

TeenSpot.com Law Enforcement Handbook

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Intro and Contact Information

TeenSpot.com is happy to cooperate with, and assist, law enforcement when required. If you are a police officer investigating a crime please contact us using the form at www.teenspot.com/contact.html and please include relevant details as well as contact information with your message. We make law enforcement requests our highest priority, and this is the best way to get in touch with someone to obtain further assistance.

Included in this document is information that should prove useful to law enforcement individuals when requesting help or information from TeenSpot.

Terms of Service

TeenSpot's Terms of Service can be viewed at this address:

<http://www.teenspot.com/terms.html>

Members must agree to our Terms of Service upon creating an account.

Privacy Policy

TeenSpot's Privacy Policy can be viewed at this address:

<http://www.teenspot.com/privacy.html>

What TeenSpot does for member safety

Safety of our members is very important to us at TeenSpot. TeenSpot encourages its members to report inappropriate content through a variety of channels. The easy and most prominent are “**Report this Profile**” links on all profile pages and picture pages. Abuse complaints are handled with top priority.

TeenSpot Moderators also regularly browse profiles and remove inappropriate content and remove access to those that have posted inappropriate content.

Hide Personal Information

TeenSpot discourages its members from sharing personally identifiable information online. Profiles do not have fields to display a member’s real name, location, or school. Additionally, the member search feature does not include an option to search for members by zip code or city.

A complete list of steps TeenSpot takes to protect its members can be found on our **Safety Page** at: <http://www.teenspot.com/safety.html>

Information TeenSpot requires

In order to properly determine which account(s) are involved we require one of two pieces of information:

- Full username (*example: www.teenspot.com/profiles/usernamehere/*)
- Email address entered when account was created

If this information is unavailable or incomplete, TeenSpot may not be able to locate the member or profile, and thus will be unable to assist you with your investigation.

Information TeenSpot can provide

Provided we have been supplied with a valid username or registration email address, TeenSpot can generally provide the following:

- **First and Last name** – this information may be incomplete with abusive profiles
- **Email address** – the email address linked with the profile
- **State, Zip code, Country** – this information may be incomplete with abusive profiles

- **Birthdate** – the birthday the user entered on their profile
- **Last login timestamp** – timestamp of the last login time and date. (Timezone: EST)
- **Registration IP and timestamp** – The IP address used during the original signup process with a date and timestamp. (Time zone: EST)
- **Log of comments** – listing of comments left on the member’s profile, or left by the member on another member’s profile with timestamp.
- **Log of picture comments** – listing of comments left on the member’s photo(s) or left by the member on another member’s photo(s) with timestamp.
- **Log of private messages** – listing of messages currently residing in the member’s Private Messaging ‘Inbox’ and ‘Sent’ Folders.
- **Profile screenshots** – if requested we can provide in PNG or PDF format screenshots of the member’s profile and picture pages.

What to do with IP address information

TeenSpot.com cannot determine identifying information from an IP address. However, more information, such as the IP address owner can be found using a WHOIS lookup for IP addresses.

We recommend using the WHOIS information provided at: www.arin.net as a starting resource.

What TeenSpot cannot provide

While TeenSpot is always more than happy to assist with law enforcement, there are often situations when we may be unable to complete a request.

We are unable to provide:

- Information that has since been deleted or removed by members
- Date of profile closure or deactivation
- Real-time chat room logs

Lastly, TeenSpot cannot leave open or active a profile that clearly violates our Terms of Service.

Closing

Thank you for taking the time to read through our Law Enforcement Handbook prior to submitting your request for assistance. The safety of our members is very important to us at TeenSpot, and thus we value the positive involvement of our members, parents, educators, and law enforcement.