

Online Guidance and Safety for ePremier League Players (U18)

Gfinity are committed to safeguarding all young people aged under 18 who will be participating throughout each stage of the ePremier League competition.

It is important that care is taken by each player, while competing in the ePremier League to protect personal information and keep themselves safe online.

Setting up safely:

- Use a strong password when creating your account.
- Do not expose your true identity and stay anonymous.
- Avoid using a nickname which could include any part of your real name (or give any indication on your personal and private information).
- Keep your password and login details safe and secure.
- Choose an avatar as a photo option and not a real photo of you.

Guidance for players during the online stages:

- Never give out your private information or details to people you have never met offline or don't know personally.
- Never give out your personal information as this could be used to steal your identity or impersonate you in an online environment.
- Never give out personal details of family or friends including mobile numbers, social media IDs, email addresses, home addresses or schools.
- Never post or send anything electronically that is threatening, abusive or discriminatory as this could be against the law and have serious consequences.
- Do not be tempted to interact away from the game through social media or apps with people you have never met offline, even if they seem genuine.
- Do - tell a trusted adult about any communication you receive during the games, that you are concerned, unsure or not happy about. You can also make a report direct to the police at: <https://www.ceop.police.uk/safety-centre/should-i-make-a-report-to-ceop-yp/>

Code of Conduct

In addition to this guidance, all players should read the ePremier League Official Gameplay Rules, which includes the ePremier League Code of Conduct outlining the behaviour expected of all Players throughout the competition. You can read the code of conduct here: https://e.premierleague.com/code_of_conduct

Reporting Process:

1. In a first instance, please raise any concerns through the live online support agents on the <https://e.premierleague.com/> website or through clicking Support on the website.
2. If you would like to personally escalate immediately, please email safeguarding@gfinity.net which is monitor throughout the different stages.

3. Should an issue be reported all relevant evidence will be collected and a formal report completed which will be escalated to the designated ePL safeguarding lead.
4. The safeguarding lead will coordinate with Gfinity to determine whether the issue requires escalation to the ePremier League Management Committee.
5. If the issue requires escalation, the evidence/report will be collated and distributed to the committee for consideration.
6. The outcome will be determined by the committee and actioned by Gfinity as required.

Useful information to remember:

Mute Voice Chats

- In games with voice chat components, adjust your settings to mute conversations to prevent the risk of bullying or verbal abuse.

Live Streaming

- It is important to think carefully about what you are uploading /sharing and with who.
- Once you post or upload something, you lose control of it, especially if someone else shares or screenshots it.
- When live streaming, consider props such as sunglasses so that your face will not be easily identifiable, and the risk of your pictures being taken without your consent will be minimised.

Take Breaks

- Make sure you take breaks when gaming.
- Balance your screen time with other activities, hobbies, sports, or exercise.

Speak out and stay safe - External Support and Advice

It is important to get help and support if you are feeling worried or unsafe, or if you are worried about someone else. Speak to a parent, guardian or trusted adult.

You can call **ChildLine** 08001111 or visit www.childline.org.uk for advice, support or to get help. They can help you deal with online abuse or if you are worried about the way someone has been communicating with you online contact the Child Exploitation and Online Protection Command (**CEOP**): <https://www.ceop.police.uk/Safety-Centre/>.

You can also contact **Thinkuknow.co.uk** which is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline.

Gfinity Safeguarding Contact:

- Maria Markopoulou, 00447909019454, safeguarding@gfinity.net

Please Note:

Gfinity does not have the ability to monitor chat between the players inside of the game (FIFA 21) nor on the PlayStation Network or Xbox Live service and while participants are using those services, their individual policies will apply. You can read the policies following the below links:

- Xbox: <https://support.xbox.com/en-GB/help/family-online-safety/enforcement/file-a-complaint>
- Playstation: <https://www.playstation.com/en-gb/support/account/ps4-report-content-on-psn/>

STAY SAFE AND ENJOY THE GAME