

1. About These Guidelines

MatchdayPal is built to help adult football supporters connect around the matches they are attending or following. These Community Guidelines set the standards expected from everyone using MatchdayPal.

MatchdayPal is operated by Joshua T. Miller ("J.T. Miller") in the United Kingdom. These Guidelines apply alongside the MatchdayPal Terms & Conditions and Privacy Policy.

MatchdayPal is an 18+ platform. You must be at least 18 years old to use it.

2. Football's Better Together

Supporters will not always agree. Rivalry, debate, humour and different football opinions are part of the game. MatchdayPal does not require supporters to agree with one another, but it does require people to use the platform responsibly.

Use MatchdayPal in a way that allows other supporters to enjoy the platform safely and without intimidation, abuse or unwanted pressure.

3. Treat Other Supporters With Respect

Do not use MatchdayPal to harass, threaten, intimidate, bully or deliberately target another person.

Do not send abusive or persistently unwanted messages. If another supporter makes it clear that they do not want further contact, respect that decision.

Football rivalry does not excuse threatening behaviour, targeted harassment or attempts to make another supporter fear for their safety.

4. Hate, Discrimination and Degrading Abuse

Do not use MatchdayPal to attack, demean, threaten or harass people because of protected or personal characteristics such as race, ethnicity, nationality, religion or belief, sex, sexual orientation, gender reassignment, disability or age.

Slurs, dehumanising abuse, threats and targeted discriminatory harassment are not acceptable on MatchdayPal.

5. Threats, Violence and Dangerous Behaviour

Do not make credible threats of violence, encourage violence against another person, organise violent confrontation or use MatchdayPal to facilitate dangerous or unlawful activity.

Do not use matchday plans, supporter discovery, connections or messages to arrange disorder, fights or confrontations.

If there is an immediate risk to someone's safety, contact the police or relevant emergency service rather than relying on MatchdayPal.

6. Supporter Connections and Meeting In Person

MatchdayPal can help supporters discover and connect with people around football fixtures. Any decision to meet another supporter in person is your own decision.

When meeting someone for the first time, use sensible precautions. Consider meeting in a busy public place, tell someone you trust where you are going, arrange your own transport where possible, and leave if you feel uncomfortable.

Never pressure another supporter to meet, drink alcohol, travel with you, share accommodation, disclose personal information or continue contact.

7. Direct Messages

Direct messaging is intended for genuine supporter-to-supporter conversation between connected supporters.

Do not use messages for harassment, threats, discriminatory abuse, sexual harassment, scams, spam, repeated unwanted contact or attempts to obtain sensitive personal or financial information.

Remember that browser push notifications may display the sender's username and a preview of a new message on the recipient's device. Avoid sending information that could cause unnecessary privacy or safety problems if displayed in a notification.

8. Personal Information and Privacy

Protect your own privacy and respect the privacy of other supporters.

Do not publish or share another person's private information without permission. This includes home addresses, private telephone numbers, personal email addresses, financial information, passwords, private messages or other information that could create a safety or privacy risk.

Do not pressure supporters to provide personal details that are not necessary for using MatchdayPal.

9. Photos, Usernames and Other Content

You are responsible for usernames, profile photos, Matchday Memories, messages, matchday plans and other content you provide through MatchdayPal.

Only upload photographs or other content that you have the right to use. Do not impersonate another person or deliberately create an account intended to mislead supporters about who you are.

Do not upload unlawful, threatening, hateful, sexually exploitative, grossly offensive or privacy-invasive content.

10. Scams, Fraud and Commercial Misuse

Do not use MatchdayPal to scam, defraud or deceive supporters.

Do not request passwords, authentication codes, banking credentials or payment-card details from another supporter.

Do not use supporter discovery or direct messages for unsolicited bulk promotion, repetitive advertising, pyramid schemes, fake competitions or misleading commercial offers.

MatchdayPal is not a ticket marketplace. Do not use the platform to facilitate fraudulent ticket sales or other transactions that put supporters at financial risk.

11. Accounts and Identity

Use your own account and keep your sign-in credentials secure.

Do not attempt to access another supporter's account, bypass MatchdayPal security, interfere with the service or misuse another person's identity.

Usernames must comply with MatchdayPal's username rules. Attempts to evade blocked-word controls or use a username to target or abuse another person may be treated as a breach of these Guidelines.

12. Blocking and Unwanted Contact

MatchdayPal provides blocking functionality. Blocking can be used where you no longer want interaction with another supporter.

Do not create or use another account to deliberately bypass a block or continue unwanted contact.

The audited MatchdayPal implementation does not currently provide an in-app reporting tool. If you need to raise a serious safety, abuse or conduct concern with MatchdayPal, contact hello@matchdaypal.co.uk and provide enough information for the issue to be understood.

13. Matchday Plans and Accuracy

Use matchday-planning features genuinely. Do not deliberately create false attendance or plan information in order to deceive, harass, lure or target other supporters.

Plans can change, fixtures can change and supporters may decide not to attend. Information shown through MatchdayPal should not be treated as a guarantee that another supporter will be at a particular place or event.

14. Illegal Activity

Do not use MatchdayPal to organise, promote or facilitate criminal activity.

Where MatchdayPal becomes aware of content or behaviour that may involve a serious risk of harm or unlawful activity, information may be preserved or disclosed where required or permitted by law.

15. Enforcement

MatchdayPal may take proportionate action where these Guidelines or the Terms & Conditions are breached. Depending on the circumstances, this may include restricting access to features, suspending an account, terminating access or taking other reasonable steps to protect the service and its users.

Serious conduct may result in action without a prior warning. MatchdayPal may also preserve relevant information where reasonably necessary for security, disputes, legal obligations or the establishment, exercise or defence of legal claims.

16. Raising a Concern

If you have a concern about another supporter or content on MatchdayPal, you can use the blocking tools available to you and contact hello@matchdaypal.co.uk where further assistance is needed.

When contacting MatchdayPal, explain what happened and provide relevant information such as the username, fixture, approximate date/time and the nature of the concern. Do not put yourself at risk to gather evidence.

For emergencies, immediate threats or suspected criminal activity requiring urgent intervention, contact the appropriate emergency service or police directly.

17. Changes to These Guidelines

These Guidelines may be updated as MatchdayPal develops, introduces new community features or responds to legal, safety or operational requirements.

The current version will be made available through MatchdayPal's legal and community information.

18. Contact

Community and safety enquiries: hello@matchdaypal.co.uk.

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