

SocialFlame Creator Network

Code of Conduct

Introduction

The SocialFlame Creator Network operates on principles of **professionalism, accountability, respect, and brand integrity**. Every participant—whether Creator, Team Leader, or Agency Owner—acts as a **public representative** of the network.

This document defines **mandatory behavioral standards, operational expectations, compliance requirements, and data protection obligations**.

Failure to adhere may result in **disciplinary action up to permanent removal**.

1. Maintain Positivity

- All communication must remain **constructive, solution-oriented, and respectful**.
 - Criticism must be delivered as **actionable feedback**, not personal attacks.
 - Prohibited behaviors include:
 - Insults, sarcasm intended to degrade
 - Passive-aggressive behavior
 - Public shaming
 - Harassment includes:
 - Repeated unwanted contact
 - Targeted negative commentary
 - Coordinated exclusion or isolation
 - Reporting must occur via:
 - Team Leader → Agency Manager → Network Management escalation chain
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2. Be Supportive of Your Team

Creators:

- Expected to actively participate in:

- Agency battles
 - Collaborative lives
 - Team-driven campaigns
- Must contribute to:
 - Engagement (comments, taps, shares)
 - Positive reinforcement of teammates

Team Leaders:

- Must maintain:
 - Weekly communication cadence
 - Performance tracking logs
 - Transparent and fair treatment across all members

Agency Owners:

- Responsible for:
 - Structural integrity of teams
 - Resource allocation (training, tools, support)
 - Enforcement consistency across all leaders
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3. Zero Tolerance for Bullying

- Includes:
 - Verbal abuse
 - Social exclusion
 - Rumor spreading
 - Targeted trolling
 - Immediate actions:
 - Investigation initiated within 24 hours
 - Temporary suspension during review (if severe)
 - Retaliation is treated as **separate misconduct**
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4. No Drama Policy

- Drama defined as:
 - Public disputes
 - Emotional escalation during lives
 - Indirect conflict (sub-posting, hinting, etc.)
- Required response:

- Disengage immediately
 - Report through proper channels
 - Blocking rules:
 - Creators **cannot block management**
 - Management **cannot block creators**
 - Management **cannot block management**
 - Ensures communication integrity and accountability
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5. No Begging or Soliciting

- Strictly prohibited:
 - Asking directly for gifts
 - Applying pressure (emotional or social)
 - Acceptable:
 - Encouraging engagement (likes, shares)
 - Financial ethics:
 - Gifting must always be **voluntary and within personal means**
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6. Respect Personal Boundaries

- Contact limitations:
 - No unsolicited messaging outside **reasonable hours (8am–10pm local time unless agreed)**
 - Prohibited:
 - Spam messaging
 - Persistent follow-ups without response
 - Privacy expectations:
 - Personal contact info ≠ open access
 - Consent required for any ongoing communication
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7. Communication Protocol

- Hierarchy:
 - Creator → Team Leader → Agency Manager → Network Management
- Strictly prohibited:
 - Public disputes in:
 - Group chats

- Live sessions
 - All escalations handled:
 - Confidentially
 - With documented review process
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8. Accountability and Professional Conduct

- On-camera rules:
 - No objects resembling **prohibited items**
 - Nudity of any kind is **strictly prohibited**
 - **Acts that resemble sexual acts are strictly prohibited**
 - Safety:
 - Absolutely **no driving while live**
 - Presentation:
 - Must remain:
 - Appropriately dressed
 - Brand-safe at all times
 - Performance requirements:
 - Minimum **20 LIVE hours/month**
 - Minimum **8 valid LIVE days**
 - Tracking:
 - Team Leaders must maintain:
 - Logs of hours/days
 - Compliance reports
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9. Adherence to TikTok Policies

- Must comply with:
 - TikTok Community Guidelines
 - Terms of Service
 - Applicable local laws
- Violations include:
 - Hate speech
 - Adult/explicit content
 - Copyright infringement
 - Harassment and Bullying
 - Sexual Services
- Enforcement:
 - Immediate removal risk without warning

10. Brand Safety & Professionalism

- Zero tolerance for:
 - Slurs
 - Offensive language
 - Aggressive tone
 - Creators must:
 - Represent SocialFlame positively at all times
 - Content must align with:
 - Advertiser-safe standards
 - Platform-friendly behavior
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11. Data Protection & Privacy Compliance

Core Principles

- All data must be handled in accordance with:
 - General Data Protection Regulation (GDPR)
- Applies to:
 - Creator data
 - Viewer interactions
 - Internal communications

Data Handling Rules

- Personal data includes:
 - Names, emails, phone numbers
 - TikTok usernames linked to identity
 - Payment or performance data
- Strict prohibitions:
 - Sharing data outside authorized systems
 - Storing data on personal/unsecured devices
 - Forwarding internal documents

Storage & Access

- Data must be:
 - Stored in **approved systems only**
 - Accessed on a **need-to-know basis**

- Access control:
 - Team Leaders → limited team data only
 - Managers → broader oversight
- Use of:
 - Password protection
 - Secure connections (HTTPS, VPN where applicable)

Data Retention

- Data must not be kept longer than necessary
- Upon leaving the network:
 - Access must be revoked immediately
 - Any locally stored data must be deleted

Data Breach Protocol

- Any suspected breach must be reported within **24 hours to Jamie Whittingham**
 - Includes:
 - Lost devices
 - Unauthorized access
 - Leaked screenshots/files
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12. Data Management & Operational Integrity

- All internal systems must:
 - Maintain accurate, up-to-date records
 - Creators:
 - Must provide accurate onboarding data
 - Leaders:
 - Responsible for:
 - Updating performance metrics
 - Reporting discrepancies
 - Prohibited:
 - Data manipulation
 - Falsifying performance stats
 - Audit rights:
 - Network may audit:
 - Logs
 - Activity reports
 - Communication records
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13. Collaboration & Cross-Promotion

- Must remain:
 - Voluntary
 - Respectful
 - Prohibited:
 - Pressure tactics
 - Tagging:
 - Must follow agency guidelines when required
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14. Content Quality & Engagement

- Environment standards:
 - Clean
 - Well-lit
 - Minimal distractions
 - Behavior:
 - No arguing with viewers
 - No hostile engagement
 - Continuous improvement expected:
 - Content quality
 - Viewer retention
 - Creativity
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15. Attendance & Reporting

- Early communication required for:
 - Inability to meet targets
 - Repeated failure:
 - Triggers performance review
 - May lead to suspension
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16. Representation & Authority

- Strictly prohibited:
 - Impersonating management
- Branding:

- Only approved assets allowed
 - Confidentiality:
 - Internal matters must never be public
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17. Payments & Earnings Transparency

- Must:
 - Understand payout structure
 - Prohibited:
 - Misleading income claims
 - Payment issues:
 - Handled privately through official channels
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18. Reporting Misconduct

- Mandatory reporting for:
 - Bullying
 - Data breaches
 - Policy violations
 - Protection:
 - Whistleblowers protected from retaliation
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19. Continuous Growth & Training

- Expected participation in:
 - Training sessions
 - Updates
 - Growth opportunities tied to:
 - Performance
 - Professionalism
 - Consistency
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20. Termination & Enforcement

- Violations may result in:
 - Suspension
 - Demotion
 - Permanent removal
 - Severe breaches:
 - Immediate termination (no warning)
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21. Respect Above All

- If conflict occurs:
 - Disengage
 - Report appropriately
 - Absolute prohibition:
 - Sharing personal information
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22. Representation of the Network

- Every action:
 - Reflects on SocialFlame
 - Expectation:
 - Integrity
 - Professional conduct at all times
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23. Enforcement & Final Authority

- Decisions made by:
 - Creator Network Management
 - Are:
 - Final
 - Binding
 - No public disputes permitted
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Acknowledgment

Participation in SocialFlame constitutes:

- Full agreement to this Code
- Acceptance of enforcement measures
- Understanding of compliance obligation