91.4%	23-07-2024 12:42	hwzadmin
	Eat-Drink-Man-Woman Post in thread '[SG 1st case].....38yo man sexual assault wife 2X kena jail & caning.....' 11.11. - 23-07-2024 12:03	Open	Reports: 2 Comments: 1 Harmful: 8.8%	23-07-2024 12:39	genetico
	Eat-Drink-Man-Woman Post in thread 'Govt gst voucher 2024 countdown! Ragg123 - 23-07-2024 10:40	Open	Reports: 1 Comments: 0 Harmful: 7.8%	23-07-2024 10:40	buttbERry
	Eat-Drink-Man-Woman Post in thread '6yo M'sia xmm Goes Missing During Festival In Johor Bahru' shappaspy - 23-07-2024 08:42	Open	Reports: 1 Comments: 0 Harmful: 15.7%	23-07-2024 08:42	nod32fan
	Stocks, Shares and Indices Post in thread 'USA Stocks discussion - Part 3' dlr_jane - 22-07-2024 11:34	Open	Reports: 1 Comments: 0 Harmful: 65.4%	22-07-2024 11:34	lowzeewee

Type 2 – End-user Reporting

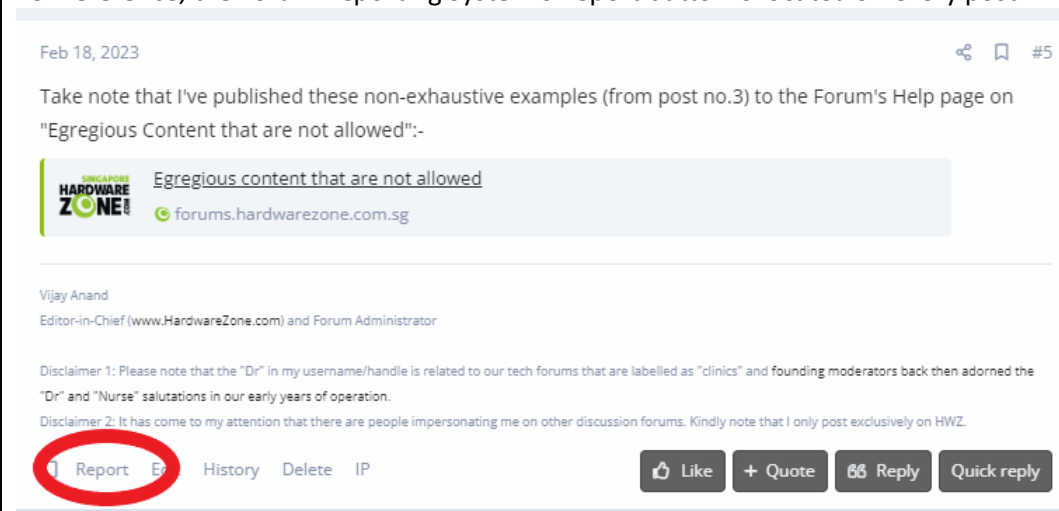
End-users can submit reports on concerning content or unwanted interactions to the HWZ Forums team via any of the following channels:

- Forum Reporting System
- [Contact Us page](#)
- [Feedback Forum](#)
- Email (hwzmembership@sph.com.sg)

We will assess the validity of the reports according to our [HWZ Forums Content Policy](#) and [Guidelines on Egregious Content](#). Should any of the rules or guidelines be violated, the reported content will be swiftly removed. Based on the severity of the content, warnings

and infraction points are issued in accordance with our [Forum Warning System](#), which may lead to account bans for repeated violations.

For reference, the Forum Reporting System's Report button is located on every post:



Please provide information on the measures, and include screenshots or evidence where possible.

All End-users in Singapore:

Paragraph 23(b): Where the Service receives a report that is not frivolous or vexatious:

- i. The end-user who submitted the report must be informed of the Service's decision and action taken with respect to that report without undue delay.
- ii. Should the Service decide to take action against the report content or account(s), the end user holding the account(s) that generated, uploaded, or shared the reported content must be informed of the Service's decision and action without undue delay.


The Forum Reporting System is built with proper resolution procedures for the HWZ Forums team to convey actions taken to both the user who submitted the report and the user who posted the reported content.

Example of Forum Reporting System UI for the HWZ Forums team when a report is received:

Go to content

Created Today at 1:38 PM Reports 1 Comments 0 Status Open Updated Today at 1:38 PM

Comments

 **Min Min** · Today at 1:38 PM · [Report](#)

Calling people childless women barren
This TS starts a flamebait thread and fights everyone who disagrees with him!!

Update Reassign

Status:

- Do not change
- Assigned
- Resolved
- Rejected

Send resolution/rejection alert:

Thread closed and author has been publicly warned. Thank you.

Any resolution/rejection alert text will be appended automatically to the current comment.

[Save](#)

Forums **Reports**

Example of a report resolved with an alert automatically sent to the end-user who submitted the report:

Go to content

Created	Reports	Comments	Status	Updated
Aug 15, 2022	1	1	Resolved	Aug 15, 2022

Comments

Min Min · Aug 15, 2022 · [Report](#)
Calling people childless women barren
This TS starts a flamebait thread and fights everyone who disagrees with him!!

Dr.Vijay · Aug 15, 2022
Status changed: Resolved
The following alert was sent:

Thread closed and author has been publicly warned. Thank you.

All forum notifications are housed at the top of the HWZ Forum page. When a notification is received, end-users will be notified visually and will receive a notification showing the alert message as follows:

The screenshot shows a forum interface with a notification pop-up. The notification is titled "Alerts" and contains the following text: "Your recent report has been resolved: Post in thread 'Priced wrongly?' - Inappropriate comment removed 2 minutes ago". The forum page background shows the "HardwareZone" logo, a search bar, and buttons for "New posts" and "Post thread...".

Example of alert and message automatically sent to the user who posted the reported content:

Alerts

hwzadmin issued you a warning for **Posting Inappropriate Comment / Content** for 6 points, expiring Jan 5, 2024 at 10:00 PM.
2 minutes ago

Show all... Preferences

Showing 20 messages per page Star Mark unread Leave

2 minutes ago New

hwzadmin
Arch-Supremacy
Member
Joined: Apr 1, 2005
Messages: 18,542
Reaction score: 52

You have received a warning for the following offending post:

This is spam

Your post ([Vpost? Borderlinx? Comgateway?](#)) has resulted in a warning with 6 points. Your account's access may be limited due to the total amount of warning points accumulated.

For guidelines on the acceptable usage of HWZ forums, please refer to <https://forums.hardwarezone.com.sg/threads/important-edmw-must-reads.2005501/>
More information on the warning system can also be found at <https://forums.hardwarezone.com.sg/threads/warning-system.6771918/>

Regards,
HardwareZone Forums

Report Like

Please provide information on the measures, and include screenshots or evidence where possible.

All End-users in Singapore:

Paragraph 23(c): The end-users referred to in sub-paragraphs (b)(i) and (b)(ii) must be allowed to submit requests to the Service for a review of the decision and action taken.

End-users can submit requests to the HWZ Forums team for a review of the decision and action taken via any of the following channels:

- [Contact Us page](#)
- [Feedback Forum](#)
- Email (hwzmembership@sph.com.sg)

Section C: Accountability – Mandatory Information and Metrics

Paragraph 24: End-users must have access to clear and easily comprehensible information that enable them to assess the level of safety and related safety measures afforded by the Service and make informed choices.

Please provide information on the measures, and include screenshots or evidence where possible.

All End-users in Singapore:

HWZ Forums has published clear and easily comprehensible information in the [Community Guidelines and Standards](#) to enable end-users to assess the level of safety and related safety measures afforded by the platform and make informed choices. End-users are also provided tools and controls via their [account preferences](#) and [privacy options](#).

Please refer to Section A above for screenshots.

Paragraph 25(b): How much and what types of harmful or inappropriate content end-users in Singapore encounter on the Service

Please provide information and insert data metric(s), broken down by the content and end-user categories.

The use of the following table format (or a comparable version) is encouraged.

Content Categories	End-user Categories	Volume of harmful / inappropriate content end-users in Singapore encounter
Sexual content	All End-users in Singapore	152
	Children	-

Violent content	All End-users in Singapore	8
	Children	-
Suicide and self-harm content	All End-users in Singapore	3
	Children	-
Cyberbullying content	All End-users in Singapore	16
	Children	-
Content endangering public health	All End-users in Singapore	1
Content facilitating vice and organized crime	All End-users in Singapore	1
Sub-total: All End-users in Singapore		181
Sub-total: Children		-
Total		181

Please note that HWZ Forums currently does not offer differentiated children’s accounts; as such, all guidelines, standards, and measures apply to children as well. Hence, all data metrics are taken collectively as ‘All End-users in Singapore’ for the period 1 Apr 2024 to 31 Mar 2025.

Section C: Accountability - Additional Information and metrics

Paragraph 26(a): The number and types of end-user reports received from end-users in Singapore, and the number and types of harmful and inappropriate content removed as a result of end-user reports.

Please provide information and insert data metric(s) that IMDA has agreed to, broken down by the content and end-user categories.

The use of the following table format (or a comparable version) is encouraged.

Content Categories	End-user Categories	Volume of end-user reports received	Volume of content removed, as a result of end-user reports
Sexual content	All End-users in Singapore	133	105
	Children	-	-
Violent content	All End-users in Singapore	11	8
	Children	-	-
Suicide and self-harm content	All End-users in Singapore	4	2
	Children	-	-
Cyberbullying content	All End-users in Singapore	25	9
	Children	-	-
Content endangering public health	All End-users in Singapore	4	4
Content facilitating vice and organized crime	All End-users in Singapore	1	1
Sub-total: All End-users in Singapore		178	124
Sub-total: Children		-	-
Total		178	124

Please note that HWZ Forums currently does not offer differentiated children's accounts; as such, all guidelines, standards, and measures apply to children as well. Hence, all data metrics are taken collectively as 'All End-users in Singapore' for the period 1 Apr 2024 to 31 Mar 2025.


Compared to the previous Online Safety Report (July 2023 to June 2024), there's a notable drop in the number of harmful content removed across all categories. This is due to shifts in user behaviour, as persistent errant users were banned from HWZ Forums over time.


Examples of harmful content observed

Category - Violent Content removed as a result of end-user report:

Aug 25, 2024

#17

 This message is awaiting moderator approval, and is invisible to normal visitors.

 Violent Content

I don't allow others to take advantage of me and my goodwill. I'm not sure about you?


Moreover I only asked her to give her 2 young kids up for adoption as this kind of baggage will only make me a cuckold.

If I were truly callous I would have told her to throw the kids down from the window.

Category - Cyberbullying Content removed as a result of end-user report:

Jan 19, 2025

#90

 This message is awaiting moderator approval, and is invisible to normal visitors.

hope your mother dies in her sleep tonight
**** u byebye!

Mar 17, 2025

#9,026

 Deleted [redacted] · Mar 17, 2025 · [redacted]

I am not supporting opposition just not supporting pap.. hello dog
U r not sg-utd, u dont represent sg but only pap and is a dog.

Paragraph 26(b): The time between the Service receiving end-user reports from end-users in Singapore on harmful and inappropriate content and taking action (if any) as an aggregate.

Please provide information and the median/average time taken. Where possible, please provide the breakdown by content and end-user categories.

The use of the following table format (or a comparable version) is encouraged.

Content Categories	End-user Categories	Median/average time taken to take action on end-user reports in Singapore	Volume of content removed, as a result of end-user reports
Sexual content	All End-users in Singapore	3 hrs	105
	Children	-	-
Violent content	All End-users in Singapore	1 hr	8
	Children	-	-
Suicide and self-harm content	All End-users in Singapore	3 hrs	2
	Children	-	-
Cyberbullying content	All End-users in Singapore	7 hrs	9
	Children	-	-
Content endangering public health	All End-users in Singapore	11 hrs	4
Content facilitating vice and organized crime	All End-users in Singapore	12 mins	1

Please note that HWZ Forums currently does not offer differentiated children's accounts; as such, all guidelines, standards, and measures apply to children as well. Hence, all data metrics are taken collectively as 'All End-users in Singapore' for the period 1 Apr 2024 to 31 Mar 2025.

Paragraph 26(c): The number and types of harmful or inappropriate content proactively removed by the Service that are:
i. Accessible by end-users in Singapore; and
ii. Originated from Singapore.

Please provide information and insert data metric(s) that IMDA has agreed to, broken down by the content and end-user categories.

The use of the following table format (or a comparable version) is encouraged.

Content Categories	End-user Categories	Volume of content proactively removed that are (i) accessible by end-users in Singapore	Volume of content proactively removed that are (ii) originated from Singapore
Sexual content	All End-users in Singapore	47	47
	Children	-	-
Violent content	All End-users in Singapore	0	0
	Children	-	-
Suicide and self-harm content	All End-users in Singapore	1	1
	Children	-	-
Cyberbullying content	All End-users in Singapore	7	7
	Children	-	-
Content endangering public health	All End-users in Singapore	1	1
Content facilitating vice and organized crime	All End-users in Singapore	1	1
Sub-total: All End-users in Singapore		57	57
Sub-total: Children		-	-
Total		57	57

Please note that HWZ Forums currently does not offer differentiated children's accounts; as such, all guidelines, standards, and measures apply to children as well. Hence, all data

metrics are taken collectively as 'All End-users in Singapore' for the period 1 Apr 2024 to 31 Mar 2025.

Compared to the previous Online Safety Report (July 2023 to June 2024), there's a notable drop in the number of harmful content removed across all categories. This is due to shifts in user behaviour, as persistent errant users were banned from HWZ Forums over time.

Paragraph 26(d): The number of accounts suspended or banned in Singapore, and the reasons for suspending or banning accounts in relation to the categories of harmful and inappropriate content in paragraphs 4 and 17.

Please provide information and insert data metric(s) that IMDA has agreed to. Where possible, please provide the breakdown by content categories.

Content Categories	End-user Categories	Volume of accounts suspended or banned in Singapore
Sexual content	All End-users in Singapore	7
	Children	-
Violent content	All End-users in Singapore	3
	Children	-
Suicide and self-harm content	All End-users in Singapore	1
	Children	-
Cyberbullying content	All End-users in Singapore	4
	Children	-
Content endangering public health	All End-users in Singapore	1
Content facilitating vice and organized crime	All End-users in Singapore	1
Sub-total: All End-users in Singapore		17
Sub-total: Children		-
Total		17

Please note that HWZ Forums currently does not offer differentiated children’s accounts; as such, all guidelines, standards, and measures apply to children as well. Hence, all data metrics are taken collectively as ‘All End-users in Singapore’ for the period 1 Apr 2024 to 31 Mar 2025.

Appendix: HWZ Forum's new Age Verification System and Rollout Plan

1. Updated Age Verification System on HWZ forum

1. The current age query pop-up will be phased out and replaced with an updated age verification system (via sgID) that works hand in hand with our updated content classification model to determine access levels and prevent the viewing of posts that the system classifies as inappropriate for youths.
 - a.) As part of PDPA compliance, the sgID age verification will only store (via API call) the "Yes / No" outcome of whether the user is 18 years or older with the member's profile. No other data is collected/stored by HardwareZone Forums via this age verification process.
2. If the user does not have a member account, they cannot view content marked as inappropriate for youths and will be invited to sign up for membership. Post-membership sign-up, the user must still complete the age verification to view such posts.
 - a.) For clarity, the existing rules still apply, and all posts (which include content that is accessible by an age-verified mature audience) must comply with our established [content policy](#). For avoidance of doubt, the forum [disallows any egregious content](#).
3. To sum up the foregoing, moving forward, the HWZ forum platform will essentially have a "tiered" content viewing experience:-
 - Type 1: A HWZ forum member who is logged in and is age-verified to view all post content on HWZ forums.
 - Type 2: A HWZ forum member who is logged in and is age-verified to be below 18/did not verify/not logged in/non-member will not have access to view age-inappropriate posts.

2. Updated content classification model on HWZ forum

The current content classification system is based on reviews by an experienced forum moderation team, who've reviewed numerous posts to determine what are highly objectionable posts, to develop and train our own content classification model that identifies and prevents such posts from being published publicly.

When any user creates a forum post, the content is "scrubbed" against our content classification system and assigned a "harmful" score in real time. If the score "hits" the highly objectionable threshold, the post is automatically blocked from publication, and an alert is sent to the moderation team to investigate/review.

Moving forward, the new HWZ content classification system classifies if a post is:-

- a) highly objectionable
- b) if it's suitable for mature audiences
- c) if it's suitable for any age group

This is based on an updated content classification model, trained with human moderators in the loop, that factors in lingo, the connotations of certain phrases, linguistic jokes that require mastery of particular languages, and/or an understanding of acceptable social and cultural norms, among others.

3. Implementation Timeline

Our detailed step-by-step user flows have been mapped, and the team is currently translating the new workflow on our development server, followed by internal testing and verification for internal trials in early January, with a firm go-live period in the week of 26 January 2026. We're also collectively working on a new Terms of Service for the HWZ forums platform, which will go live before the end of January 2026.

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