UK Online Safety Act: Safety duties

Type of content	Sub-category	Substantive safety duties	Duties relating to T&Cs
Illegal content duties	Priority illegal content/priority offences	■ Take or use proportionate measures relating to the design or operation of the service to prevent individuals from encountering priority illegal content by means of the service. ■ Take or use proportionate measures relating to the design or operation of the service to effectively mitigate and manage the risk of the service being used for the commission or facilitation of a priority offence, as identified in the illegal content risk assessment. ■ Use proportionate systems and processes designed to minimise the length of time priority illegal content is present.	■ Specify in clear and accessible T&Cs how individuals are to be protected from illegal content (separately addressing (i) the different duties applicable to priority illegal content, and (ii) each of terrorism content, CSEA content and other priority illegal content) including any proactive technology used and apply T&Cs consistently. ■ Summarise findings of most recent illegal content risk assessment in T&Cs, including levels of risk and nature and severity of potential harm to individuals.
	All illegal content (priority illegal content and other illegal content)	■ Take or use proportionate measures relating to the design or operation of the service to effectively mitigate and manage the risk of harm, (from illegal content) to individuals, as identified in the illegal content risk assessment. ■ Use proportionate systems and processes designed to swiftly take down any illegal content when alerted/aware.	

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Duties protecting children	All content (general duty)	▪ Take or use proportionate measures relating to the design or operation of the service to effectively (i) mitigate and manage the risks of harm to children in different age groups, as identified in the children's risk assessment and (ii) mitigate the impact of harm to children in different age groups presented by content that is harmful to children present on the service.	▪ Specify in clear and accessible T&Cs how the required protections are to be achieved (separately addressing each kind of primary priority content, each kind of priority content, and non-designated content harmful to children) including any proactive technology used and any measures designed to prevent children from accessing the service or any part of it, and apply T&Cs consistently. ▪ Summarise findings of most recent children's risk assessment in T&Cs, including levels of risk and nature and severity of potential harm to children.
	Primary priority content harmful to children	▪ Use proportionate systems and processes designed to prevent children of any age from encountering primary priority content that is harmful to children present on the service. ▪ This duty requires service providers to use age verification/estimation, which is highly effective at correctly determining whether a user is a child unless T&Cs indicate such content is prohibited and the policy applies to all users.	
	Other content harmful to children (priority content harmful to children and non-designated content harmful to children)	▪ Use proportionate systems and processes designed to protect children in age groups judged to be at risk of harm from other content that is harmful to children from encountering it by means of the service.	
Adult user empowerment duties (applies to Category 1 services only)	Adult User Content	▪ Include in the service, to the extent proportionate, "control features" adult users may apply to increase their control over Adult User Content, which result in the use by the service of systems or processes designed to effectively (i) reduce the user's likelihood of encountering Adult User Content present on the service, or (ii) alert the user to particular kinds of Adult User Content present on the service. ▪ Use a system or process that seeks to ensure all registered adult users are offered the earliest possible opportunity to take a step indicating the user's desired settings in relation to each control feature (which duty continues to apply until the user takes such a step in relation to every control feature). ▪ Include features adult users may apply to filter out non-verified users, which result in the service using systems or processes designed to effectively (i) prevent non-verified users from interacting with the relevant adult user's content on the service, and (ii) reduce the likelihood of the relevant adult user encountering non-verified users' content on the service.	▪ Specify in clear and accessible T&Cs which control features are offered and how users may take advantage of them. ▪ Summarise findings of most recent user empowerment risk assessment in T&Cs.