

Quarterly Report of Appeals, Complaints and Advice

The BBFC is the regulator of commercial and internet content delivered via the mobile networks of EE, O2, Three and Vodafone.

In the interest of transparency, the BBFC publishes all of its adjudications in relation to cases reported to it of purported underblocking or overblocking, along with requests for advice on whether particular content should go behind parental controls or adult filters.

We keep this list updated as and when new cases are reported to us and publish updates every three months.

In all cases, the BBFC conveys its adjudication to (i) the complainant, appellant or person or body seeking advice; (ii) Mobile UK; and (iii) the relevant mobile network operator(s).

The adjudication that a website contains no material that we would classify 18 does not necessarily mean that we believe it is suitable for younger children.

In the following cases, the adjudications represent an assessment of the content according to the dates listed below. Any subsequent changes to content have therefore not been viewed by the BBFC, although we reserve the right to change our adjudication should altered content be brought to our attention subsequently.

July 2019

1 July 2019

Website

canabidol.com

Issue

A representative of the website contacted the BBFC directly to complain that the site was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the site retails a range of CBD based oil products. The site contained general information about its products, as well as news blogs about CBD. Text across the site reinforced that none of its products contain psychoactive properties. We found no content that we would classify 18 or refuse to classify.

Website

valleydew.co.uk

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from the site owner that it had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website retailed a range of CBD based products, all of which varied in strength. The website also included a blog section which contained a couple of articles about CBD and hemp. The website reinforced clearly in text that none of the products it retails are "intended to treat, cure or diagnose any disease or illness", and that all of its products contained less than 0.2% THC. Accordingly, we found no material that we would classify 18 or refuse to classify.

Website

georgeandmae.com

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from the site owner that it had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website retailed a range of flavored CBD based products. The website also included a blog containing informational articles written by the website owner. The website reinforced in text across the website that none of its products could produce a 'high' and that all of its products contained less than 0.2% THC. As such, we found no material that we would classify 18 or refuse to classify.

Website

airgunbbs.com

Issue

A member of the public contacted the BBFC directly to complain that the website was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website was a forum for air-gun enthusiasts. The forum contained various threads and posts which reviewed and discussed a variety of air-guns and firearms. Based on our sampling of the site, we found occasional uses of moderate bad language ('bitch'), as well as comments containing drug references. However, we found no material that we would classify 18 or refuse to classify.

4 July 2019

Website

becarma.com

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from the site owner that it had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website retailed a range of CBD based products, including hemp tea, CBD oils and skincare products. The website also featured a blog, although this only included a single post informing customers of the launch of the company. The website included a clear disclaimer on its home page which stated that "BeCarma products are not intended to diagnose, cure or prevent any diseases. BeCarma cannot give out any medical advice or make any medical claims against our products". The website also frequently reinforced in text across the site, that none of its products could create a "psychoactive state" if consumed. Accordingly, we found no material that we would classify 18 or refuse to classify.

12 July 2019

Website

fairestothemall.net

Issue

The website owner contacted the BBFC directly to complain that the site was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that it was a website offering the use of an interactive 'selfie' mirror intended for use at a variety of social occasions, including weddings. We found no content on the website that we would classify 18.

15 July 2019

Website

menschem.co.uk

Issue

A representative of the website contacted the BBFC directly to complain that the site was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website was an online pharmacy specialising in men's health. The website provided customers with the ability to order a range of medicines for conditions affecting men, including erectile dysfunction and premature ejaculation, following an online consultation with an experienced pharmacist. Although there were written references to such conditions, these references were wholly factual and contained no strong or graphic detail. As such, we did not find any material that we would classify 18.

16 July 2019

Website

cannaspace-amsterdam.com

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from a member of the public that it had been

placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted the site sold a range of wellbeing related products, all of which contained CBD. The website reinforced in the 'About' section that none of its products contain psychoactive properties, and all of the products retailed on the site fall within the constraints of UK law. The website also stressed that its products were only to be used to improve wellbeing, and not be used to treat or cure illnesses. As such, we did not find any material that we would classify 18 or refuse to classify.

19 July 2019

Website

karenomoore.com

Issue

The website owner contacted the BBFC directly to complain that the site was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website advertised the services of a tantric practitioner who offered a range of workshops, including coaching and counselling sessions for individuals and couples. The website also contained a range of client testimonials, a blog section and a page dedicated to poetry written by the website owner. Although the site contained frequent sexual references, including to orgasm, the references occurred in a spiritual/therapy context and lacked any strong or gratuitous detail. As such, we did not find any material that we would classify 18.

24 July 2019

Website

deviantart.com

Issue

A member of the public contacted the BBFC directly to complain that the website was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC had previously adjudicated on the website in February 2014, when we determined that the site contained material that the BBFC would classify either 18 or R18. This included pornographic material, some of which featured explicit detail.

Following the new complaint, the BBFC looked at the website again on 24 and 25 July 2019. As per our previous adjudication, we found that the site contained many different types of art, covering numerous areas of interest, including film and literature. Although some of this content does not require restriction to adults only, there were repeated uses of very strong language and repeated uses of discriminatory language in material across the site. Additionally, when enabling the 'Display Mature Content' option, we found pornographic

material, including images and sexually explicit comments. As such, the BBFC found evidence of material that we would classify at least 18 or R18.

Website

drugsand.me

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18, following a complaint from a member of the public that it had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC looked at the website on 24 and 25 July 2019. We noted that the site provided a range of drug education material intended to inform people about the possible harms and risks of drug misuse, in order to increase awareness about drug safety. The website contained detailed descriptions relating to the effects of different types of drugs, including cocaine, LSD and ketamine, as well as the likely effects that could be experienced if particular drugs are consumed together. The site also provided advice on addiction, advice on how to buy drugs in a 'safe' manner, and advice for parents about how to talk to their children about drug misuse.

Although it was clear that the website had educational intent, and the content on the website did not aim to glamorise, promote or encourage drug misuse, the site did feature strong instructional detail relating to methods of consumption. This included detailed references to dosages of drugs. As such, the BBFC would classify this website at least 18.

25 July 2019

Website

bpas.org

Issue

A member of the public contacted the BBFC to complain that the website had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website was an independent healthcare charity that provided information to women considering whether to terminate a pregnancy. There were various text and video resources, including sections on options for the termination of a pregnancy, the different types of termination, opportunities for counselling and so on. There were also sections on contraception and sexually transmitted infections, although none of these references contained any very strong or graphic detail.

The information on the BPAS website dealt with sensitive issues, and in a manner that was clearly intended to be helpful, informative and supportive. As such, the BBFC would not restrict access to the site to adults only.

August 2019

16 August 2019

Website

protonvpn.com

Issue

A representative of the website contacted the BBFC to complain that the site had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the site advertised a paid-for VPN service. The website featured no content that the BBFC would restrict to adults only.

19 August 2019

Website

thecannifamily.co.uk

Issue

The website owner contacted the BBFC directly to complain that a website was placed behind adult filters despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the website retailed a range of CBD based products. The website also included a blog containing informational articles about CBD. The website reinforced in text across the website that none of its products contained any psychoactive substances and that all of its products contained less than 0.2% THC. There was also no evidence to suggest that the website was marketing its products as anything other than food supplements. As such, we found no material that we would classify 18 or refuse to classify.

21 August 2019

Website

borderlands.com/en-US/

Issue

A mobile network operator contacted the BBFC for advice about the suitability of the website for people under 18.

Adjudication

The BBFC looked at the website on 21 and 23 August 2019. We noted that the site promoted the release of the video game 'Borderlands 3', a first-person shooter released in September 2019. The game has been rated 18 by PEGI. The website contained trailers, previews and gameplay footage for the game, along with numerous screenshots, character bios and guidance for cosplay outfits. There were also opportunities to pre-order the game, participate on the forums (via an external link) and get news updates. During our adjudication on the website, we viewed video footage that featured strong violence, including

sight of enemies (both human and fantastical) being shot and stabbed with a variety of weapons, sometimes resulting in sight of spurting blood. Given this level of detail and the frequency with which it appeared during the videos on the website, the BBFC would not recommend the site for younger children. However, the gameplay footage showed that the tone of the game was light-hearted and it was set in a fantastical environment, with a cel-shaded, cartoon-style throughout that is unrealistic. As such, we would not classify the website at 18.

27 August 2019

Website

vitahemp.org.uk

Issue

The website owner contacted the BBFC to complain that the website had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

We noted that the site sold a range of CBD based products. The site made clear that all of its products contained less than 0.2% THC and that none of its products contained any psychoactive properties. The website also included an explanatory statement confirming that none of its products are to be used as medicine. Accordingly, we found no content that the BBFC would classify 18.

September 2019

2 September 2019

Website

karakuri.com

Issue

The domain owner contacted the BBFC to complain that the website had been placed behind adult filters, despite containing no material that in the complainant's opinion would cause access to be restricted to adults only.

Adjudication

The BBFC noted that the website advertised the products of a technology company called Karakuri, who designed and retailed a range of robotic automation systems for use in restaurants and commercial kitchens. The website provided information about its robotic products, as well as a news blog which featured articles on a range of industry news. We did not find any material that the BBFC would classify 18.

BBFC

30 September 2019