

FACEBOOK

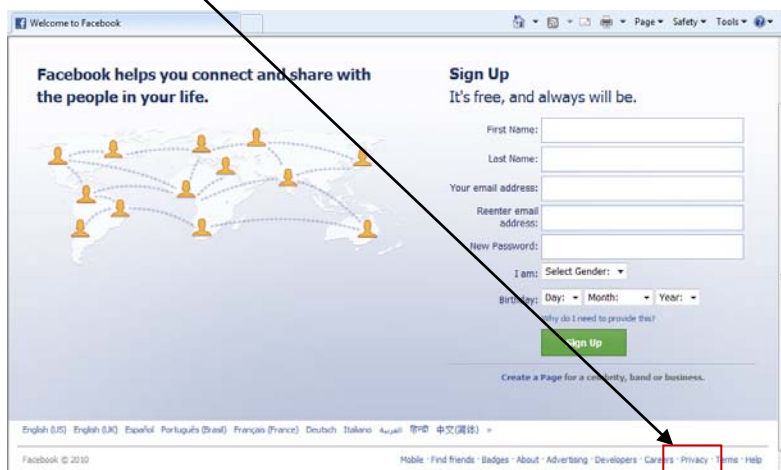
Privacy, content, and making a complaint

This Office frequently receives complaints from members of the public regarding either privacy issues or content-based issues relating to postings on Facebook, the social networking site.

Facebook, Inc. is based in California and is outside the jurisdictional scope of the Office of the Data Protection Supervisor and any such complaints will need to be directed to the organisation itself. This advice note is to assist you with such matters.

Privacy

Facebook provides detail on its privacy policy at <http://www.facebook.com/policy.php> which can be accessed by clicking on the "Privacy" tab at the foot of the pages.



There is also a page dedicated to online safety within the Facebook environment which includes information for parents, teenagers and educators which can be found at <http://www.facebook.com/help/?safety>

Photos and comments

Facebook will not remove photos simply because they are embarrassing – you should ask the person who posted the photo to remove it in such cases. Facebook state that the poster *“should be respectful enough to remove unwanted photos”*. Facebook will only remove photos if they violate the site’s *“Statement of Rights and Responsibilities”*.

You may however report offensive photos via the “Report” link beneath the photo. The following page on Facebook’s site provides information about removing photos in various circumstances – <http://www.facebook.com/help/?page=831>

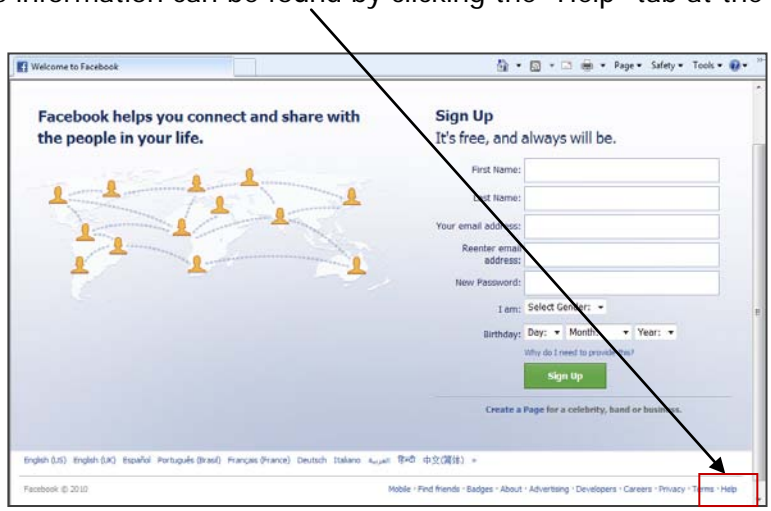
You may also report a photo if you do not have a Facebook account by using the report form on the following page http://www.facebook.com/help/contact.php?show_form=report_photo

If you find comments that are offensive, "explicit, hateful or objectionable", they can also be reported using the "Report" link. Facebook will review your complaint and act to ensure that all users comply with the "Statement of Rights and Responsibilities".

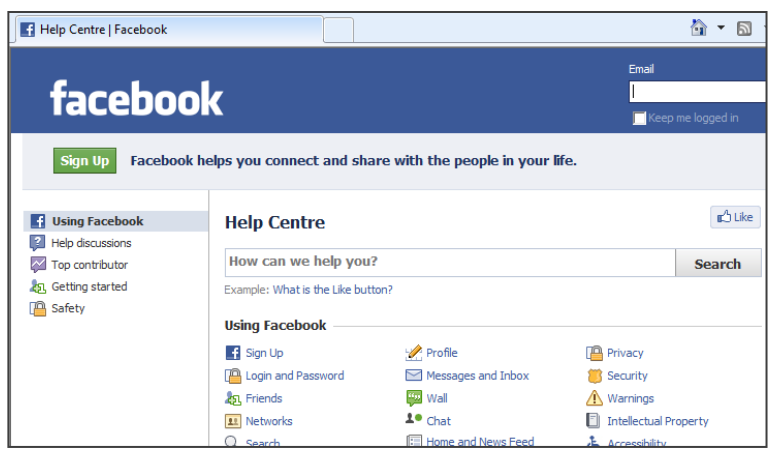
Information on reporting abuse can be found at <http://www.facebook.com/help/?topic=reportabuse>

Making a complaint to Facebook

The website carries information about how to make complaints regarding content such as photos and comments. This information can be found by clicking the "Help" tab at the foot of the pages.



The following screen will appear



By typing "complaint" in the enquiry box a list of relevant questions and answers will appear,



and you can expand the answers by clicking on "See more results".

Contacting Facebook

If you need to contact Facebook, Inc. regarding its privacy policy you can use the online form at http://www.facebook.com/help/contact.php?show_form=privacy_policy_general

By email to privacy@facebook.com

or by contacting

Simon Axten,

Assistant Privacy Officer,

Privacy Office,

1601 S. California Avenue,

Palo Alto, CA 94304

To contact Facebook regarding other matters you should choose a relevant area from the [Help page](#) and follow the instructions on the appropriate page.

Facebook, Inc. may also be contacted

by phone: 001-650-543-4800

by fax: 001-650-543-4801