

CIBERIA LIVE SAFETY TRACKING POLICY

Effective Date: 20/06/2026

This Live Safety Tracking Policy ("Policy") governs the use of CIBERIA's Live Safety Tracking feature ("Safety Tracking"), a voluntary trust and safety service designed to promote safer in-person transactions conducted through the CIBERIA platform ("Platform").

By activating Live Safety Tracking, you acknowledge that you have read, understood, and agree to this Policy.

1. PURPOSE

The purpose of Live Safety Tracking is to:

- Promote safer in-person transactions;
- Provide users with an additional layer of protection during eligible marketplace interactions;
- Support CIBERIA's Trust and Safety initiatives;
- Facilitate timely intervention where credible safety concerns arise.

Live Safety Tracking is intended as a supplementary safety measure and does not guarantee the prevention of criminal acts or emergency situations.

2. VOLUNTARY PARTICIPATION

Participation in Live Safety Tracking is voluntary.

Users may choose whether to activate the feature when eligible transactions occur.

However, CIBERIA strongly encourages users to utilize Safety Tracking when:

- Delivering products to buyers;
- Meeting sellers to collect purchases;
- Conducting transactions in unfamiliar environments.

3. ELIGIBLE TRANSACTIONS

Safety Tracking may be offered when the Platform determines that an order has entered designated stages, including:

Delivery Stage

Where a seller is delivering an item to a buyer.

Pickup Stage

Where a buyer is collecting an item from a seller.

CIBERIA reserves the right to expand or modify eligible transaction categories.

4. LOCATION PROCESSING

When Safety Tracking is activated:

- The Platform may process location information associated with the participating user;
- Location data may be collected during the active tracking session;
- Tracking information may be linked to the associated order;
- Tracking data will be used solely for trust and safety purposes.

Users may revoke location permissions through device settings; however, doing so may disable Safety Tracking functionality.

5. SECRET SAFE-WORD SYSTEM

Safety Tracking utilizes a secret Safe-Word mechanism.

Users activating Safety Tracking may establish a confidential Safe-Word intended solely for safety purposes.

The Safe-Word is designed to:

- Confirm that the user believes the transaction has concluded safely;
- Assist in identifying circumstances that may warrant administrative review.

Users are responsible for maintaining the confidentiality of their Safe-Word.

6. COMPLETING SAFETY TRACKING

Following completion of an eligible transaction:

Users may end Safety Tracking by:

1. Selecting the applicable order completion option; and
2. Entering the correct Safe-Word.

Where the correct Safe-Word is entered:

- The tracking session may conclude in accordance with Platform procedures.

7. INCORRECT SAFE-WORD ENTRIES

Incorrect Safe-Word entries may indicate potential safety concerns.

Accordingly:

- Incorrect entries may trigger internal Trust and Safety procedures;
- Such procedures may occur without notification to the participating user;
- The Platform may continue monitoring relevant safety indicators;
- Authorized administrative personnel may conduct further review.

For safety reasons, users may not be informed when certain protective measures are initiated.

8. SILENT ESCALATION PROCEDURES

CIBERIA may implement silent escalation protocols where circumstances reasonably suggest a user may be experiencing distress or coercion.

These procedures may include:

- Enhanced administrative review;
- Attempts to verify user wellbeing through approved channels;
- Documentation of relevant safety information;
- Consultation with emergency services where circumstances reasonably warrant such action.

Silent escalation procedures exist to prioritize user safety.

9. ADMINISTRATIVE ACCESS

Safety Tracking information is restricted to authorized Trust and Safety personnel.

Access is limited to individuals with legitimate operational responsibilities, including:

- Safety investigations;
- Fraud prevention;
- Emergency response coordination;
- Compliance obligations.

Unauthorized access to Safety Tracking information is prohibited.

10. USER RESPONSIBILITIES

Users choosing to utilize Safety Tracking agree to:

- Use the feature in good faith;
- Maintain the confidentiality of their Safe-Word;
- Avoid intentional misuse of emergency-related processes;
- Provide truthful information during safety investigations.

Users remain responsible for exercising reasonable judgment during transactions.

11. FALSE ACTIVATIONS

Knowingly abusing Safety Tracking systems may undermine the integrity of the Platform.

Examples include:

- Deliberately triggering unnecessary emergency responses;
- Providing intentionally misleading safety information;
- Repeated misuse of Safe-Word procedures.

Confirmed abuse may result in:

- Educational warnings;
- Restrictions on Safety Tracking privileges;
- Trust Score consequences;
- Suspension or termination of Platform access.

12. LIMITATIONS OF SAFETY TRACKING

Users acknowledge that:

- Safety Tracking is an assistance tool and not a substitute for emergency services;
- The Platform cannot guarantee user safety;
- Technology limitations may affect tracking accuracy;
- Device failures, connectivity issues, or user actions may impair functionality.

Participation in Safety Tracking does not create a duty for CIBERIA to monitor users continuously.

13. DATA RETENTION

Safety Tracking records may be retained for purposes including:

- Safety investigations;
- Fraud prevention;
- Compliance with legal obligations;
- Improvement of trust and safety procedures.

Retention periods may vary depending on the nature of the incident involved.

14. COOPERATION WITH AUTHORITIES

Where reasonably necessary and consistent with applicable law, CIBERIA may cooperate with law enforcement agencies or emergency service providers in connection with credible threats to safety.

Such cooperation may occur without prior notice to affected users where circumstances warrant.

15. POLICY MODIFICATIONS

CIBERIA reserves the right to amend this Policy periodically.

Changes may occur to:

- Safety procedures;
- Eligibility criteria;
- Escalation protocols;
- Data handling practices.

Material changes will be communicated through appropriate channels.

16. GOVERNING LAW

This Policy shall be governed by the laws of the Republic of Trinidad and Tobago.

Users remain responsible for complying with laws applicable within their own jurisdictions.

17. CONTACT US

Questions regarding this Policy may be directed to:

CIBERIA Trust & Safety Team

Email: idthfamily@gmail.com

Website: [CIBER](#)

By activating or using Live Safety Tracking, you acknowledge that you have read, understood, and agree to this Live Safety Tracking Policy.