

Roblox Supplied Information

Some of our safety measures include:

- **Community Standards.** We set clear expectations for how to behave on Roblox and we explicitly prohibit [child exploitation](#).
- **Age Appropriate Restrictions.** Roblox tailors chat settings and content access for each age group. For example, users under 13 are restricted from chatting privately.
- **Age Checks.** [Roblox has introduced age checks](#) that require ALL users to complete Facial Age Estimation to access chat. Once the age check is complete, users are only allowed to chat with others in similar age groups according to age checks.
- **No Image or Video Sharing.** Roblox has never supported the sharing of photos or videos in chat.
- **Chat Filters.** By default, Roblox chat filters are designed to block personal information and attempts to move conversations to other platforms (where safety and moderation may not be as strong). Roblox continuously works to improve this filtering given constantly evolving language usage.
- **Monitored Chat.** Roblox chat is not encrypted, so that we can monitor for inappropriate content and assist law enforcement as appropriate.
- **Reporting.** Roblox encourages our users to report rule-breakers and inappropriate content through our reporting feature found [here](#). A report is sent directly to Roblox for review and we take action if we find a policy violation and share with law enforcement as appropriate.
- **Parental Controls.** For children under 13, Roblox parental controls enable parents to block specific games or users, choose whether their child can use chat in experiences, and set screen time and spending limits.

On in-game spending

- We give parents visibility into and control over their children's activity, including to prevent them from making unauthorised purchases.
 - By default, we do not store full billing information and instead require users to input payment information at the time of any purchase of Robux. At the time of first purchase, we display clear warnings that the transaction involves real money and we alert parents via email about high spend. We also use payment verification charges.
 - Our [Parental Controls](#) feature enables parents and caregivers to set spend limits on their child's account and receive spending notifications for their child's spending in Roblox.

More on age-checks

- Roblox is the first large online gaming platform to [require facial age checks for users of all ages to access chat](#), marking a significant step in limiting communication between adults and minors.
- Globally, tens of millions of users have already completed the age check process.
- The age check process involves taking a quick video of your face that estimates your age and places users in ranges U9, 9-12, 13-15, 16-17, 18-20, 21+.

- Users are then informed of their assigned age group and are able to chat with those in their own age group and similar age groups, as appropriate, which helps users better understand who they're communicating with and limits chat between minors and adults.

More on communication safety

- We monitor an average of 6 billion chat messages and over a 1 million hours of voice chat daily, automatically blocking text that violates, and notifying users if their verbal language violates our guidelines.
- Less than a fraction of a percent of these billions of pieces of content violates our policies, but we know even a very small amount can have a very large impact on our community, so we block or remove it as soon as we see it.
- All in-game text chat is subject to our [built-in chat filters](#) which are designed to block inappropriate language as well as personal information sharing and offsite links.
- We proactively look for signs of abuse in real-time voice chat communication. Our AI detection system triggers real-time intervention within 15-60 seconds of a detected interaction that potentially violates our rules, and we are continuing to improve these systems.

On content moderation / age appropriate content

Content Moderation

- We dedicate substantial resources to help detect and prevent inappropriate content.
- Our Community Standards, which details the type of content we don't allow on Roblox, are [here](#).
- Moderation of game content happens at multiple stages pre-publication and post-publication. These processes are in addition to proactive investigations conducted by members of our Trust & Safety team, or investigations that may be triggered by someone reporting content using our Report Abuse feature, which anyone can use to report users or content that may violate our Community Standards. Our moderation teams and system then assess those reports and determine if any moderation action should be taken.
- Each day, our moderation systems proactively review millions of user-generated creations before users see them.

Content maturity labelling

- Games and experiences on Roblox are assigned a [content maturity label](#) in order to be playable, which were created so that all users, including parents, can make informed decisions about the content they, or their child, interacts with. Our content maturity labels were developed following an examination of global industry standards.
- Experiences without a content maturity label are not playable, and all experiences with a content maturity label are moderated.
- Content maturity labels are used to determine the content users can access by default, depending on their age. For example, users under the age of 9 are not allowed to access Moderate content by default.
- We have a dedicated team of moderators who review the accuracy of content labels, and users can report potentially inaccurate content maturity ratings via our platform

reporting tools. If we find an inaccuracy in a game's rating, we make the game 'unrated' (and therefore unplayable) and ask the developer to update their questionnaire. If a developer repeatedly answers the questionnaire inaccurately, additional moderation actions apply.

- We also [recently announced](#) that we are in the process of transitioning our content labels to the IARC, the globally recognised standard for content ratings for digitally delivered games and apps.
- [We prohibit sexually suggestive content or behaviour](#), and we assign content maturity labels to hangout games depicting private spaces (such as bedrooms and bathrooms). Games depicting private spaces fall under our Restricted content category, which means we only allow users who are age-checked and 18 or older to access them.

On developer earnings

- Roblox is committed to providing a positive experience for people of all ages.
- For the experiences that monetise, the majority are created by developers who are over 18 years old.
- The average age for top earning and/or engaging developers is around 25 years old.
- We make clear in our [Developer Exchange FAQs](#) that “only successful creators will be able to meet the high requirements (described below) to earn money through DevEx.”
- We also notify developers that “[r]eaching this level of success typically requires a lot of time, effort, skill, and strategy,” and “[e]ven then, there is no guarantee of earning money.”
- We maintain community standards, key features and educational materials to promote safety and civility on our platform for both our developer and user communities.
- You can read more about how we support creators [HERE](#)