

ISLE OF MAN SHIP REGISTRY

Department for Enterprise

Isle of Man Government

User Safety, Moderation and Child Protection Statement

CrewMatters+ Mobile Application

Version: 1.0

Effective Date: 27 February 2026

Document Owner: Isle of Man Ship Registry

Review Cycle: Annual

1. Application Context

Type:

Secure communication platform for professional maritime users.

User Base:

Registered and authorised users, including maritime crew, organisational staff, and approved administrators.

Communication Features:

Private and group messaging with optional sharing of images, files, or voice content.

Content:

Combination of administrator communications and user-generated content strictly relevant to work and life onboard ships.

Access Control:

User access is managed through registration and authorisation controls.

2. Prohibited Content and Conduct

The platform strictly prohibits:

- Child sexual abuse material (CSAM)
- Grooming, solicitation, or exploitation of minors
- Any content endangering children
- Harassment, threats, hate speech, or illegal content
- Misuse of personal or confidential information

A zero-tolerance approach is applied to violations involving child safety.

3. Reporting Mechanisms

Users and administrators may report safety concerns through:

- In-app reporting tools
- Web reporting form: <https://forms.clickup.com/20459345/f/kgbuh-72396/74VS0Z1M6XNULPDMNL>
- Email reporting: crewmatters@gov.im

Reports should include:

- Reporter contact details
- Usernames or IDs involved
- Date and time of incident
- Description of the behaviour or content
- Supporting evidence where available

4. Investigation and Response Process

Initial Review:

All reports are reviewed by authorised personnel. Urgent risks are prioritised immediately; other reports are assessed within 24 hours.

Content Review and Preservation:

Relevant communications may be securely accessed, preserved, and documented for investigation.

Account Actions:

- Content removal
- Temporary restrictions or suspension
- Permanent account termination

Law-Enforcement Cooperation:

Where credible evidence of child exploitation, serious criminal conduct, or risk of harm exists, the Administration will preserve relevant evidence, notify the appropriate competent authority in accordance with applicable law, and cooperate with lawful investigations.

Organisational Notification:

Where appropriate, relevant administrators or organisations may be informed to support safeguarding or disciplinary action.

5. Technical Safeguards

- Messages are protected using secure storage and access controls
- Authorised personnel may access content where required for safety, legal, or compliance purposes
- Data is retained only for necessary operational, legal, and safeguarding periods
- Administrative controls allow suspension, termination, content removal, and user blocking

6. Responsible Oversight

User safety, moderation, and legal compliance are overseen by authorised personnel within the Isle of Man Ship Registry responsible for administration of the application.

Designated administrators are responsible for:

- Reviewing safety reports and safeguarding concerns
- Applying moderation and enforcement actions where required
- Coordinating, where necessary, with competent authorities in accordance with applicable law

All safety-related enquiries should be directed through the official reporting channels listed in Section 9.

7. Training and Governance

- Relevant personnel receive regular child-safety and moderation training
- Escalation and response procedures are documented and reviewed
- Policies are reviewed at least annually or when service features change

8. Continuous Improvement

Safety and moderation capabilities are periodically enhanced to maintain effective protection of users and compliance with platform and legal requirements.

9. Contact Information

Safety reporting email:

crewmatters@gov.im

Web reporting form:

<https://forms.clickup.com/20459345/f/kgbuh-72396/74VS0Z1M6XNULPDMNL>

Emergency situations: Users should contact local emergency services or law enforcement where immediate risk exists.

Authority: Isle of Man Ship Registry, Department for Enterprise, Isle of Man Government

Last updated: 27 February 2026