

KakaoTalk Operation Policy

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kakao

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Overview

Concerning KakaoTalk service provided by Kakao, KakaoTalk Operation Policy provides operational standards to ensure consistency in dealing with possible problems within the service and details that users need to keep in mind while using the service.

Scope of Application

The KakaoTalk Operation Policy applies to KakaoTalk's chat services, posting services (i.e. services that allow users to upload or post content to communicate with other users), and related service areas (e.g., Talk Profile, Channel Comments). Any matters not expressly stated in this policy or in other service areas shall be governed by the [Kakao Terms of Service](#) and the [Kakao Operation Policy](#).

Operational Principles

KakaoTalk operates the service in accordance with fundamental principles as follows:

First, privacy is the priority for all messages sent to/from users.

KakaoTalk provides a reporting feature that enables users to report messages received from non-friends in Regular Chat, Team Chat, and Secret Chat, for the purpose of protecting users' privacy. In addition, Open Chat messages are also assessed for violations of the Operation Policy based on user reports. Kakao only reviews the specific content that has been reported and may take necessary actions, such as service restrictions, only when such action is deemed essential for the protection of users or the service.

Second, Kakao applies more stringent standards for services that are accessible to any KakaoTalk users.

KakaoTalk applies stricter operational standards for public service areas that are accessible or viewable by all users, in order to protect users and prevent the dissemination of illegal content, as compared to regular chats. In these public areas, there is a heightened risk of exposure of content that is harmful to minors or otherwise compromises user safety. Accordingly, Kakao enforces more proactive and stringent measures in response to such risks.

Third, usage restrictions are applied in phases to the minimum range of service.

Kakao has made it a rule to apply usage restrictions step-by-step depending on the reasons and number of violations, only for the service area where the violation occurred. However, Kakao can permanently ban the entire KakaoTalk service for clearly illegal acts such as child/juvenile/adult sex crimes, online financial frauds, and illicit distributions of lewd/gambling information, as well as malicious usage threatening stability and reliability of the KakaoTalk service.

Fourth, operation policy mirrors the voice of users.

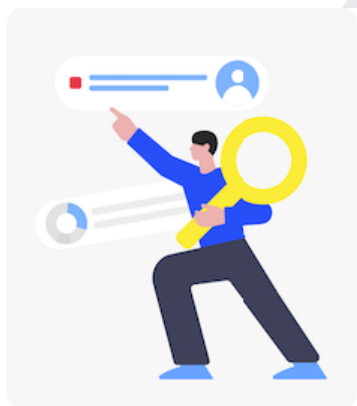
KakaoTalk continues to hear your voice and strives to improve its operation policy so that user safety measures and user rights do not conflict. KakaoTalk is always listening to your voice to protect its users and ensure their privacy and freedom of expression whenever it is necessary to improve its policies. Any modification hereof shall be notified no less than seven (7) days before its existence.

Operational Standards

Kakao is an information communication service provider under the Act on Promotion of Information and Communications Network Utilization and Information Protection, and operates services which are guided by the Terms of Services, Operation Policies, and detailed operational guidelines, which were all established based on the Act on Promotion of Information and Communications Network Utilization and Information Protection, the Youth Protection Act, the Korea Communications Commission's provisions concerning deliberation on broadcasting and its Internet Content Grade Service(www.safenet.ne.kr), and other related laws and regulations.

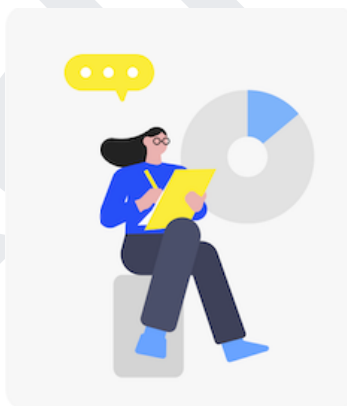
Kakao is always open to users' opinions and reports, which is used to continuously review and improve our Operation Policies and detailed guidelines. We advocate for free communication between users and strive to maintain a balance in digital safety by analyzing contents of reports and complaints submitted by users to add new policies and guidelines, and by studying users' appeals to eliminate contents that can impede on users' freedom of speech. We also collaborate closely with external experts to review our policies and quickly respond to rapidly changing social issues.

User-submitted reports and complaints



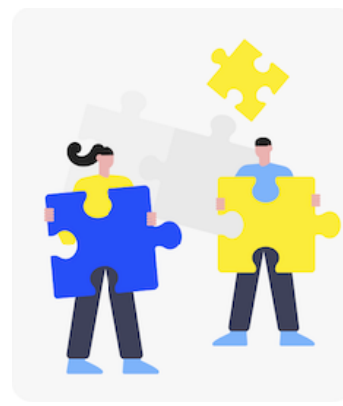
Kakao strives to prevent harm that can be inflicted on users by analyzing user reports and complaints to detect patterns and by adding preventive measures to possible harm done to other users to the Operation Policy and detailed guidelines.

Appeals



If a user submits an appeal to reassess a service restriction, the restricted action is reviewed to confirm whether it impedes users' freedom of expression, and a decision is made on whether to maintain or eliminate the policy.

Collaboration with external expert agencies



Kakao collaborates with external expert agencies to review our policies, which helps us create policies and services users can trust even more.

Operating standards set out the details of activities and information you should be aware of when using the service and tell you what restrictions may apply if you do any things.

We recommend you read operating standards carefully before using the service so that every KakaoTalk user can enjoy a safe and pleasant service. Also, please report any breach of our policy or information or damage caused by other users to the Kakao team promptly via the [Report](#) function.

For detailed criteria, please refer to each item page. Kakao may take countermeasures if any act, even though not listed as sub-heading and content thereafter in the operational standards, is judged to threaten user safety and violate terms of service and operation policy while being perceived as offensive or sensitive content.

User safety

KakaoTalk is committed to creating environments where people can safely use the service and exerts every effort to protect children and adolescents from harmful Internet conditions. "User Safety" explains what acts and information is not acceptable since they may threaten the safety of KakaoTalk users.

- [Sex Offenses against Children and Juveniles](#)
- [Sex Offenses against Adults](#)
- [Cyberbullying, including ostracism and harassment](#)
- [Criminal Acts and conspiracy](#)
- [Suicide and Self-Injury](#)
- [Violation of privacy protection](#)

Objectionable or sensitive information

KakaoTalk is committed to protecting the freedom of expression of its users for a more flexible and versatile connection. KakaoTalk is a service where people with different perspectives and of all ages, including children and teenagers, can freely engage in, and, therefore, it takes active efforts from every user to ensure respect and care for each other and protect children and juveniles. "Objectionable or Sensitive Information" explains what content is harmful to children and adolescents or not acceptable because it may cause sexual shame, discomfort, or disgust to others.

- [Information on excessive body exposure and sexual activity](#)
- [Violent or disgusting information](#)
- [Profanity, abusive language and hate speech](#)

Content related illegal or restricted products and services

It is not permitted to consult, promote, advertise, or trade via KakaoTalk any product and service violating relevant laws and regulations, infringing the rights of others, prohibited from selling online, or not available for sale to adolescents. Please read carefully about the "Content related illegal or restricted products and services" to ensure that you have no disadvantages while using KakaoTalk.

- [Illegal and restricted products and services, etc.](#)
- [Products and services harmful to juveniles](#)
- [Investment Advisory and Related Activities](#)

Ensure stability and reliability

KakaoTalk is committed to providing stable and reliable service to its users. Therefore, any acts that may compromise the reliability of the KakaoTalk service or affect its stable operation, such as transmitting illegal advertising information (Spam) via KakaoTalk or using the service in a manner not allowed by KakaoTalk without the explicit prior consent of the relevant user. Please read carefully about the prohibited acts stipulated in "Securing Stability and Reliability" since you may be restricted from using the entire KakaoTalk service for any act of harming the stability and reliability of KakaoTalk.

- [Transmit advertising information for commercial purposes](#)
- [Service usage in a way not permitted by KakaoTalk](#)
- [Steal, trade, transfer, exchange accounts, etc.](#)
- [A large number of reports accumulated](#)
- [Fraudulent accounts](#)

Protect user rights

Kakao Talk is committed to preventing users from distributing information that infringes on the rights of others, such as invasion of privacy or defamation. Users shall do no deed or post no information that may infringe other users' rights in the public areas, such as invasion of privacy, defamation, or infringement of copyright, etc. Any information reported pursuant to the procedures for [Rights Infringement Notice](#) may be restricted from appearing.

- [Infringement of rights such as invasion of privacy, defamation, infringement of copyright, etc.](#)

Service Restrictions

Service Restrictions by reporting

You can report a message and/or content judged to be a violation according to KakaoTalk Operation Policy via the Report function within the KakaoTalk services.

Reports can be made for messages received from non-friends in regular chatrooms, messages exchanged among participants in open chatrooms, content from posting services, and all content that is publicly visible to other users, including the user's profile and comments.

Experienced operators will review and determine whether a message or content reported violates KakaoTalk Operation Policy, and Service Restrictions will be applied thereby. The service may also be subject to restrictions, with many report cases filed by multiple users.

However, even those who reported the damage can check only their messages and contents filed via the Report function for processing of the reported case, and KakaoTalk exerts every effort to minimize privacy infringement while dealing with the reported case.

Users can file an appeal against Service Restrictions via [Kakao Customer Service](#) at any time, and operators will review the case and decide whether to lift the Service Restrictions.

KakaoTalk exerts its utmost efforts to take fair and prompt measures on the reported case.

Service Restrictions

If your activity violates Kakao Operation Policy; if the number of reports is cumulative within the Service; and/or if Kakao determines that you take advantage of the Service in a way interfering with regular service operation or causing damage to others, the KakaoTalk service may be temporarily or permanently restricted as follows.

Search and Exposure Restrictions

You may be excluded from the recommended friends list, or chatrooms, KakaoTalk ID, and content you created may be excluded from search results. In addition, your KakaoTalk profile picture may be displayed differently from the image you set, such as being replaced with a default image, and the exposure of content such as posts and information in open chatrooms may be restricted.

Message Transmission and Content Creation Restrictions

The sending of messages may be restricted in specific or all chatrooms, and in posting services, the creation and modification of content such as posts or comments may be subject to limitations.

Restriction of Chatroom Use

The ability to create new chatrooms, invite users, or participate in existing chatrooms, among other features within chatrooms, may be restricted either partially or entirely. In addition, if a user who has opened or is participating in a chatroom violates KakaoTalk's Operation Policy, Kakao may implement

measures such as blocking entry to the chatroom, halting message transmission and reception, and restricting the use of bulletin boards within the chatroom.

Restriction of KakaoTalk Service Use

You may be restricted from using all or part of the KakaoTalk service, including its execution. In this case, you may be prohibited from using other services associated with KakaoTalk.

Such restrictions shall be temporary or permanent depending on how cumulative or intensive the relevant violation is. Also, if the provision of a healthy service environment is adversely affected, Kakao may restrict service usage in ways not explicitly listed in the above items under [Terms of Service](#), [Kakao Operation Policy](#), and KakaoTalk Operation Policy. In particular, for an open chat room, please be aware that Kakao may place restrictions on the open chat room when judging that there is a series of events subject to regulation, such as individual breaches by a participant.

Besides, Kakao may take measures to protect its users, such as preventing or restricting specific usage environments/patterns where a user may log in abnormally or violate terms and conditions so that users can enjoy a safe KakaoTalk experience.

User Safety

Sexual offenses against children and juveniles

KakaoTalk is a service that even children and teenagers can enjoy freely. Kakao has established and implemented [a policy to protect children or minors](#) who use the Kakao services and is working to develop and apply various technologies to prevent sexual crimes against children and adolescents.

Kakao applies the zero-tolerance principle to child and youth sexual crimes and can permanently restrict a user whose violation is confirmed through [reports](#) of other users or institutions from using the entire Kakao services. In addition, users found to have violated policies related to sexual crimes against children or adolescents may be permanently restricted from using the open chat service, regardless of whether they rejoin KakaoTalk.

Based on [reports](#) from other users, KakaoTalk determines whether a user is in breach of the terms and conditions and operation policy and takes measures thereby. We ask you to have a keen interest in protecting children and adolescents from sexual crimes and any such attempts and to help them grow into healthy social members.

Crimes related to child and juvenile sexual exploitation

Kakao does not allow its users to utilize KakaoTalk in sexual crimes related to children/juvenile sexual exploitation.

“Children/juvenile sexual exploitation” refers to the form of film, video, game content, or any such image/animated content via computer or other communication media where children/juveniles or people/expressions recognizable as children/juveniles appear to perform any of the following acts.

- Sexual intercourse
- A similar sexual act using tools or parts of a body such as the mouth or the anus
- Any act of touching/exposing all or part of a body that causes sexual humiliation or disgust among the public
- Masturbation
- Other sexual activities

Kakao may permanently restrict relevant users from using the entire KakaoTalk services under the zero-tolerance principle against child/juvenile sexual crimes as soon as it confirms, via the [Report](#) function, that any of the following acts regarding “child/juvenile sexual exploitation” occurred.

- Produce child/juvenile sexual exploitation content
- Distribute and provide content of child/juvenile sexual exploitation

- Advertise and introduce the content of child/juvenile sexual exploitation for the purpose of distribution and provision
- Advertise or introduce external sites or apps that provide content of child/juvenile sexual exploitation or induce users to any such things
- Purchase content of children/juvenile exploitation, store or watch any such content even in the full knowledge of its properties, and express one's clear intention to utilize the relevant content
- Recommend children and juveniles to producers who make the content of children/juvenile sexual exploitation
- Use the content of children/juvenile sexual exploitation to threaten the relevant children and juveniles therein
- Threaten, entice, conspire or encourage people to make the content of children/juvenile sexual exploitation

In addition, if anyone submits a report on the “content of children/juvenile sexual exploitation” via [Report the Distribution of Illegally Filmed Content](#) in the service areas where any KakaoTalk user can watch or join, Kakao may take a series of applicable measures such as restrictions on search/impression to prevent any such content from spreading. However, any information deleted from the server shall not be subject to such restrictions herein.

Conversations for child and juvenile sexual exploitation, etc.

Kakao does not permit the use of KakaoTalk for conversations aimed at sexual exploitation of children and adolescents (commonly referred to as “online grooming”).

“Conversations that intend to sexually exploit children and juveniles” refer to any of the following acts done to children or juveniles. Kakao may permanently restrict the reported user from using the entire KakaoTalk services pursuant to the zero-tolerance principle as soon as it confirms any such conversation through reports from its users.

These policies apply equally to conversations between adults and children or adolescents, as well as to conversations among children and adolescents themselves.

- Make a conversation that may [cause sexual desire, humiliation, discomfort, or disgust](#)
- Engage in conversations that may [cause sexual desire, humiliation, discomfort, or disgust](#)
- Threaten, entice or suggest sexual activities, such as sexual intercourse, similar sexual intercourse, exposure of all or part of a body, masturbation, etc.
- Threaten, entice or suggest sales of photos or videos expressing sexual activities, such as sexual intercourse, similar sexual intercourse, exposure of all or part of a body, masturbation, etc.
- Express an intent to accept or use photos or videos expressing sexual activities, such as sexual intercourse, similar sexual intercourse, exposure of all or part of a body,

masturbation, etc., by promising or providing compensation including money or other property gains, or convenience, etc.

- Engaging in conversations while being aware that the chatroom is operated by children or adolescents, and responding inappropriately by making sexual suggestions, expressing excessive intimacy, requesting personal information (including photos), proposing to move to another chat platform, or remaining passive while observing such behavior in the chat

Additionally, Kakao may also regard the following actions as “conversations aimed at the sexual exploitation of children and adolescents,” in order to protect children and adolescents from situations where they are exposed to the risk of sexual crimes. If such actions are confirmed, the user may be permanently restricted from using all KakaoTalk services.

- Requesting money, other financial benefits, or offers of convenience from other users
- Proposing transactional sexual encounters (e.g., compensated dating)
- Proposing the exchange of photos or videos that include sexual acts, or requesting/exchanging used items of a sexual nature
- Requesting the purchase of items that minors are prohibited from, such as alcohol and tobacco
- Requesting accommodations or other conveniences from runaway adolescents
- Creating a chatroom for the purpose of engaging in sexual conversations or inviting other users to such chatrooms
- Other actions that pose a potential risk of exposure to sexual crimes

Other crimes against children and juveniles

Kakao does not allow its users to utilize KakaoTalk in sexual crimes against children and juveniles.

Kakao may permanently restrict the reported user from using the entire KakaoTalk services as soon as it confirms any of the following acts via reports from its users according to the zero-tolerance principle concerning sexual crimes against children and juveniles.

- Rape, abuse, assault, or commit adultery against children and juveniles or conspire any such acts
- Traffick children and juveniles
- Purchase the sex of children and juveniles
- Threaten, lure, or encourage children and juveniles to sell their sex for the purpose of buying it
- Threaten or force children and juveniles to sell their sex through violence, intimidation, debt, hierarchy, power, work, employment, etc.
- Induce, encourage, or force children and juveniles to sell their sex commercially
- Arrange sexual purchase of children and juveniles or provide relevant information
- Conspire other sexual crimes against children and juveniles and share relevant information

Protect children and juveniles in Open Chats

Kakao is well aware that Open Chats should be the service where anyone freely communicates about each other's matters of interest. However, Kakao also regards protecting children and juveniles from harmful Internet environments as one of the essential values and responsibilities it must safeguard.

If Kakao identifies open chatrooms or open profiles that are deemed to pose a risk of exposing children or adolescents to sexual crimes, based on user [reports](#) or other methods, it may restrict the visibility of such chatrooms or profiles in search results. In addition, if there is clear evidence or reasonable suspicion of malicious intent, access to and use of the relevant open chats or open profiles may be restricted, and the use of the open chat services by the chatroom administrator or creator of the open profile may also be limited. In cases of repeated violations, Kakao may impose permanent restrictions on the use of all KakaoTalk services.

- An open chat room for arranging adult-to-child/juvenile meetings and conversations (audio/video inclusive) (However, group chat rooms with a clear purpose and no illegal nature are allowed, such as hobbies or matters of interest.)
- Open chat rooms for arranging paid relations between adults and children/juveniles
- Open chat rooms for arranging part-time jobs or recruitment for children and juveniles (However, an open chat room shall be allowable when it has no illegality and clearly states recruitment information such as business, occupation, brand, region, etc., while complying with relevant laws and regulations, including the LABOR STANDARDS ACT
- Open chat rooms for proxy purchasing and paying for products and services that children and juveniles are not allowed to buy
- If the unsound intention of an open chat room is apparent or suspected, such as teenage runaway

Furthermore, in cases related to sex offenders that fall under the following examples, Kakao may take a series of applicable measures, such as restricting access to and use of the relevant open chat or open profile, limiting search visibility, and restricting content visibility. Please note that the use of the open chat service by the administrator of the chatroom or the creator of the open profile may also be restricted.

- If the name and photo of a convicted sexual offender is used as a profile
- If a user creates and operates an open chat room defending or supporting a convicted sex offender and encouraging other sexual crimes
- If a user upload posts that defend or support convicted sexual offenders

To protect children or minors under 19 in an open chat, Kakao adopts procedures that temporarily restrict them from using the Open Chat service upon the request of the minor or their legal representative. For more details, please refer to the [Service Restrictions](#).

Sex Offenses against Adults

Kakao does not allow its users to utilize KakaoTalk for exploiting/purchasing other user's sex or attempting to do any such acts or distributing illegally filmed content/false video, etc.

Based on [reports](#) from other users, KakaoTalk determines whether a user is in breach of the terms and conditions and operation policy and takes measures thereby. If you are victimized by a sexual crime or find others exposed to a sexual assault, please report it promptly via the [Report](#) function within the service to prevent the spread of damage.

Crimes related to illegally filmed materials and fake videos

Kakao does not allow its users to utilize KakaoTalk in sexual crimes related to illegally filmed content/false videos. Also, the company shall apply the zero-tolerance principle to the relevant crimes.

The “illegally filmed content” refers to shooting a body while using a camera or similar mechanical devices in a manner that causes the sexual desire or humiliation and to distributing any such filmed or copied content against the will of a person who was filmed even though he/she did not raise opposition at the time of the shooting (including a case of filming one's own body).

“False image” refers to editing, synthesizing, or processing (“Editing”) photos, videos, or speeches (“Videos”) of a person's face, body, or voice into a form of content that may cause sexual desire or humiliation and to distributing any such edited or copied content against the person's will even though he/she did not raise opposition at the time of editing.

Kakao may permanently restrict the reported user from using the entire KakaoTalk service according to the zero-tolerance principle if confirming any of the following acts related to illegally filmed or false content via [reports](#) by another user or institution.

- Distribute or provide illegally filmed content or false videos
- Sell, rent, display, or show illegally filmed content or false videos
- Advertise and introduce illegally filmed content and false videos for the purpose of distributing, providing, or selling them
- Advertise or introduce external sites or apps that provide illegally filmed content and false videos, or induce users to any such things
- Purchase illegally filmed content, store and watch any such things despite knowing they are illegal, and actively express intention to use illegally filmed content
- Threaten or lure the photographed person, using illegally filmed content
- Threaten, entice, conspire or encourage people to make illegally filmed content

In addition, if anyone files a complaint on the “illegally filmed materials and fake videos” via [Report the Distribution of Illegally Filmed Content](#) in the service areas where any KakaoTalk users can see or

join, Kakao may take a series of applicable measures such as restricting search results/impressions to prevent any such content from spreading. However, any information deleted from the server shall not be subject to such restrictions herein.

Conversations for prostitution and sexual exploitation, etc.

Kakao does not allow KakaoTalk to be used in any conversation for prostitution, sexual exploitation, etc.

If Kakao confirms, through user [reports](#) or other methods, that a user has engaged in any of the following actions, the user may be permanently banned from using the entire KakaoTalk service without prior notice.

- Arrange, encourage, seduce or force other users to engage in prostitution
- Threaten, force, or recommend the sale of photos of body parts or videos/images showing sexual activities
- Force or threaten other users to send pictures of body parts or videos/images showing sexual activities
- Conspire human trafficking for prostitution
- Providing contact information and other details along with phrases that imply or solicit prostitution (e.g., “contact after selecting a location,” “available for travel 24 hours”)
- Advertising or sharing information about establishments where prostitution, solicitation of prostitution, or the introduction or sourcing of prostitution-related jobs is conducted
- Threaten, induce, conspire or instigate people to exploit other’s sex, such as plotting other sexual crimes and sharing relevant information

Sexual harassment

Kakao does not allow sexual harassment utilizing KakaoTalk.

Kakao regards any of the following acts performed via KakaoTalk to arouse or satisfy the sexual desires of a user himself/herself or other users as “sexual harassment.”

- Transmit or post [information causing sexual humiliation, discomfort, or disgust](#) to specific users
- Transmit or post a link where anyone can find [information causing sexual humiliation, discomfort, or disgust](#) to specific users
- Ask or force specific users to have sexual conversations

Kakao may partially restrict the reported user from using the KakaoTalk services if it identifies any act falling under sexual harassment via the [Report](#) function. However, Kakao may permanently restrict those who transmit [obscene information](#) from using the entire KakaoTalk services.

Restrict unhealthy conversations in Open Chats

Kakao supports the freedom of expression of its users and hopes that Open Chat will serve as a place where users can freely share and discuss matters of common interest and social issues through flexible and diverse connections between users. However, an open chat room created for sexual meetings and conversations or paid meetings and conversations shall not be allowed since it may expose users to sexual crimes, including sexual abuse or production of sexual exploitation, or encourage illegal acts including prostitution, etc.

If Kakao identifies any of the following examples on open chat rooms or open profiles via the [Report](#) function, it may restrict search results regarding the relevant open chat rooms or open profiles. If unsound intent is apparent and suspected, Kakao may also restrict its users from accessing or using the relevant open chat room or open profile and prohibit the doubtful user who created the open chat room or open profile from using the Open Chat service.

- An open chat room created for the purpose of arranging sexual relationships or conversations (including voice and image) or suspected of the aforementioned intent (including words implying sexual activity, taste, direct and indirect expressions of sexual orientation, slangs, etc.)
- Open chat rooms created for the purpose of recruiting guests or part-time workers or seeking any such job opportunities to create adult content
- Open chat rooms created for arranging meetings or conversations (including voice and image) to provide or sponsor money or other conveniences
- Open chat rooms created for recruiting and job seeking without clear details of employment information (However, an open chat room that contains clear details of employment information such as business, occupation, brand, region, etc., complies with relevant laws and regulations such as the LABOR STANDARDS Act and has no illegality.
- Other open chat rooms where unhealthy intent is apparent or suspected

Cyberbullying, including ostracism and harassment

Kakao does not allow cyber violence such as group bullying, harassment, or stalking via kakaoTalk. Bullying, harassment, and other cyber violence make a person feel depressed and psychologically distressed while threatening one's safety. If continuously repeated, they may take a victim to the extreme.

Kakao shall not be able to check service usage or history of conversations between users even if any damage occurs to them according to the principle of privacy and freedom of communication stipulated in the Constitution. As a result, any message or claim reported by complainants may not be enough to address the problem of bullying or harassment. Even in such cases, however, you can still protect yourself by taking full advantage of the following tools that Kakao provides:

- Are you continuously invited to a group chat room you don't want? Learn more about [Decline an Invite from or leave a Group Chat Room](#)
- Are you continuously receiving messages from a contact you don't want? Learn more about [Block a person with whom you don't want to chat](#)
- Did you post an article that may harm your reputation, including false stories or rumors, or upload photos/videos or personal information on the areas where other users can also see them, such as a board? Learn more about [Rights Infringement Notice](#)

Kakao wants all its users to enjoy the KakaoTalk services in a sound and safe manner and continues to complement its technology and policies to protect its users from cyber violence.

Ostracism and harassment

Kakao recognizes bullying and harassment via KakaoTalk as a serious social problem and seriously takes perpetrating school violence using KakaoTalk. If you have been bullied on KakaoTalk, please ask your parents, teachers, and other adults around you to help you out.

Kakao opposes the following examples of harassment using KakaoTalk. If Kakao receives a [report](#) from a victim who has been bullied continuously and repeatedly, it will closely review the report and may restrict the reported user from using part of the KakaoTalk services if it is deemed necessary for protecting the victim.

- Continue to invite the relevant user not to make him/her leave the group chat room
- Leave the group chat room all at once after inviting the relevant user
- Invite the relevant user to a group chat room and ignore him/her unconditionally
- Invite the relevant user to a group chat room and swear words in the group or share humiliating photos/videos
- Invite the relevant user to a group chat room to paralyze his/her phone by transmitting meaningless messages

- Distribute personal information of the relevant user in a group chat room or contents that many users can view
- Ask, force, and extort the relevant user for money or convenience
- Force the relevant user to transfer or share his/her Kakao account

Cyberstalking

Kakao does not allow cyberstalking via kakaoTalk.

Kakao defines an act of causing anxiety or fear to the other person by having objects, words, signs, sounds, pictures, images, and videos reach the person or his/her partner or family members via KakaoTalk without any justifiable reasons by means listed below as “cyberstalking.”

- Send messages continuously by changing accounts, even though the sender was blocked
- Post the reporter’s personal information, including contact or address, to the areas that other users can view or transmit such information via text message to induce others to visit the reporter’s place or call the reporter
- Distribute facts, pictures, or images related to the reporter
- Use the KakaoTalk internal services (ex. Gifts, Order, etc.) to send goods or messages repeatedly against the reporter’s will
- Any other action that may cause anxiety or fear to the reporter

If Kakao receives a [report](#) from a victim who has been stalked continuously and repeatedly, it will closely review the report and may restrict the reported user from using part of the KakaoTalk services when deemed necessary for protecting the victim. Criminal acts and conspiracies, etc.

Criminal Acts and conspiracy

Kakao does not allow criminal acts, conspiracy, and any such attempts via KakaoTalk. Kakao may immediately and permanently restrict the relevant user from using the entire KakaoTalk service if a clear criminal act or conspiracy has been identified or measures against damage propagation are required to protect other users.

Cyber financial crime

Kakao is actively developing various technologies and features to prevent financial crimes conducted through KakaoTalk. To help prevent phishing-related harm, please users are encouraged to familiarize themselves with the tools provided by KakaoTalk.

- [Beware of identifying non-friends](#)
- [Beware of impersonating your friend](#)
- [Beware of phishing scams impersonating others/institutions](#)

Kakao decides the following activities using KakaoTalk as financial crimes such as financial fraud, money extortion, etc., and thereby does not allow any such activities. If you have received any of the following requests from other users, please file a report on the relevant message and information via the [Report](#) function in the service so that Kakao can take urgent measures. Kakao may immediately and permanently restrict the relevant user from using the entire KakaoTalk services to control damage if phishing attacks or any such attempts are identified through reports from users or requests from institutions.

- A request for money, financial information, and identification card by impersonating your family member or acquaintance
- A request for money, financial information, and identification card by pretending to be an officer at governmental agencies such as the police, the prosecution, the financial supervisory service
- A request for money, financial information, and identification card on the excuse of borrowing money by pretending to be an officer at financial institutions
- A request for money, financial information, and identification card by using a name of Kakao service or impersonating employees or management of Kakao
- A request for money or transmission of malicious codes or app links for spycam
- An act of sending SMS phishing messages for the purpose of stealing financial information
- An act of approaching for the purpose of romance scams and asking for money or financial information
- An act of requesting personal information or remitting or transferring funds to make a profit of fortune by deceiving or intimidating others or make third parties take profit of fortune

Cyber frauds

Kakao does not allow its users to utilize KakaoTalk in any of the following frauds. If you become a fraud victim by other users, please immediately request an investigation agency for investigation and report the relative fact via the [Report](#) function in the service. Kakao may immediately and permanently restrict the reported user from using the entire KakaoTalk services to control damage if any criminal attempts are identified through user reports.

- A direct transaction fraud that swindles money or goods after indicating a selling or purchasing intent
- A fraud in which a user swindles money by opening a shopping mall and inducing direct deposit
- A fraud in which a user swindles money after showing the intention to trade game items, make a proxy purchase, or provide services
- Other fraud and swindling that utilize KakaoTalk

If Kakao identifies chatrooms, profiles, or content that promote the following example products or services, based on user [reports](#) or other methods, and deems them likely to exploit another user's vulnerable situation for financial gain, it may restrict their visibility in search results or limit content exposure in order to prevent user harm. In addition, if there is clear or suspected intent to defraud, access to and use of the relevant chatroom may be restricted, and the service usage of the chatroom administrator, profile owner, or content creator may be limited.

- Scalping tickets sold with premium
- Service that deletes the illegal or concerning history of usage as a proxy
- Chat service that plays a role (ex. Bot, lover, etc.)
- Other products or services that concerningly swindles money

Speculative acts including cyber gambling, etc.

“Speculative acts” refer to an act of gaining interests or inflicting losses by accumulating wealth or profit of fortune and accidentally determining gains and losses. Any of the following websites and applications shall be considered illegal speculative sites, except those operated by licensed or authorized operators under relevant laws and regulations.

- Any site that publishes or sells sports promotion voting rights and the like (ex. Private Toto or illegal sports gambling)
- Any site that issues or sells riding betting slips, winner betting slips, and the like (Horse racing, bicycle race, boat race, etc.)
- Any site that issues or sells lottery tickets and the like (ex. private Powerball, power ladders, etc.)
- Any site that arranges or purchases lottery (including foreign lottery) by proxy

- Any speculative site for the delivery of prize money according to the specific payment criteria

Kakao does not permit the use of KakaoTalk as a medium or communication tool for gambling or any gambling-related activities. It also prohibits the promotion of gambling sites or services through KakaoTalk. If you come across any of the actions listed in the following examples while using KakaoTalk, please [report](#) the relevant messages or content through the in-app reporting feature. If gambling activities are confirmed through reports or other methods, Kakao may impose permanent restrictions on the user's access to all KakaoTalk services. In addition, for chatrooms created for the purpose of gambling, Kakao may also impose permanent restrictions on the accounts of the operators, including the administrator and co-administrator.

- Promoting gambling sites or services
- An act of inducing the use of speculative sites and services
- An act of creating a chat room for speculation purposes
- Inviting others to chatrooms created for the purpose of gambling
- An act of gambling in a chat room for speculation purposes
- An act of utilizing KakaoTalk for other speculation purposes

In addition, chatrooms and content intended to share information that may encourage gambling or provoke a gambling mentality, as well as any information likely to promote illegal gambling sites, may have their visibility in search results or content exposure restricted. If gambling activities are confirmed through user [reports](#) or other methods, access to and use of the relevant chatroom may be immediately restricted, and the accounts of the host, co-host, and other operators may be permanently suspended from all KakaoTalk services.

- Information related to sports analysis, investment strategies, and profit/accuracy claims (e.g., sports lottery, pro sports betting)
- Information related to lottery analysis, investment strategies, and profit/accuracy claims (e.g., Powerball)
- Information related to horse racing, bicycle racing, and boat racing analysis, investment strategies, and profit/accuracy claims
- Information on gambling games such as hwatu (a traditional Korean card game), poker, and other forms of sports betting
- Information related to gambling-type games or venues such as Hold'em bars (pubs), casino bars (pubs), adult PC rooms, and adult arcades
- Information related to private FX margin trading schemes (e.g., FX rental)
- Any other information that may encourage gambling or provoke a gambling mentality

Other criminal acts and conspiracies

Kakao does not allow its users to utilize KakaoTalk in crimes and conspiracies. If you identify any crimes or conspiracies utilizing KakaoTalk, please immediately request an investigative agency for

investigation and report relative fact via the [Report](#) function. Kakao may immediately and permanently restrict the relevant user from using the entire KakaoTalk services to protect its users from crimes if any such crime or conspiracy utilizing KakaoTalk is identified through reports from users.

- An act of preparing, conspiring, instigating, propagating for the purpose of rebellion, disturbance, or terrorism
- An act of preparing, conspiring, instigating to use explosives
- An act of preparing or conspiring to commit arson or incendiarism
- An act of preparing or conspiring to lend out or accept a daily installment loan
- An act of preparing or conspiring to obstruct traffic
- An act of preparing or conspiring to interrupt the use of drinking water
- 유An act of preparing or conspiring to counterfeit or falsify currency
- An act of preparing or conspiring to counterfeit or falsify securities, stamps, or postage stamps
- An act of preparing or conspiring to murder
- An act of preparing or conspiring for odor, enticement or human-trafficking
- An act of preparing or conspiring to attempt rape, pseudo-rape, quasi-rape, or quasi-indecent assault
- An act of preparing or conspiring to commit theft or robbery
- An act of preparing or conspiring to launder money
- An act of providing information that motivates or helps carry into effect illegal activities or utilize KakaoTalk in criminal conspiracy

Suicide and Self-Injury

Kakao does not allow users to distribute any information related to suicide or self-injury to protect the precious lives of KakaoTalk users and create a culture of reverence for life.

If you are suffering from melancholia or depression, we ask you to stop suffering alone and receive help from suicide prevention agencies to save your precious life.

Protect a user at risk of suicide

Kakao cooperates with emergency services specified in the ACT ON THE PREVENTION OF SUICIDE AND THE CREATION OF A CULTURE OF RESPECT FOR LIFE to protect its users' life and body if receiving a request to provide information on any of the following users who is at risk of committing suicide from the aforementioned services. If you find any user who is exposed to or is at risk of suicide while using the KakaoTalk services, please submit the report to emergency services such as the police or fire service after reporting the case quickly via the [Report](#) function in the service to safeguard a precious life.

- A user who expresses a suicide intent or plan
- A user who recruits suicide partners
- A user who is determined to commit suicide by purchasing goods (charcoal briquette, pesticides, herbicides, insecticide, etc.) or expressing their intention to purchase them

Dissemination of Information that Induces Suicide or Self-Harm

“Information that induces suicide or self-harm” refers to content that actively encourages suicide or self-harming behavior or is used to facilitate such actions. If Kakao identifies, through user [reports](#) or other methods, any type of information that induces suicide or self-harm within KakaoTalk service areas that are accessible to all users, it may take a series of applicable measures to ensure user safety. These actions may include restricting search result visibility, limiting content exposure, restricting access to chatrooms, or limiting the use of certain KakaoTalk services.

- Information on seeking companions for suicide or self-harm
- Information providing specific methods for suicide or self-harm
- Documents, photos, or videos containing content that executes or encourages suicide or self-harm
- Information regarding the sale or use of items intended for suicide or self-harm
- Information that encourages or glorifies eating disorders (e.g., anorexia, bulimia)
- Any other information that is similar to the above items and is intended to incite suicide or self-harm

Restrictions in Open Chats

Users are free to share and discuss their own or others' experiences and opinions regarding mental health topics, such as depression, in KakaoTalk Open Chat rooms. However, sharing information that actively encourages suicide or self-harm or that may be used to facilitate such actions is strictly prohibited.

Open chatrooms or open profiles that aim to disseminate information falling under the category of "distribution of information that incites suicide or self-harm," or that share content which may assist, entice, or incite suicide or self-harm, may have their visibility in search results restricted. To prevent further dissemination or harmful activity, access to such open chatrooms may be restricted, and the use of the chatroom may be limited.

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Violation of privacy protection

“Personal information” refers to any information that helps identify a particular person, such as name, resident registration number, or video, and that can be easily combined with other information to identify a particular person.

Kakao considers personal information protection its primary responsibility, and, therefore, does neither allow any activity to distribute or post other's personal information via KakaoTalk nor to collect, steal and transact it in violation of relevant laws and regulations such as the PERSONAL INFORMATION PROTECTION ACT and the INFORMATION COMMUNICATIONS NETWORK ACT.

If other users posted defamatory articles that spread false stories or rumors or photos/videos and personal information without the owner's content on areas that other users can see, such as a bulletin board, please learn more about the [Rights Infringement Notice](#).

If any of the following violations of the Personal Information Protection Act are identified, please [report](#) the related messages and content through the in-app reporting feature. If a violation is confirmed, Kakao may restrict the use of certain KakaoTalk service features for the reported user to protect other users. In addition, if the relevant information is posted in service areas that are publicly accessible to all KakaoTalk users, Kakao may take a series of applicable measures to protect personal information, such as restricting visibility in search results or content exposure, restricting access to chatrooms, or suspending the user's access to some or all KakaoTalk services.

- Disseminate or post personal information such as name, phone number, address of others in the areas that other users can see
- Trade or attempt to trade other's personal information
- Impersonate others or companies to request for or collect personal information
- Collect personal information without consent to its collection and use
- Lure users to external sites for the purpose of stealing personal information
- Encourage to install or transmit malicious files, apps, etc. for the purpose of stealing personal information
- Threaten to disseminate/post private or personal information
- Extract a KakaoTalk user's authentic key using abnormal clients, apps or programs and provide information therefrom to third parties without Kakao's explicit consent
- Take advantage of illegally collected personal information, such as appropriating, stealing, or trading other's personal information and creating accounts and IDs

Objectionable or Sensitive Information

Information on excessive body exposure and sexual activity

Kakao does not allow its users to distribute information on excessive body exposure and sexual activities that are contrary to the sexual morality of the general public and cause sexual excitement and intense humiliation by stimulating sexual desire.

Obscene information

Kakao may consider the distributed information obscene if it depicts or expresses sexualized body areas (even in the manga, illustration, animation, pornography, figure, real doll, and any other expressive content), such as male/female genitals, groin, pubic hair, and anus, and/or explicitly describes or elaborates sexual activities with such areas exposed.

- Any content expressing or describing exposure of male and female genitals, groin, pubic hair, and anus
- Any content showing male and female genitals, groin, pubic hair, and anus through transparent clothing (or mosaic)
- Any content explicitly describing sexual violence such as rape, gang rape, sexual abuse, etc.
- Any content expressing or describing inter-sexual or homosexual activities with male and female genitals exposed
- Any content explicitly expressing or describing pseudo-sexual intercourse that utilizes tools or parts of the body (ex. mouth and anus, etc.) with male and female genitals exposed
- Any content vividly expressing or describing abnormal intercourse such as bestiality, necrophilia, promiscuity, etc. with male and female genitals exposed
- Any content expressing or describing masturbation activity performed to parts of the body other than genitals with the help of sexual instruments or similar devices and with male and female genitals exposed
- Any content directly and vividly describing sexual games with children and juveniles
- Any content explicitly describing sexual crimes against children and juveniles

If Kakao confirms, through [reports](#) or other methods, the distribution or transmission of obscene content (including documents or links containing such material) in any service area, including KakaoTalk messages, the responsible user may be immediately and permanently banned from using all KakaoTalk services. In addition, if such content is identified in service areas open to all KakaoTalk users, Kakao may take a series of applicable measures to prevent further dissemination, such as restricting visibility in search results or content exposure and restricting access to chatrooms.

Even for medical, educational, or artistic purposes, content that depicts or explicitly expresses sexual organs, genitals, pubic hair, anuses, female nipples, or sexual acts may be subject to service restrictions. However, if the content was not distributed with the intent to induce sexual discomfort

or cause similar effects, the affected user may submit a request to reduce the level of imposed restrictions along with an explanation.

Sexual information

Except for obscene information, content describing excessive physical exposure and sexual activity shall be considered sexual information.

- Any content expressing or describing the naked body without exposing male and female genitals, groin, pubic hair, and anus
- Any content expressing or describing male and female hip or female breast (or nipples)
- Any content expressing or describing the upper body with nipples concealed
- Any content expressing or describing the lower body without male and female genitals, groin, pubic hair, or anus exposed
- Any content explicitly expressing or describing the upper body with clothes on, breast exposed, and nipples concealed
- Any content expressing or describing the upper body exposure in cloth
- Any content expressing or describing the lower body exposure in clothes without showing male and female genitals, groin, pubic hair, anus, etc.
- Any content expressing or describing the lower body exposure in tighter clothes with showing the natal silhouette
- Any content expressing or describing inter-sexual or homo-sexual activities without exposing male and female genitals
- Any content expressing or describing sexual activities that give a handjob or use the mouth to stimulate male and female genitals, breast, or hip under the clothes
- Any content expressing or describing masturbation of one's breasts
- Any content expressing or describing masturbation that uses parts of the body or sexual instruments under the clothes
- Any content specifically describing sexual activities, using suggestive and disgusting sexual expressions and/or profane and vulgar language about male and female genitals
- Any content expressing or describing the sound of moaning, facial expression, and the like related to sexual activities in a highly stimulating manner
- Any content specifically expressing or describing abnormal intercourses such as bestiality, necrophilia, promiscuity, incest, sadistic or masochistic erotomania, voyeurism, etc.
- Any content making others recognize sexual contact in clothes
- Any content expressing or describing kisses that use each other's tongues
- Any content expressing or describing byproducts from sexual activity (ex. Semen, love-juice, etc.)
- Any content expressing or describing abnormal sexuality of fetishism
- Videos and images containing no sexual activities that cause sexual humiliation or disgust but exposing the body of the child and juvenile that may be misused in sexual crimes
- Other information that may significantly aggravate layperson's sexual humiliation

If Kakao confirms, through [reports](#) or other methods, the distribution of sexually suggestive content within KakaoTalk service areas that are accessible to all users, it may take a series of applicable measures depending on the form and content of the material. These actions may include limiting service access, restricting visibility in search results or content exposure, or restricting access to chatrooms.

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Violent or disgusting information

Kakao does not allow its users to distribute any information that is violent or cruel or causes aversion.

If Kakao confirms, through [reports](#) or other methods, the distribution of violent, cruel, or hateful content within KakaoTalk service areas that are accessible to all users, it may take a series of applicable measures depending on the form and content of the material. These actions may include limiting service access, restricting visibility in search results or content exposure, or restricting access to chatrooms.

Violence and cruelty

Any content realistically and concretely describing physical and mental pain inflicted on people and expressive products (ex. Characters in a cartoon or animation) shall be considered information on violence and cruelty.

- Any content expressing or describing a cruel murder scene or abandonment of a dead body, such as a cut or destruction with blood and bleeding
- Any content expressing or describing torture or violence inflicted to a person in a defenseless state
- Any content expressing or describing suicide, injury, violence, threat, abuse against socially marginalized people such as the disabled, the elderly, the pregnant, and the infirm
- Any content specifically expressing or describing suicide, self-injury, or self-torture
- Any content expressing or describing an excessively damaged body or corpse
- Any content expressing or describing the criminal technique in detail or caricaturing or beautifying violence
- Any content expressing or describing people burnt or caught on fire
- Any content realistically and specifically expressing or describing physical or mental pains so that people may feel the cruelty

Information Related to Violent Extremism

“Violent extremism” refers to actions or ideologies that justify or employ violence to promote political, religious, or social objectives. Content that promotes, glorifies, or endorses violent extremism ideologies, acts of terrorism, or criminal organizations is strictly prohibited, as it may cause user distress and social harm. The following cases are considered examples of violent extremist content.

- Content that praises, supports, or promotes terrorist organizations or extremist groups as designated by governmental or international authorities, or that glorifies their activities

- Expressions that promote violent extremism ideologies or justify and incite violence based on specific ideologies
- Sharing or distributing propaganda videos, recruitment content, or violent media created by terrorist organizations or criminal groups
- Content involving participation in, planning, or incitement of violent incidents, including acts of terrorism, mass killings, or indiscriminate attacks
- Expressions that directly or indirectly endorse or show sympathy toward violent extremism or terrorist organizations by using their symbols, slogans, flags, logos, or music
- Expressions that incite violence or hate toward specific groups, or that justifies, mocks, or trivializes such actions
- Any other content deemed to be intended to spread fear, threats, or extremist ideologies in associations with violent extremism, terrorism, or criminal activity

Hatred information

Any content that many users may resist or avoid shall be considered hatred information.

- Any content that expresses or describes vomit, urination(urine), excretion(excrements), etc.
- Any content that expresses or describes female menstruation, vaginal discharge, etc.
- Any content that specifically expresses or describes abortion, incision, amputation, childbirth and surgical scene, etc.
- Any content that specifically expresses or describes illness symptoms of humans and animals
- Any content that expresses or describes artificially and densely tattooed patterns so that others may fear
- Any content expressing or describing ghosts that others may fear
- Any content that may makes others feel insulted

Cruelty to animals

Cruelty to animals refers to the act of inflicting physical mistreatment and stress, unnecessary or avoidable, on animals without any justifiable reason, as well as the act of neglecting hungry or sick animals without taking appropriate measures. Photos or videos shooting or depicting the following actions shall be considered the content of cruelty to animals.

- An act of killing animals by cruel means, such as hanging an animal by the neck
- An act of leading an animal to death in public places such as on the road
- An act of leading an animal to death in front of other animals of the same kind
- An act of leading an animal to death by intentionally giving no feed or water
- An act of causing injury using physical and chemical methods, such as tools and drugs (except for prevention and treatment of disease or animal experiments conducted pursuant to relevant laws and regulations)

- An act of damaging the body of a living animal, collecting body fluids, or installing a device to collect body fluids
- An act of harming animals for gambling, advertisement, entertainment, or amusement
- An act of capturing, selling, or killing animals
- An act of capturing animals to sell or kill them
- An act of arranging sales of or purchasing lost or abandoned pets, or animals whose owner is unidentifiable
- An act of using animals for gambling
- An act of promoting and advertising gambling that uses animals
- An act of providing animals as a prize or giveaway for gambling, contest, lottery, game, entertainment, advertisement, etc.
- An act of renting animals for profit (except for renting helper dogs for the disabled)
- An act of not delivering animals directly to the buyer or through a professional animal courier when selling them
- An act of inflicting physical pain on, injuring, or causing death to animals without any justifiable reason

Profanity, abusive language and hate speech

Kakao does not allow the use of profanity and abusive language that could make others uncomfortable as well as hate speech that undermines the human rights and dignity of other users and threatens their safety.

If Kakao confirms the presence of abusive language, profanity, or hate speech within KakaoTalk service areas that are accessible to all users, through [reports](#) or other methods, it may take a series of applicable measures depending on the expression used, subject matter and content, and overall context. These actions may include limiting service access, restricting visibility in search results or content exposure, or restricting access to chatrooms.

Profanity and abusive language

Any excessive expression that may inflict humiliation or displeasure to other users or make them feel verbally abused shall be considered profanity and abusive language.

- A profane or abusive language that explicitly expresses or depicts sexual activity or sexualized areas of a body
- A profane or abusive language that expresses violent destruction of a body
- A profane or abusive language that compares a person to an animal or disparages body damage or taste
- A harsh slang or vulgar language that disparages or insult the other party
- A foul language that uses part of the body, such as a finger that may be insulting to other people
- Any content that induces profanity (ex. curse and damn, curse-free, please curse me, etc.)
- Other profane or abusive languages that may humiliate or insult others

Hate speech

KakaoTalk is committed to protecting the freedom of expression of its users for a more flexible and versatile connection. In the meantime, Kakao also recognizes protecting the human rights of its users as primary duty and responsibility. Kakao has established the [Kakao's Principles to Counter Online Hate Speech](#) and applied them to look out for statements abusing freedom of expression and threatening the safety of others and root out online hate speeches.

Kakao defines extreme verbal violence on a particular group based on biased perceptions as 'hate speech.' It is not permissible to damage human dignity, incite violence, or promote discrimination or prejudice by questioning any of the following aspects.

- Place of Origin (country, region , etc.)
- Race

- Appearance
- Disability or Illness
- Socio-economic situation (Occupation, Status, etc.)
- Religion
- Age
- Gender
- Sexual Identity
- Sexual preference and other identity-related factors

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Content Related Illegal or Restricted Products and Services

Illegal and restricted products and services, etc.

Via KakaoTalk, users are not allowed to sell or provide goods and services prohibited by law, restricted from selling online, infringing on another's intellectual properties, or violating good morals or other social order.

If Kakao confirms the sale of illegal products or the provision of illegal services through user [reports](#) or requests from external organizations, it may restrict the user's access to specific KakaoTalk services. In cases involving clearly illegal activities, or when deemed necessary to protect other users, Kakao may immediately and permanently suspend the user from accessing all KakaoTalk services. In addition, if any information related to illegal or regulated goods or services is identified in service areas accessible to all KakaoTalk users, Kakao may take a series of applicable measures to prevent further distribution, such as restricting visibility in search results or content exposure, and restricting access to chatrooms.

Illegal products and services

Selling or arranging to sell the following products are strictly prohibited under the current laws and regulations. It is not allowed to utilize KakaoTalk to sell or arrange sales of the following products directly or to promote, advertise, consult or transact to encourage the access or installment of external sites or apps that sell the relevant products (including a free offer).

- Drugs (illicit drugs (ex. poppy, opium, and Coca leaves, etc.), psychotropic drugs, marijuana)
- Blood/Certificate of blood donation
- Military uniforms and military equipment, pseudo-uniforms
- Police uniforms and police equipment, pseudo-police uniforms and pseudo-police equipment
- Illegally captured or imported wild animals and processed foods made thereof
- Tools to capture wildlife (ex. Traps, gins, snares, etc.)
- Endangered wild plants and animals, and taxidermy
- Pornography
- Illegal medicines
- Goods that the seller does not have proper ownership of, such as stolen goods or founds
- Illicit replica mobile phone, or fake mobile phone, activated USIMs or USIMs registered under another person's name
- Gift certificates that cannot be transferred or sold (ex. rail ticket, registered ticket, and winning ticket or admission ticket for an international event, etc.)

- Media content that has not been reviewed (ex. game content, video content, etc.)
- Foods, health supplements, medical devices, and cosmetics that have not been approved or reported by relevant authorities
- Household goods and electrical supplies without safety certification and broadcasting equipment with suitability untested
- Products using illegal measuring units
- Game-hacking programs (ex, nuclear, bot, Automouse, etc.)
- Malware programs
- Products for which cornering and hoarding are prohibited by the PRICE STABILIZATION ACT (provided, however, that it shall be applicable only within the prohibition period.)
- All other products that have not been approved, reviewed, or authorized by relevant authorities

If any service provides a paid activity that is prohibited and has not been licensed, authorized, registered, or reported pursuant to relevant laws and regulations, it shall be deemed as an illegal service. It is not allowed to utilize KakaoTalk to sell or arrange the following services directly or to promote, advertise, or consult for the purpose of encouraging the access or installment of external sites or apps that provide the relevant services.

- Illegal loan and loan brokerage service (if by a credit business or loan broker not registered under the LOAN BUSINESS ACT)
- Illegal multilevel service (if by a multilevel marketing business not registered under the DOOR TO DOOR SALES ACT)
- Illegal real estate agency service (if not by a licensed agent office registered under the REAL ESTATE AGENT ACT)
- Illegal legal advisory service (if not by a lawyer)
- Illegal services and relevant training services such as tattoos, semi-permanent make-up, piercings, therapeutic hypnosis, and hypnotherapy (if not by a medical clinic according to the MEDICAL LAW)
- Illegal rubdown, massage, acupressure services (if not by an official massager authorized under the MEDICAL LAW)
- Illegal detective agencies and messenger offices (for tapping, spycam, secret investigation, location tracking, etc.)
- Illegal hacking service
- Illegal circulation of funds and exchange services (ex. Cash-back transactions via credit card, mobile phone, or local gift certificate, etc.)
- Proxy game services
- Falsification, modification, and preparation services for public and private documents
- Name/title lending or referral service for a car rental operator to rent cars for business
- Billing service issuing false tax invoice and bill
- Illegal marketing services that violate the Act on Fair Labeling and Advertising (e.g., fake reviews, ranking manipulation)
- Services that violate bioethics, such as organ trafficking, surrogacy, sperm or egg trading, and illegal or disguised adoption

- Illegal foreign exchange trading or brokerage services in violation of the Foreign Exchange Transactions Act
- Other illegal services in violation of relevant laws and regulations

Products infringing trademark rights, copyrights, etc.

It is not allowed to utilize KakaoTalk to directly sell or arrange sales of products that infringe another's intellectual property rights (including trademark rights or copyrights) or to promote, advertise, consult or transact to encourage the access or installment of external sites or apps that sell the relevant products (including a free offer).

Chatrooms, profiles, or content intended for the consultation or sale of the following products may be restricted from appearing in search results. If a [rights infringement notice](#) is filed by the intellectual property holder, or a request is received from a relevant authority, Kakao may take a series of applicable actions such as restricting content exposure, limiting access to chatrooms, or restricting access to part or all of KakaoTalk services.

- Media content such as illegally copied software/program, albums/sound sources, video materials, game materials, books, etc.
- Software, programs, etc. that incapacitate technical protection measures
- Counterfeit goods (fake goods, imitations, etc.)
- Any product that infringes other trademark rights or intellectual property rights

Products banned for online sales

The following products are banned from selling online and thereby are not allowed for sales or transactions via KakaoTalk (including free offers). The ordering, payment, providing, and receiving of any such product shall be processed in person.

Chatrooms, profiles, or content intended for the consultation or sale of the following products may be restricted from appearing in search results. If it is confirmed, through user [reports](#) or other methods, that these products were sold or offered remotely via KakaoTalk, Kakao may take a series of applicable actions such as restricting content exposure, limiting access to chatrooms, or restricting access to part or all of KakaoTalk services.

- Medicines (only available to pharmacy owners, not to be sold outside pharmacies or stores)
- Alcoholic beverages or traditional liquor (only for mail-order by authorized mail order traders)
- E-cigarettes containing cigarettes and nicotine (not for mail-order and e-commerce)
- Sight-corrective glasses, sunglasses, and contact lenses, and non-prescription cosmetic lenses (not for mail-order and e-commerce)
- Gun, sword, gunpowder, spray, stun gun, crossbow (not for mail-order and e-commerce)

- Other products prohibited from selling online according to relevant laws and regulations

Products possibly invading privacy

Products and services that raise concerns regarding invasion of privacy and breach of communication privacy are restricted from being sold, promoted, or offered for consultation via KakaoTalk. Chatrooms, profiles, or content that handle the following products may be subject to measures such as restricting visibility in search results or content exposure, and limiting access to and use of chatrooms.

- Sub-miniature or camouflage cameras
- Wiretapping device or wiretapping app
- Location tracker, location tracking app
- Other products that may invade privacy and communications secret

Illegal Debt Collection Practices

KakaoTalk strictly prohibits debt collection practices that violate the Fair Debt Collection Practices Act. If it is confirmed, through user or institutional reports or other methods, that KakaoTalk is being used to engage in or facilitate unlawful debt collection, including but not limited to the following examples, the user may be immediately and permanently suspended from using all KakaoTalk services.

- Threatening the debtor or related parties, or using deceitful tactics (e.g., lies, deception, trickery)
- Repeatedly contacting users without justifiable reasons or during nighttime hours (from 9PM to 8AM) via KakaoTalk messages or calls
- Disclosing false information about the debt to third parties
- Coercing the debtor or related parties to borrow money or secure repayment funds through similar methods
- Demanding repayment from a third party to repay the debt on behalf of the debtor
- Adding individuals related to the debtor (e.g., coworkers, family) to group chats and publicly disclosing personal or financial information
- Disclosing the credit or personal data of the debtor or related parties, or using it for purposes other than debt collection
- Demanding repayment for nonexistent or invalid debts
- Engaging in debt collection or sending messages using a profile that pretends to represent a court, prosecutor's office, or other state agencies
- Falsely representing one's legal authority or position regarding debt collection
- Falsely claiming that civil or criminal legal actions are underway
- Unauthorized use of the name of another person or organization for the purpose of debt collection

- Publicly exposing debt-related information in a group chat with unspecified participants
- Any other action prohibited under applicable laws and regulations

Kakao

Products and services harmful to juveniles

When dealing with products and services that are banned from selling to juveniles (i.e., those under the age of 19; those who turn 19 after January 1 during the relevant year shall be excluded herefrom), you need to pay attention and may be subject to partial restrictions on using the KakaoTalk service.

Information on harmful content to juveniles

You must check the age and identity of a client to sell, rent, and distribute drugs, objects, and contents harmful to juveniles (hereinafter referred to as the “Materials Harmful To Juveniles”) according to the JUVENILE PROTECTION ACT. If you use KakaoTalk to consult on materials harmful to juveniles, you must check whether your client is a teenager or not. It is not allowed to sell any such hazardous materials without checking his/her age and identity.

To protect minors, chatrooms, profiles, or content intended for the consultation, sale, or promotion of the products listed below may be restricted from appearing in search results or limited in content exposure. If it is confirmed, through user [reports](#) or other methods, that these products were sold or provided to minors via KakaoTalk, Kakao may take a series of applicable measures such as restricting access to chatrooms or limiting access to part or all of KakaoTalk services.

- Drugs harmful to juveniles
 - Alcohol prescribed in the 「LIQUOR TAX ACT」
 - Tobacco prescribed in the 「TOBACCO BUSINESS ACT」
 - Illicit drugs prescribed in the 「ACT ON THE NARCOTICS CONTROL」
 - Hallucinant prescribed in the 「ACT ON THE CHEMICAL SUBSTANCE CONTROL」
 1. Toluene, ethyl acetate, or methyl alcohol
 2. Thinner, adhesive, balloon, paint containing toluene, ethyl acetate or methyl alcohol
 3. Butane gas
 4. Nitrous oxide
 - Organic sol containing ethyl acetate, or balloon with gel
 - Drugs harmful to juveniles, as notified by the relevant authorities under the YOUTH PROTECTION ACT
- Objects harmful to juveniles
 - Indicators utilizing laser beams (ex. Laser pointer)
 - Cigarette-type inhalant (ex. Vitamin inhalants, nicotine dependence inhalants, etc.)
 - Electronic-cigarette-type inhalant devices (ex. Electronic devices and accessories for inhaling tobacco components including nicotine solvent, etc.)
 - Other objects harmful to juveniles, as notified by the relevant authorities under the YOUTH PROTECTION ACT
- Media content harmful to juveniles
 - Music records or files, and other media content, as notified as media content harmful to

juveniles by relevant authorities, including the Commission on Youth Protection according to the YOUTH PROTECTION ACT

Information on transaction of game items

Chatrooms, profiles, or content containing the following types of information, which may encourage gambling behavior and negatively affect adolescents' well-being, may be restricted from appearing in search results. In addition, if it is confirmed, through user [reports](#) or other methods, that game items, points, accounts, or similar assets have been sold or provided to minors via KakaoTalk, Kakao may take a series of applicable measures such as restricting content exposure, limiting access to chatrooms, or restricting access to part or all of KakaoTalk services.

- Any content that transacts (sells, purchases, exchanges) tangible and intangible results obtained through game content, such as game items and scores
- Any content that introduces arranges, brokers, or mediate transactions (sales, purchase, or exchange) of tangible and intangible results obtained through game content, such as game items or scores
- Any content that transacts (sells, purchases, or exchanges) game character or account(ID)
- Any content that introduces, arranges, brokers, or mediates transactions (sales, purchase, or exchange) of game characters, accounts(ID), etc.
- Any content that promotes or advertise game item brokerage sites or induce subscription thereto

Information on sexual instruments and sexual instrument stores and sites, etc.

Information related to adult products that promote obscene behavior among minors, such as sex toys (e.g., male enhancement or training devices, male devices for female stimulation, masturbation devices) and sex dolls (e.g., “real dolls”) (hereinafter referred to as “sex-related products”), may not be distributed via KakaoTalk services.

If Kakao confirms, through user [reports](#) or other methods, the presence of such information within KakaoTalk service areas that are accessible to all users, the responsible user may be immediately and permanently suspended from all of KakaoTalk services. In addition, to prevent the distribution of such information, Kakao may take a series of applicable measures, including restricting visibility in search results, limiting content exposure, and restricting access to chatrooms.

- Information on sexual apparatus or instructions thereof
- Contents of trading, selling, renting sexual apparatus
- Contents of promoting, advertising, or inviting users to subscribe and install websites or applications that sell sexual apparatus
- Contents of advertising or promoting businesses that handle sexual apparatus

Information on promotion or mediation of unsound relationships or prostitution, etc.

Information that distorts sexual ethics for minors, promotes or facilitates inappropriate relationships, or is likely to encourage or lead to illegal activities such as prostitution, may not be distributed within KakaoTalk services.

If Kakao confirms, through user [reports](#) or other methods, the presence of the following types of information within KakaoTalk service areas that are accessible to all users, it may restrict the user's access to part or all of KakaoTalk services. In addition, to prevent the distribution of such information, Kakao may take a series of applicable measures, including restricting visibility in search results, limiting content exposure, and restricting access to chatrooms.

- Any promotional or advertising content by a service that arranges voice or video chats among non specific users or between non specific users and the hired (ex. Phone dating, telephone room, video chat room, image chat room, etc.)
- Any promotional or advertising content on a service where sexual or similar acts among unspecific users or between unspecific users and the hired, such as physical contact, exposure of sex-related body parts, etc. (ex. Kiss room, dry-humping room, prostate massage, glass room, image club, etc.)
- Any promotional or advertising content on job offers, job-seeking, or related services for adult video chats
- Any promotional or advertising content on job-seeking or related services of the acting-as-lover business (role-playing, kissing job, acting as a partner, acting as a drinking companion, etc.)
- Any promotional or advertising content on businesses that are off-limits to juveniles or prohibited from offering or seeking juvenile jobs, or providing any such job information (ex. Kiss room, dry-humping room, prostate massage, glass room, adult PC room, resting room for arranging prostitution, adult doll room, etc.)
- Any promotional or advertising content on applications that provide online chat service (ex. Random chat apps) between unspecified users (only applicable to content harmful to juveniles)
- Any promotional or advertising content on the website of a business that is off-limits to juveniles or prohibited from offering or seeking juvenile jobs or providing any such job information
- Any promotional or advertising content on any other websites or applications notified or marked as content harmful to juveniles

Investment Advisory and Related Activities

Kakao prohibits provision of investment advisory services without proper registration as a financial investment business, as well as any similar investment advisory or investment information services through interactive channels in order to prevent unfair trading practices in financial markets (e.g., market manipulation, fraudulent transactions), contribute to the establishment of a sound financial order, and protect users from attempted investment fraud.

Kakao may immediately and permanently restrict users and admins (e.g., moderator, vice moderator) of the relevant chat room from using the entire KakaoTalk services if it identifies from user [reports](#) that they committed the following prohibited acts. If it is found that such acts are committed in a group chat room, such as open chat, access thereto or use thereof may be restricted permanently.

Quasi-investment advices

The term “quasi-investment advisory business” refers to a business engaged providing advice, without heterogeneity, concerning judgments on investment in financial investment instruments or the values of financial investment instruments for a fixed consideration from customers; the use of bidirectional channels to conduct such business is strictly prohibited.

A user shall not violate the Capital Markets Act or other related laws and regulations using KakaoTalk, such as providing quasi-investment advice services, inducing or promoting subscription/use of quasi-investment advice services, or commit any of the following acts which may cause harm to other users:

- Creating or operating a group chat room (so-called “leading room”) that provides advice concerning judgments on investment in financial investment instruments or the values thereof;
- Providing quasi-investment advice service, such as recommending investment items;
- Inducing users to subscribe to a leading room or providing investment advice by impersonating or pretending to be an expert, celebrity, employee of a financial institution or investment company;
- Inducing users to subscribe to a leading room or providing investment advice by mentioning guarantee of principal or profit, compensation, recovery of loss, etc.;
- Promoting or encouraging the use of private home trading systems (e.g., HTS, MTS), or related websites
- Promoting or encouraging sign-up or use of overseas financial trading platforms or broker sites that are not registered as financial investment businesses
- Sharing false or exaggerated investment information, experience, etc.;
- Inviting other users to a leading room;
- Sending spam messages related to a leading room or registering advertising posts, etc.; or
- Operating a group chat room to show or promote a leading room.

The “Admin Only” one-way chat feature may be modified by the host at any time during the operation of the chatroom and, depending on the settings, may function as a two-way channel. Accordingly, even if this feature is enabled, it shall not be regarded as a strictly one-way channel and must not be interpreted as an exception to the restrictions on activities related to similar investment advisory services.

Miscellaneous investment advices

Where a user attempts to provide investment advice or commit investment fraud in relation to any of the following investment instruments using KakaoTalk in order to induce others to make unlawful or wrong investment decision, Kakao may restrict the user from using KakaoTalk by applying the quasi-investment advising policy stated above mutatis mutandis thereto:

- Virtual assets (e.g., cryptocurrency) under the Act on the Protection of Virtual Asset Users;
- New or new type of technology investment instruments (e.g., art tech, NFT) which fall under securities or virtual assets;
- Real estate investment; or
- Other investment instruments similar thereto.

Especially in relation to virtual assets, users shall not commit any of the following acts:

- Promoting or encouraging registration for virtual asset exchanges that have not filed a report as virtual asset service providers in accordance with the Act on Reporting and Using Specified Financial Transaction Information
- Inducing users to invest in or trade unlisted virtual assets;
- Operating a group chat room (e.g., open chat room) to trade unlisted virtual assets or trading thereof; or
- Inducing users or promoting virtual asset futures not permitted by related laws or regulations.

Similar deposit-taking

“Similar deposit-taking” refers to any of the following activities that raise funds from a large number of random people without registering or reporting or getting licensed or authorized.

- An act of receiving investment after promising to pay in the future a full or an amount exceeding the amount of investment
- An act of receiving money under the pretext of deposit, term deposit, installment, balance, etc. after promising to pay the full amount of principal or an amount higher than such amount in the future
- An act of issuing or selling private loans after promising to repurchase at a price higher than the issuing or selling price in the future

- An act of collecting money for the membership fee after promising to compensate a future economic loss with money or securities

To prevent user harm caused by unauthorized or deceptive fundraising activities, if Kakao confirms, through user [reports](#) or other methods, the presence of the following types of information in any service area, including KakaoTalk messages, the responsible user may be immediately restricted from all of KakaoTalk services. In addition, if the following information is identified in service areas accessible to all KakaoTalk users, Kakao may take a series of applicable measures, such as limiting visibility in search results, restricting content exposure, and restricting access to chatrooms, to prevent user harm.

- Any content that guarantees the investment principle
- Any content guaranteeing the recovery of the investment funds
- Any content guaranteeing high returns from investments
- Any content promising regular high yields from investments
- Any content guaranteeing zero-risk
- Content that encourages or promotes sign-up or use of account rental services
- Content that encourages or promotes sign-up or use of overseas investment or wealth management services (including apps)

If you are restricted from using the service due to similar deposit-taking, you can request to release restrictions by proving whether you have been licensed, authorized, registered, or reported under relevant laws and regulations.

Ensure Stability and Reliability

Transmit advertising information for commercial purposes

KakaoTalk gives priority to service operations centered on free connection and communication between users but strongly counteracts an illegal transmission of commercial advertising information (hereinafter "Illegal Spams") via KakaoTalk. In addition, the act of sending Illegal Spams for the purpose of promoting a Kakao Talk profile or a chat room (including an Open Chat room) is also prohibited.

Anyone who wants to send commercial advertising information via electronic transmission medium shall obtain explicit prior consent from a recipient and abide by relevant laws and regulations, such as marking the information as a commercial advertisement and ensuring that the recipient can easily withdraw the prior consent.

KakaoTalk thereby provides various services such as [KakaoTalk Channel](#), [KakaoTalk Biz Message](#), and the like to help its users or corporate users transmit commercial advertising information pursuant to relevant laws and regulations.

If Kakao confirms, through user [reports](#), that a user has engaged in any of the following actions without explicit consent or by exploiting system vulnerabilities, it may restrict the responsible user's access to part or all of KakaoTalk services. If a user sends advertising information related to clearly illegal activities or sends spam messages of same or similar content using multiple accounts, please note that the relevant user may be immediately and permanently restricted from using the entire KakaoTalk service functions.

- Any act of transmitting commercial advertising information
- Any act of continuously inviting the relevant user to a group chat room to send advertising information or communicate commercial content, such as promotion or enticement of a visit
- Any act of repeatedly transmitting the same or similar messages after being invited to multiple group chats created for spreading advertising information or commercial content, including promotion or enticement of a visit
- Posting or sending commercial content, such as advertisements, promotions, or solicitations for visits, to another user's posts or spaces, or engaging in activities such as "likes," "friend requests," or "commenting" for commercial purposes

In addition, chatrooms, profiles, or content that contain the following information may have their visibility in search results or content exposure restricted, and the use of some or all KakaoTalk services may be restricted for the administrator of the chatroom (including the host, co-host, and actual operator) or users identified with the following content.

- If the owner of a KakaoTalk profile, content, or the owner of a chat room including an Open Chat room or the admins thereof transmit commercial information via text message using their or other user's account or post them onto another user's board or space
- If the company has received requests from multiple users and institutions to act upon an illegal messaging of advertising information
- If the service of transmitting advertising information is provided via KakaoTalk
- If an open chat room or open profile sells or promotes illegal programs for transmitting advertising information via KakaoTalk
- If an open chat room or open profile recruits people or seeks a job to provide service of transmitting advertising information via KakaoTalk

Furthermore, Kakao may restrict the visibility of advertising information, promotional content, or content that invites visits when it is confirmed through reports that such content is repeatedly sent to multiple users, causing user fatigue or discomfort, or when it poses a risk to the stable operation of the service. In this case, you may face restrictions in accessing the content or using related services through KakaoTalk.

Service usage in a way not permitted by KakaoTalk

Kakao applies a variety of technical/physical safeguards to provide its users with safe and reliable service environments and strictly responds to any act of using the service in a manner not permitted by the company or impeding regular service operation, such as harming stability and reliability of the service and/or causing faults in the service.

KakaoTalk is protected according to the Copyright Law, and, therefore, reverse engineering KakaoTalk program codes and using the relevant information as follows without proper authority or permission of Kakao shall be subject to violation of copyright. The aforementioned acts are strictly prohibited since they may threaten service security and negatively affect a stable service provision, not to speak of infringing Kakao's copyrights.

- Provide or disclose information obtained by reversely analyzing program codes with third parties
- Utilize reverse analysis codes to develop or produce a substantially similar program in terms of expressions used in KakaoTalk
- Sell, disseminate or provide similar programs developed or produced based on reverse analysis codes
- Utilize other reverse analysis codes to infringe any copyright

Suppose Kakao identifies a case where a user used the service in a way not permitted by KakaoTalk, by analyzing a report or complaint from other users or the service environments or usage patterns of the reported person. In that case, Kakao may temporarily or permanently restrict the reported person from using the entire KakaoTalk services to protect other users and the KakaoTalk system.

In addition, if Kakao identifies any of the following acts that cause or may cause service failure to KakaoTalk, it may permanently restrict the relevant user from using the entire KakaoTalk services. In particular, Kakao may restrict its users from accessing those accounts judged to harm service provision or severely impede stable operation, for example, causing malfunction of service facilities and destruction or disruption of service systems. However, users can raise an objection via Kakao Customer Service if they are dissatisfied with the results of service restriction measurements. In addition, if a serious service failure occurs due to the relevant act, Kakao may actively take measures in partnership with investigation institutions, such as linking it with legal countermeasures.

- Falsely call KakaoTalk protocol or API by using an abnormal program not permitted by Kakao
- Damage, destroy, alter, or forge the KakaoTalk data by using an abnormal program not permitted by Kakao
- Falsely collect or use personal information, identification key, and profile information of other users or provide any of them to third parties by using an abnormal program not permitted by Kakao
- Develop or produce malicious programs based on the KakaoTalk protocol or API and distribute or provide them to others free of charge or at a cost

- Distribute, provide, or promote unusual programs and malware not permitted by Kakao through Open Chat
- Utilize false information such as virtual numbers to join or use KakaoTalk
- Any other activities that causes or may cause failure in part or whole of the service through transmitting massive signals or data or processing malicious commands, utilizing the security vulnerability of KakaoTalk, or paralyzing technical safeguards of KakaoTalk with abnormal programs.

As a preventive measure to ensure the stability and reliability of KakaoTalk, if Kakao confirms, through user [reports](#) or other means, the occurrence of the following actions in post-based service areas, it may take a series of applicable actions such as restricting search result visibility, limiting content exposure, restricting access to chatrooms, or limiting the use of part or all of KakaoTalk services.

- Provide and share information obtained by reversely analyzing KakaoTalk codes with third parties
- Create an open chat room or profile to share the results of reverse analysis of KakaoTalk codes

Steal, trade, transfer, exchange accounts, etc.

To [ensure a safe use of account](#) and to protect privacy, KakaoTalk provides necessary tools and technical safeguards and does not allow anyone to step over the mark and take advantage of KakaoTalk without proper permission.

Kakao may permanently restrict relevant users from using the entire KakaoTalk services to protect other users as soon as it confirms any of the following acts through user [reports](#), such as deceiving or attempting to deceive others into acquiring or stealing their Kakao account information (email, password, verification code, etc.)

- Transmit an event page that force users to enter other users' Kakao Account information
- Ask for another user's Kakao Account information by impersonating identity, falsifying authentication methods, etc.
- Impersonate the Kakao Admin or Kakao Customer Center and ask for information about another user's Kakao account
- Suggest others to trade, transfer, or exchange their KakaoTalk accounts
- Request for renting another user's KakaoTalk account
- Force or threaten others to provide their KakaoTalk account information and authentication identity
- Request for other's Kakao Account information and purchase, transfer or exchange it for acquiring another user's account or arranging any such acts for others

Kakao does not allow not only the acquisition of another person's account through the above actions but also the sale, transfer, or rental of one's own Kakao account, nor permitting its use or attempting to do so. If Kakao confirms the relevant actions through user [reports](#) or other methods, it may take a series of applicable measures such as restricting visibility in search results or content exposure, limiting access to chatrooms, or restricting user access to part or all of KakaoTalk services.

A large number of reports accumulated

KakaoTalk imposes service restrictions on users who have been repeatedly reported by other users in order to create enjoyable service environments.

Any user reported by multiple users may be restricted from using certain KakaoTalk services, such as temporarily limited transmission of messages or access to the Open Chat service.

Any user who was repeatedly reported by others and, therefore, restricted from using the service can file a complaint thereon to [Kakao Customer Service](#) at any time. However, please be aware that those who were reported for any of the following reasons may not be restricted from using the service.

- If multiple users from regular chat rooms submit a report about your message
- If you transmit or post content that violates the terms and conditions or operation policy
- If you repeatedly transmit or post the same or meaningless content to hinder conversations or service usage of others

Fraudulent Accounts

A “fraudulent account” refers to an account created by using someone else's information, the name of a non-existent person or organization, or generated through automated means for purposes that are not constitute legitimate use of the service. KakaoTalk operates on the principle of safely managing accounts based on the user's actual information to ensure the reliability of the service and protect users. Therefore, the creation or operation of multiple fake accounts to deceive others or to engage in activities that deviate from the intended use of the service is not permitted.

If Kakao confirms any of the following fraudulent account-related activities, through user [reports](#), internal system detection, or requests from relevant authorities, it may immediately and permanently restrict the user from access to all of KakaoTalk services in order to ensure service reliability and protect other users.

- Creating and operating multiple fraudulent accounts for purposes such as sales or marketing
- Creating fraudulent accounts to send messages to other users
- Misrepresenting one's gender or age information to access other users (e.g., adults pretending to be minors, minors pretending to be adults, or providing false information in open chatroom profiles)
- Creating content by falsely representing one's gender or age information
- Creating and operating an account by stealing someone else's photo, name, profile information, etc.
- Using someone else's information to obtain verification or similar approvals
- Creating multiple fraudulent accounts to distort the community atmosphere, attempt harassment of specific users, or manipulate public opinion
- Creating and operating abnormal accounts in a manner that goes against the original purpose of KakaoTalk services or undermines trust between users

If service use is restricted due to a fraudulent account, the user may request the lifting of the restriction by verifying their identity.

Protect User Rights

Kakao operates the Center for Infringement Report to protect rights of KakaoTalk users and right holders.

KakaoTalk users must not distribute information that infringes on the rights of others while using the service. Users whose rights, such as privacy violations or reputation, have been infringed upon by information provided in KakaoTalk's posting service areas may request the deletion or blocking of access to that information by substantiating the infringement.

Kakao may take available actions such as blocking access to information, if it receives requests for deletion or blocking from rights holders regarding the following content, according to the rights infringement reporting procedure. In addition, if deemed necessary for the protection of rights, Kakao may temporarily restrict the use of KakaoTalk or certain services for the reported user.

- Any content that may distribute personal information and/or violate one's privacy and freedom
- Any content that posts photos and videos of others without proper authority and violates the moral rights of the relevant people
- Any information that publicly insults others for the purpose of slander or reveals facts or false stories to damage a person's reputation
- Any violation of patent, trademark, design right, copyright, and other intellectual property rights, such as using, executing, or transferring another person's trademark or work without proper authority
- Any violations of rights of others without proper authority

Users who have been blocked by the above procedure can make a request for re-posting in accordance with the infringement report procedures. For more information, please refer to the [Rights Infringement Notice](#).