Community Guidelines & Safety Policy

Yup For It · for everyone who uses the app and the web app · version 0.5.0 · dated 17 November 2026 · DRAFT for review by a lawyer before use.

Yup is for real plans with people you know. These are the rules everyone agrees to, in every country, what to do if something feels wrong, and what our team does about it. They are part of our Terms of Use and follow the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (the IT Rules) and the laws of the countries where Yup is offered. Anything in square brackets is still to be decided.

1. The rules in short

- **Be real.** Use your own number and your real first name. One person, one account.
- **Keep it friendly.** No harassment, hate, threats or bullying, in a chat, on a call or in person.
- **Respect a no.** "Not now" and "Nope" are fine answers. Nobody is told who said them, and nobody should try to find out.
- **Keep it private.** Do not share someone else's number, photos, plans, chat, story or call without asking.
- **Never track anyone.** Friends nearby shares a city's name so friends can meet, never so anyone can follow someone.
- **Meet safely.** Public places, someone who knows where you are, and your local emergency number if you are in danger.
- **Adults only.** Yup is for people aged 18 and over, everywhere.

2. Content that is not allowed

You must not share, in a chat, a call, a photo, a voice note, a story, a question, a YUP, a profile or anything else on Yup, content that:

1. belongs to someone else and that you have no right to share, including other people's photos, numbers, plans or chats;
2. is defamatory, obscene, pornographic or sexually explicit;
3. sexualises a child in any way, or is otherwise harmful to children (see our Child Safety Standards Policy);
4. invades someone's privacy, including their bodily privacy, such as intimate images shared without consent;
5. insults or harasses anyone, including on the basis of gender;
6. is hateful on the basis of race, ethnicity, religion, caste, gender, sexual orientation, disability or origin, or promotes enmity between groups or incites violence;
7. threatens, intimidates or encourages violence, self-harm or suicide;
8. relates to money laundering, gambling, betting or online money games, or advertises them;
9. encourages or helps a crime, or obstructs an investigation;
10. infringes a patent, trade mark, copyright or other right of someone else;
11. misleads people about where a message comes from, or knowingly spreads false or misleading information, including images, audio or video made or changed to look real when they are not;
12. impersonates another person, including our staff, a celebrity or a business;
13. threatens the unity, integrity, defence, security or sovereignty of India, its friendly relations with other countries, or public order, or insults another country;

14. contains a virus or any code meant to damage, disrupt or take over a device or system;
15. breaks any other law in force in India, or in the country where you are.

3. Behaviour that is not allowed

- Harassing, stalking or pressuring anyone, or contacting someone through other means after they blocked you.
- Using friends nearby, a city name, a call, a plan, a story or anything else in Yup to track, follow or watch where someone is, or turning up where you were not invited.
- Calling people again and again after they did not answer or asked you to stop.
- Recording, capturing or sharing a call, or someone's screen during a call, without the consent of everyone in it.
- Recording or photographing people at a meetup, or adding them to a story, without their consent.
- Trying to find out who said YUP, who said no, or what someone answered.
- Spam, ads, selling, recruiting, fundraising, asking people for money or loans, scams, or asking anyone for their sign-in code.
- Offering or seeking paid company, escort or sexual services.
- Selling or arranging drugs, weapons or other illegal goods.
- Fake accounts, more than one account, using someone else's number, or giving false details in an ID check.
- Letting anyone under 18 use Yup.
- Scraping, bots, automated access, attacks on our security, or copying any part of Yup.
- False reports, or reports made to hurt someone.
- Repeatedly booking places or joining plans and not coming.

4. Meeting safely

Yup helps you make plans with people you already know. We do not run background checks, and meeting anyone is your own choice, at your own risk. These steps help:

- Pick public places, especially for a first plan with someone newer to you.
- Tell someone you trust where you are going and when you expect to be back. For plans with verified people nearby, the plan screen has "Share plan with someone you trust": it opens your phone's own share sheet, and Yup sends nothing to anyone.
- Go and come back your own way, and leave whenever you want.
- Keep your personal details (home address, workplace, money) to yourself until you trust someone.
- When a friend nearby alert says a friend is in your city, make plans in public places, and only if you both want to.
- Travelling? Check the local laws and customs of the place, and know its emergency number before you go.
- If something feels wrong, leave, then report it in the app.
- If you are in danger, call your local emergency number first: 112 in India and across Europe, 911 in the United States and Canada, 999 in the United Kingdom, 000 in Australia.

5. Meeting verified people nearby (when on)

Meeting people beyond your friends has stricter rules:

- Everyone in such a plan has passed an ID check that says "verified, 18 or older", and has had an account for at least 30 days.
- Plans are for groups of 3 or more, never one-to-one, and only at listed public places: never a place a member typed in.
- The Verified badge shows only after everyone has confirmed, beside the people you met nearby.
- There is never a public map, a list of strangers or a feed. Nobody sees anyone's YUP.
- Do not use these plans to sell, recruit, date or collect people's details.
- An ID check is not a promise about anyone's character. Follow section 4.

6. Calls, stories and friends nearby

- **Calls.** Only your people (connected both ways) and the members of your plan can ring you, and a block stops their calls. We never record calls, so if something goes wrong in a call, report the person and tell us what happened. Share your screen only with people you trust; the phone asks you every time.
- **Stories (when on).** A plan's story is for its members only. Add only moments that the people in them are happy to share. You control your own moments: include them, leave them out or delete them. Never share a story outside the plan.
- **Friends nearby (when on).** It tells you and a friend, once a trip, when one of you is visiting from another city, by the city's name only. You can pause it or turn it off at any time. Never use it to find out where someone is.

7. No-shows

Plans only work when people come. If you cannot make it, say so in the plan's chat as early as you can.

Where	What happens
Plans with verified people nearby	After a plan that happened, members may say who did not come. A no-show counts only when 2 or more people of the plan say so, and nobody is told who said it. Repeated no-shows mean fewer community matches, then a pause. It is never a score and never shown to anyone; only the person sees the pause, with "Ask for a review".
Bookings with partner places (when on)	A place can mark a booking as a no-show. Two no-shows in 60 days pause booking in the app for your account for 30 days. Only you are told, never your friends.

8. Reporting and blocking

- **How:** open the person in PEOPLE, or press and hold a chat message, then choose Report or Block. You can report and block in one step, and add details. A report made offline is sent when you are back online.
- **The other person is never told** who reported or blocked them.
- **What a report sends:** the reason you choose, your details, and a copy of the reported message, photo or voice note. The copy stays with the report even after the chat is deleted, so the team can act.
- **What a block does:** a blocked person cannot match with you, see you, call you or be told you are nearby, and a block always wins over any suggestion.

- **Who sees who reported:** the team works without seeing who reported, unless a senior person needs to know, and that access is logged.

9. What our team sees and does

Our team does not read YUPs, matches, chats or stories, and never listens to calls. For a report, staff see only what was reported, and the basic details of the account concerned (first name, the last 3 digits of the number, status). We look at every report, and we aim to review it within 24 hours, at once when someone may be in danger or a child is involved. Every action staff take is recorded in our audit log.

10. What happens when rules are broken

We choose the step that fits what happened, how serious it is, and whether it happened before.

Step	What it means
Remove content	We remove or block the content that breaks the rules.
Warning	We record a warning on the account.
Pause	We pause a feature for the account, such as calls, friends nearby, meeting verified people nearby or booking in the app, for a set time.
Suspension	The account is signed out on every phone and cannot be used until the suspension is lifted.
Closing the account	The account is closed for good, and the person may not open a new one.

Some things skip straight to closing the account and, where the law requires or someone is at risk, a report to the police: anything involving the sexual abuse or exploitation of a child, threats of violence, stalking, sharing intimate images without consent, trafficking, and serious fraud.

When we remove content, we keep it and the related records for 180 days, or longer if a court or an authority asks, as the IT Rules require.

11. Complaints about content, and how fast we act

Complaint	What we do
Any complaint to the Grievance Officer	Acknowledge within 24 hours; resolve within 15 days.
A complaint asking us to remove content that breaks section 2	Act within 72 hours.

Complaint	What we do
A person's complaint about content that shows their private parts or nudity, shows them in a sexual act, or impersonates them (including morphed images)	Remove or disable it within [24 hours, or the shorter time set by later amendments to the IT Rules].
An order from a court or an authorised government agency	Act within the time the order or the IT Rules set ([36 hours, or the shorter time set by later amendments to the IT Rules]).

Where the law of another country gives you a faster or further way to complain about content (for example the European Union's Digital Services Act), you can use it too: write to the Grievance Officer and say which law you rely on.

12. Appeals

- A pause of meeting verified people nearby: press "Ask for a review" in the app.
- Any other decision: write to the Grievance Officer at support@yupforit.com, with the reference of the decision if you have one. We answer within 15 days.
- If you are not satisfied with the Grievance Officer's decision, you may appeal to the Grievance Appellate Committee set up under the IT Rules within 30 days, or use the routes the law of your own country gives you.

13. Emergencies

Yup is not an emergency service and cannot send help. If you or someone else is in danger, call your local emergency number first (112 in India and across Europe, 911 in the United States and Canada, 999 in the United Kingdom, 000 in Australia). After you are safe, report the person or message in the app, so the team can act and keep the information for the police.

14. Adults only

Yup is only for people aged 18 and over, in every country. If you think someone on Yup is under 18, report them in the app or write to support@yupforit.com. We suspend the account at once and delete it if the person is under 18. We have zero tolerance for child sexual abuse and exploitation: see our Child Safety Standards Policy.

15. Working with the law

We follow lawful orders from courts and authorised government agencies, and we report crimes against children as the law requires. Our Law Enforcement & Government Request Guidelines explain what data exists and how we respond.

16. Changes and contact

We may update these guidelines and will tell you in the app before an important change applies. These guidelines are written in English; a translation is for convenience only, and the English text applies if they differ. Questions: support@yupforit.com. Complaints: the Grievance Officer, [grievance officer name], at support@yupforit.com or 802/D, Status 1, Manilaxmi CHS Ltd., Opp. Doordarshan, Thaltej, Ahmedabad, Gujarat 380054, India.