

Helix Community Guidelines and Child Safety Standards

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This is a directly accessible copy of the relevant Helix policy provisions. Read it together with the Terms of Service and Privacy Policy. Required individual choices and applicable mandatory rights remain separate.

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Part 1. Community and Safety Standards

1 Respect consent and eligibility

Helix is an adult discovery service operated by Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. Contact Legal@helixmatchglobal.com for safety reports and appeals. These standards form part of the Helix Terms. Use your real age and honest identity and intentions. No minors, impersonation, ban evasion, misleading credentials or fabricated donor/medical information. A match, like, family category, payment or AI illustration is not consent to intimacy, conception, medical treatment, a relationship or contact outside a person's boundaries. Respect rejection and blocks. Premium direct messaging does not permit repeated unwanted messages.

2 Prohibited harm

Do not threaten, stalk, harass, blackmail, exploit or discriminate unlawfully. No sexual assault, reproductive coercion, pressured natural insemination, trafficking, forced treatment, threats linked to pregnancy decisions, or payments conditioned on sex or relinquishment of rights. No child sexual abuse or exploitation material, grooming, sexualised child imagery or attempts to involve minors in adult arrangements. No non-consensual intimate imagery, deepfake sexual content, doxxing, false paternity claims, malicious genetic disclosures, public exposure of medical records or use of AI outputs to intimidate someone. Do not upload actual children's photos for profile or Future Family generation. No romance/donor scams, false emergencies, investment solicitation, phishing, forged receipts, prohibited reproductive payments or use of Helix Helper to conceal a sale. Do not encourage unsafe or unlawful clinical activity. Do not represent a self-declared status as a verified medical clearance. No automated harvesting, profile scraping, account takeover, malware, credential sharing, evasion of privacy controls or unauthorised distribution of donor material. Information accessible to a member is not a bulk-export entitlement.

3 Protect yourself and others

Verify important information independently. A badge is limited to the described check and is not a criminal-record, safety or medical guarantee. Before reproductive steps, seek licensed clinical screening and independent legal advice. Use licensed clinics where required and understand that private donation may create parentage/support duties. Do not send money on pressure, disclose financial credentials or rely on a screenshot as proof of identity, fertility or expenses. Avoid unnecessary medical records in chat. Meet with appropriate precautions and do not reveal exact home/work locations to strangers. Helix is not an emergency response service and cannot guarantee another person's behaviour. Do not put your surname, personal email/phone, home address, workplace or other identifying details in your public profile or initial messages. Stop contact with anyone pressuring you for personal or financial details. Caution is essential even when a person wants to meet you. For an in-person meeting, tell a trusted person where you are going and when you expect to return. Arrange your own transport, do not accept collection at home, and choose a busy public place. These precautions do not guarantee safety or make a victim responsible for another person's wrongdoing.

4 Report and block

Use the available report/block controls or email Legal@helixmatchglobal.com with the account/profile identifier, relevant dates, the issue and any evidence you can safely provide. Avoid forwarding illegal child-abuse content or unnecessary intimate/medical files; describe the issue and relevant location instead. Do not investigate, threaten or contact the alleged offender on Helix's behalf. For imminent danger, contact the appropriate local emergency service. Preserve relevant records you lawfully possess without redistributing them. Blocking must not be bypassed through new accounts, notifications or generation features. A report is assessed on its merits; retaliation and malicious reporting are prohibited.

5 Helix response

We may review relevant content/metadata, triage urgency, restrict visibility/contact, remove material, suspend functions/accounts, preserve evidence, seek limited clarification and refer or report matters to authorities where legally required or appropriate. We prioritise credible immediate threats, exploitation, minors and serious coercion. Personnel access is limited to an authorised purpose; reporting does not authorise unrestricted sharing of your medical data. We do not guarantee detecting every violation or any particular outcome. Serious safety concerns may require action before notice. We explain restrictions and provide review routes where required unless disclosure would prejudice safety, an investigation or law. We do not promise to reveal another person's private records or confidential enforcement methods.

5A Filtering, reporting and blocking Helix applies content filtering and moderation to objectionable material and provides in-app reporting of content or accounts and blocking of abusive users. Reported material is reviewed promptly with priority for credible threats, exploitation and minors. Action may include removal, limits on contact or visibility, and suspension or termination. A user may also contact Legal@helixmatchglobal.com. Blocking prevents further interaction through the relevant Helix controls. Users must not evade blocks through new accounts, alternate profiles or other features. We assess complaints and appeals with appropriate privacy safeguards and do not promise that filters or moderation will detect every harmful act.

6 Review and appeals

Email Legal@helixmatchglobal.com identifying the decision and grounds for review. We provide human consideration where required, correct supported errors and communicate the outcome subject to safety and privacy limits. Automated flags are not infallible. Consumer refunds and statutory complaints remain separate rights; reporting or appealing does not require waiving a claim.

7 Provider and user independence

Helix does not mediate custody, enforce a donor promise, supervise treatment or guarantee a reimbursement. It remains responsible for duties applicable to its own conduct. These standards supplement rather than replace legal safety/reporting obligations and the Terms. Changes are notified as required; mandatory local rights prevail.

8 Published child safety standards

Helix prohibits child sexual abuse and exploitation (CSAE), child sexual abuse material (CSAM), grooming, sextortion, child sex trafficking and all sexualised depictions of minors, including AI-generated or computer-generated depictions. No user may create, request, upload, store, link to or distribute this content or facilitate such conduct. Helix is for adults aged 18 or over and any higher applicable minimum age. Suspected underage accounts are restricted and investigated proportionately.

Report a user, message, listing or AI output using in-app reporting without leaving the app. You may also email Legal@helixmatchglobal.com with the subject Child Safety. Describe the concern and record location; do not email, download or redistribute suspected CSAM. For immediate danger, contact local emergency services.

On becoming aware of suspected CSAM or exploitation, Helix promptly reviews and takes appropriate action, including restricting access, removing prohibited material, disabling implicated accounts, preserving evidence securely where law requires and making required reports to the relevant authority, including NCMEC where applicable. Only authorised personnel may access necessary evidence. We comply with applicable child safety and reporting laws and use reports to improve safeguards. We do not promise confidentiality where reporting or protective action is required by law.

Child safety concerns can be sent to Legal@helixmatchglobal.com. Helix must maintain a designated, knowledgeable child safety point of contact for store and authority enquiries. The named person and direct contact details are supplied privately to Google Play; this policy does not represent that a particular person has

already been appointed.

9 AI output safety and reimbursement boundaries

AI-generated outputs are subject to the same prohibitions as user uploads. In-app output reporting must allow offensive or unsafe results to be flagged without leaving Helix; reports inform content filtering and moderation. Non-consensual intimate imagery, deceptive impersonation, sexual exploitation and instructions enabling harm are prohibited. A generated child illustration may never be sexualised.

Money, gifts or support must not be offered for sexual acts, romantic access or compensated sexual or dating arrangements. Expense discussions must not be used to bypass these restrictions. Helix may restrict or remove content or accounts that use fertility or reimbursement language to disguise exploitation or prohibited compensation.

10 Detailed profile and community rules

Represent your current age and identity honestly. Personal profile images must authentically depict you; do not use celebrity images, deceptive synthetic identities, materially misleading filters or another person's photos. Hypothetical Future Family outputs belong in the labelled feature, not as evidence of your identity, a pregnancy or a real child. Names may reflect the name you ordinarily use without publishing unnecessary legal identifiers. No child-only, unclothed-child or sexualised-child profile images are allowed. Do not expose children's names, schools, routines or identifying medical details.

No harassment based on race, ethnicity, nationality, caste, immigration status, religion, sex, gender identity or expression, sexual orientation, disability, body type, infertility, donor status or genetic/health information is permitted. Personal dating preferences do not authorise abuse, dehumanisation, eugenic claims or malicious reports. Do not fetishise, pressure, stalk, blackmail, cyberflash, secretly record, publish intimate material or retaliate for rejection or reporting. Consent is specific, freely given, ongoing and revocable; payment, marriage, a prior encounter or a match does not supply it.

Do not promote terrorism, violent extremism, threats, graphic violence, animal cruelty, weapons sales, illegal or controlled-goods trading, prescription misuse, counterfeit goods, money laundering, investment scams, harmful medical misinformation, election deception, dangerous challenges or encouragement of self-harm or disordered eating. Respectful discussion of personal experiences or reproductive health must remain non-exploitative and consistent with the no-explicit-content rules. Do not upload illegal material to condemn it; identify the location to moderators instead.

Unsolicited commercial promotion, recruiting, fundraising, follower harvesting, spam, bots, multiple misleading accounts, unauthorised automated messages and evasion of filters or bans are prohibited. Legitimate bank listings and lawful expense discussions are allowed only within their designated feature rules; they do not exempt unrelated advertising or solicitation. Staff and contractors must also be treated without threats or harassment. Criticism, legitimate complaints, protected disclosures and truthful reviews are not prohibited merely because they are negative.

11 Decisions appeals and support

We consider seriousness, credible evidence, context, recurrence, vulnerability and actual risk when choosing action. We may issue a warning, remove or limit material, restrict contact, require lawful verification, suspend or close an account. Serious exploitation or immediate danger may require action without a warning. Reports of related offline harm may be assessed; no universal criminal check or monitoring of all offline conduct is represented. An action does not automatically extinguish a statutory refund.

Appeal by emailing Legal@helixmatchglobal.com with the decision, account identifier, grounds and relevant evidence. You may appeal for at least six months after a content/account decision, or longer where law requires. An appropriately qualified reviewer considers the complaint and relevant new information; where

required, review is not solely automated. Notices explain reasons and available remedies subject to safety, privacy and legal exceptions. Further EU/UK remedies are described in Community Information and Moderation. Reports are handled discreetly, but no absolute confidentiality is promised where disclosure is legally required or necessary for a fair process. Good-faith mistakes are distinct from knowingly false, discriminatory or systematically abusive reports.

12 Public content authenticity and additional safety rules

No pornography, nudity, explicit sexual solicitation or unsolicited sexual media is permitted in profiles, messages, listings or AI output. Respectful, non-graphic discussion of fertility, anatomy, consent or clinical care is permitted within the relevant feature and privacy rules. A private chat does not create an exception for prohibited explicit content. Do not use public profiles to publish contact handles, payment details or links intended to evade safeguards.

Personal discovery profiles must include a current photograph recognisably depicting the adult account holder, subject to a reasonable safety or accessibility alternative agreed with Helix. Do not use text-only advertising, a meme or a synthetic person as identity evidence. Authorised institutional listings and source photographs follow their separate listing and permission rules. Neither a visible face nor a verification label establishes safety. Adults must not pretend to be underage to attract contact.

Involuntary intoxication, drugging, robbery, kidnapping, theft and attempted or threatened physical or sexual violence are prohibited. We may notify affected members about credible serious risks, including sexual violence, exploitation or fraud, when necessary and lawful. We assess the evidence, urgency and exposure and use an appropriate lawful communication channel. A warning may identify the relevant account and precautions; it is not a finding of guilt. We protect unnecessary personal information and comply with mandatory notice requirements. A good-faith report does not always result in a warning to everyone who contacted the reported person.

Sexual conduct without consent violates these rules, is unlawful and may carry civil or criminal consequences. You may seek Colorado victim-support information through the Colorado Attorney General at <https://coag.gov/dating-safety/> and the Colorado Division of Criminal Justice Office for Victims Programs at <https://dcj.colorado.gov/dcj-offices/ovp/hmpage>. These are independent resources; no partnership is represented. For immediate danger, use local emergency services. You may report harm to Helix without first making a police report.

13 Protect the integrity of reports and results

Do not organise discriminatory reporting campaigns, manipulate recommendation signals, purchase artificial engagement, or create automated identities to influence other members. Do not exploit another person's grief, infertility, disability, financial hardship or wish for a child to obtain money, sex, sensitive records or control. An invitation to discuss expenses never authorises such pressure. Genuine reports, honest mistakes, lawful criticism and protected disclosures remain permitted. AI illustrations and comparison results must not be used to fabricate consent, medical credentials, clinical clearance or evidence of a real child.

14 Names, controlled goods and respectful discussion

Use a display name that authentically identifies how you ordinarily present yourself without publishing unnecessary legal identifiers. Do not impersonate a celebrity or another person, use a name to advertise, publish a payment or messaging handle, or hide abusive messages in symbols, punctuation or images. Reasonable privacy, cultural, safety and accessibility alternatives remain available.

Do not use Helix to trade or promote controlled drugs, drug paraphernalia, tobacco or vaping products, misuse of prescriptions, dangerous weapons or other prohibited goods. Graphic injury, gore, animal cruelty and content glorifying violence or exploitation are prohibited. Safe, non-graphic discussion of recovery, fertility or personal

experiences must not encourage self-harm, disordered eating, dangerous challenges or harmful medical misinformation.

Do not target someone with unsolicited degrading comments about appearance, fertility, donor status, disability or identity. Do not pressure a person into disclosure, intimacy, travel, marriage, donation, treatment or payment, including through an intermediary. Legitimate rejection, a lawful personal preference, a good-faith complaint and protected criticism remain distinct from harassment or discriminatory reporting.

Part 2. Community Information and Moderation

Helix Match Global Inc. operates HelixMatchGlobal.com and the Helix app. Contact Legal@helixmatchglobal.com or write to 254 Chapman Rd., Ste 209, Newark, DE 19702, United States.

1 Our community and policy resources

Helix serves eligible adults exploring dating, marriage intentions, friendship, co-parenting and lawful donor/fertility discovery. Community and Safety Standards apply to profiles, messages, listings, AI outputs, expense discussions and connected offline conduct. Terms define the service contract; the Privacy Policy, Consumer Health Data Notice and visibility schedule define information handling. Safety Tips provide practical precautions. This information page explains reports, moderation, recommendations and remedies; it is not a claim that every member or record has been screened.

2 How to send a notice or report

Report the relevant profile, content, message, listing or generated result within the app. AI results can be flagged without leaving the app. You can also email Legal@helixmatchglobal.com, including without an account or after an unmatch. Identify the content location or record ID, describe the facts and why the material may be unlawful or violate policy, provide appropriate supporting information, and give a safe reply contact where possible. For an illegal-content notice, state the relevant jurisdiction/legal concern if known and confirm that you believe the information is accurate and complete. We do not demand a legal opinion or unnecessary health records.

Child sexual abuse material must not be downloaded, attached or redistributed. Identify its location and report the risk. A credible immediate threat may require local emergency help. Intellectual property notices follow the dedicated complaints policy; privacy and health-data requests may also be made directly to the legal mailbox.

3 Moderation and decisions

Helix uses user reports, content filtering and authorised review to address prohibited content. Automated indicators can be mistaken and do not replace human consideration where required. We prioritise credible exploitation, minors, violence, coercion and serious fraud. Authorised reviewers access only information necessary for the purpose under the Privacy Policy. We may request proportionate clarification, assess relevant context, and consider connected offline harm without representing that all users receive criminal-record screening.

Actions include warnings, removing content, limiting its visibility, restricting contact or a feature, requiring lawful verification, temporary suspension and account termination. Serious or urgent cases may require action before notice. We consider evidence, severity, recurrence and risk. We do not promise that every upload is reviewed or that harmful conduct will always be detected. A report does not guarantee removal; a good-faith report that is not upheld is not automatically abusive.

We acknowledge actionable notices and communicate the decision as required, including applicable reasons, policy/legal basis, scope and duration and whether automation materially influenced a decision. We may withhold protected information, confidential detection details or material whose disclosure would threaten safety or breach law. Where law requires, affected users receive an explanation and available redress. A privacy-limited report outcome may be supplied without identifying the reporter or exposing another person's medical information.

4 Appeals and complaints

Email Legal@helixmatchglobal.com with the account/content identifier, decision, grounds and any relevant evidence. Internal appeals are available for at least six months after a moderation decision and longer where required. They are free; no new purchase is needed. We review promptly and fairly, with appropriate human oversight, correct substantiated errors and explain the outcome subject to lawful restrictions. You may also complain that our reporting, safety, privacy or accessibility processes did not follow the published policy.

EU users retain applicable certified out-of-court settlement, regulator and court remedies under the Digital Services Act. A complaint may be made to the relevant national Digital Services Coordinator. UK users retain applicable contract and statutory remedies concerning content or account restrictions and online safety duties. Internal review is not an exclusive remedy, and US arbitration does not apply where the Terms exclude it or law prohibits it. No settlement organisation or statutory local representative is claimed to have been appointed by this page.

5 Reporting misuse and enforcement safeguards

Do not retaliate, evade blocks or submit knowingly false, discriminatory, threatening or systematically abusive reports. We consider context, reliability, seriousness, frequency and intent; a genuine error is not deliberate abuse. Where appropriate and legally required, we warn before proportionate restriction for repeated misuse. Protected complaints, whistleblowing, regulator contacts and truthful criticism remain allowed. No blanket confidentiality promise prevents lawful disclosures or required reports to competent authorities.

6 Discovery and recommendation information

Search and comparisons depend on supplied profile information, selected city/region, family/donor categories, preferences, filters and authorised comparison inputs. Results also depend on eligibility, available records, visibility and safety restrictions. Optional information and filters can be changed. A sensitive-data choice is not inferred from payment. Any commercial preference or sponsored placement must be identified rather than presented as clinical suitability. No particular ranking weight, guaranteed introduction, success rate or clinical prediction is asserted here. Ask Legal@helixmatchglobal.com for an explanation or review of a materially affecting automated decision where applicable.

7 Transparency and official contacts

Users, donors, rights holders and competent authorities may contact Legal@helixmatchglobal.com in English. Authorities should identify their agency, lawful authority, scope and urgency; requests are verified and assessed for necessity and legality. We preserve and disclose data only on a valid basis with safeguards. This general contact does not replace a statutory representative appointment or a legally prescribed service route.

Where transparency reporting, recipient counts, appointed representatives or additional regional disclosures are legally required, Helix publishes accurate dated information in the applicable regional information area. This page does not invent usage figures, exemption status, safety partnerships or audit results. Individual privacy, safety and source-rights complaints remain available without such a publication. Our Accessibility Statement explains alternative formats and assistance.

8 Safety warnings to affected members

We may send limited warnings about credible threats, sexual violence, exploitation or fraud to members exposed to the relevant account when necessary and lawful. We consider report reliability, severity, urgency and known contact. We use a lawful email, in-app or other appropriate channel, explaining the risk and precautions without unnecessarily identifying a reporter or disclosing medical records. A warning is precautionary and does not determine criminal guilt. Mandatory local notices take priority over discretion.

For a Colorado fraud ban, we notify qualifying members known to have received and responded to that account's on-service messages. The notice identifies the banned profile, warns of possible false identity/fraud, advises against sending money or personal financial information, and links to fraud-avoidance information. It is sent within 24 hours, or within three days where legally permitted circumstances justify extra time. Reporting remains available after an unmatch. These notices do not authorise prohibited reimbursement or dating payments.

9 Complaints after leaving Helix

You can report a connected safety incident or challenge a moderation decision after unmatching, cancelling a subscription or closing an account. Email Legal@helixmatchglobal.com with the relevant identifiers and a safe reply route. No renewed subscription or contact with the reported person is required. The applicable appeal period, lawful evidence limits and privacy safeguards above remain. A person without an account can report misuse of their image, identity or donor information. Do not attach suspected child sexual abuse material; identify its location instead.