

Community rules and moderation charter

What is allowed on Générale CI, how to report content, and how we handle reports.

Version 1.0

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This is a courtesy translation. The French version is the only legally binding text: in the event of any discrepancy, the French version prevails.

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On Générale CI, anyone can publish: short videos, comments, messages during live sales, reviews, listings. These rules set out what is permitted, what is not, and **what we do when you report something to us**.

They apply to everyone — buyers, sellers and couriers — and to every space for expression in the service.

The rules

Respect people

The following are prohibited: insults and harassment, threats, disclosure of another person's personal information (phone number, address, identity document), impersonation, and incitement to target someone.

No hate

No content advocating hatred, discrimination or violence against a person or a group on grounds of race, colour, national or ethnic origin, or religion. **Law No. 2013-451 on combating cybercrime, as amended by Law No. 2023-593**, imposes criminal penalties for such conduct online.

No sexual content, and never content involving a minor

Générale CI is a commerce service: nudity and sexual content have no place here.

Child sexual abuse material is reported immediately to the judicial authorities, with no warning and no appeal, and the account is closed permanently. The law punishes it severely.

No counterfeit or illegal goods

Counterfeits, stolen goods, dangerous or recalled products, medicines, weapons, drugs, protected species, falsified official documents, and any goods whose sale is regulated without the required authorisation. Online counterfeiting is likewise covered by Law No. 2013-451 as amended.

Nor should you publish images, music or videos to which you hold no rights.

No deception

False listings, photographs that do not match the product, false struck-through prices, false promotions, fake reviews, scams and pyramid-type schemes. Misleading commercial practices are penalised by article 62 of Law No. 2016-412.

Do not take the transaction off the platform

Do not ask for, or offer, a deal outside Générale CI in order to avoid the commission: the buyer thereby loses all protection, all proof of payment and all recourse.

No spam

Repetitive posts, advertising for a service unrelated to the platform, canvassing people who have not consented to it.

Reporting content

On every video, comment, review, item, shop or profile, a reporting option lets you flag what appears to you contrary to these rules. Choose the closest reason — it determines the priority of handling.

You may also write to info@generale-ci.com describing the content and where you saw it.

A frank word about the current state of the service. The reporting and blocking features

are being rolled out. Until a button is visible in your application,

info@generale-ci.com is the official channel, and your reports

are handled there under the same rules and the same timescales. This page will be updated,

with a new version number, as soon as the buttons are available.

A report is **confidential**: the person concerned is not told who you are. Reports that are manifestly abusive or repeatedly made in bad faith may themselves be sanctioned.

Blocking someone

You will be able to block a user so as to stop seeing their content and prevent them from interacting with you. Blocking is a **personal** measure: it does not remove the content for other people. If content breaches these rules, **report it as well as blocking**.

How we handle reports

1. **Receipt.** Every report arrives in the moderation queue.
2. **Human review.** A member of the team examines the content against these rules and the law.

No sanction is imposed by a machine alone — article 25 of Law No. 2013-450 prohibits this for decisions affecting you.

1. **Decision and measure**, proportionate to the seriousness and to any repetition.

Our timescales

Situation	Target time
Content involving a minor, threat to life or safety	Immediate, and reported to the authorities
Hate, harassment, sexual content, dangerous product	Within 24 hours
Counterfeiting, deception, fake reviews, spam	Within 72 hours
Other reports	Within 7 days

These are **handling targets**, not contractual guarantees; we publish them so that you can hold us to them.

The possible measures

- Removal or hiding of the content.
- A warning.
- Temporary restriction of a feature (publishing, commenting, selling).
- **Interruption of a live sale** in progress, where the content being broadcast requires it.
- Suspension of the account.
- Permanent closure, in serious cases or on repetition.
- Referral to the judicial authorities where the facts appear to constitute an offence.

Sums relating to orders in progress are not confiscated: they are withheld for the time needed to settle disputes, then paid to whoever is entitled to them.

Challenging a decision

If a piece of your content has been removed or your account restricted and you believe this is a mistake, write to info@generale-ci.com explaining why. ****A person other than the one who took the initial decision reviews the case**** and replies to you. If the error is ours, the measure is lifted and the content restored.

This option does not apply to content involving a minor, which is dealt with through judicial channels.

Contacting us

For any question about moderation: info@generale-ci.com.

Publisher of the service: ETS APAMA — see the legal notice.

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Contact : info@generale-ci.com — Document « Community rules and moderation charter » version 1.0 dated 27 July 2026.

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