

Fair Play & Anti-Cheat Policy

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Plain English overview

Rules supporting genuine activity, fair participation, investigations and appeals.

Chapter 1: Principles, Scope & Fair Participation

Effective 27 July 2026

Plain English summary

Mosey rewards genuine activity. This policy explains: how we keep the platform fair; what behaviour is prohibited; how we investigate suspected abuse; how we protect honest members; how appeals work. The aim is not to catch innocent users. The aim is to maintain a fair platform where everyone has an equal opportunity to earn Mosey Points through genuine participation.

1. Purpose

This Fair Play & Anti-Cheat Policy forms part of the Mosey Legal Suite and should be read together with:

- Terms & Conditions
- Privacy Policy
- Rewards Terms
- Community Guidelines

It explains how Moseyaround Limited protects the integrity of the Mosey platform.

2. Our Principles

Every decision made under this policy is guided by the following principles:

- fairness
- transparency
- proportionality
- consistency
- evidence-based decision making
- respect for users' legal rights

We understand that technology is not perfect.

For this reason, we do not assume wrongdoing simply because unusual activity is detected.

Where appropriate, additional investigation may be carried out before enforcement action is taken.

3. Who This Policy Applies To

This policy applies to every Mosey member.

It also applies to:

- beta testers
- promotional participants
- competition entrants
- referral participants
- future premium members

No member receives special treatment.

4. Protecting Honest Members

The overwhelming majority of Mosey members use the platform honestly.

Anti-cheat measures exist to protect those members by:

- ensuring rewards remain fair
- maintaining confidence in leaderboards
- preventing abuse of charity donations
- protecting reward partners
- protecting the long-term sustainability of Mosey

5. Fair Participation

Members should earn Mosey Points only through genuine participation.

Examples include:

- genuine walking
- legitimate game play
- honest survey participation
- genuine referrals
- authentic community engagement

Any attempt to gain an unfair advantage may result in investigation.

6. Good Faith

We recognise that:

- devices occasionally fail
- health platforms occasionally delay synchronisation
- software bugs sometimes occur
- users sometimes make genuine mistakes

Not every irregularity will result in enforcement action.

Where reasonably possible we aim to investigate before reaching conclusions.

7. Platform Integrity

The integrity of Mosey is essential to:

- reward fairness
- community trust
- charity partnerships
- commercial partnerships
- long-term platform sustainability

Members agree not to intentionally undermine the platform.

8. User Responsibilities

Every member is responsible for:

- maintaining one account
- using genuine information
- protecting account credentials
- reporting security concerns where possible
- complying with the Terms & Conditions

9. Our Responsibilities

Moseyaround Limited aims to:

- investigate fairly

- protect personal information
- apply rules consistently
- review appeals objectively
- improve anti-cheat measures responsibly

10. Relationship with Other Policies

This policy supplements, but does not replace:

- the Terms & Conditions
- the Privacy Policy
- the Rewards Terms

Where another document applies to a particular issue, both documents should be read together.

11. Future Anti-Cheat Measures

As Mosey develops we may introduce:

- improved fraud detection
- behavioural analysis
- stronger account verification
- additional security measures
- new methods of validating activity

We will always aim to introduce such measures in a way that respects members' privacy and complies with applicable data protection law.

Chapter 2: Prohibited Conduct & Abuse Detection

Effective 27 July 2026

Plain English summary

Mosey is designed to reward genuine activity. This chapter explains the types of behaviour that are considered unfair or dishonest and may lead to an investigation or enforcement action. Examples provided are illustrative and not exhaustive.

12. General Principle

Members must not intentionally obtain Mosey Points, rewards, leaderboard positions or other benefits through dishonest, deceptive or artificial means.

Any attempt to manipulate the platform may result in investigation.

13. Step Manipulation

Members must not artificially inflate walking activity.

Examples include:

- using software that generates fake steps
- attaching devices to mechanical equipment to simulate walking
- deliberately exploiting device sensors to create artificial activity
- using automated movement devices for the purpose of earning Mosey Points

We understand that activity tracking is not perfect. Genuine discrepancies between devices or health platforms will not, by themselves, be treated as evidence of misconduct.

14. Device Manipulation

Members must not interfere with the normal operation of the Mosey application or the devices on which it runs.

Examples include:

- modifying operating system security controls to bypass restrictions
- altering application files
- using modified versions of the Mosey app
- attempting to bypass security features
- interfering with communication between the app and our services

The use of rooted or jailbroken devices is not automatically prohibited. However, where such modifications compromise platform security or enable abuse, Moseyaround Limited may restrict access or require additional verification.

15. Automation

Members must not use automated tools to interact with Mosey.

This includes:

- bots
- scripts
- macros
- automated clicking tools
- automated gameplay
- automated reward collection
- automated account creation

Reasonable accessibility technologies intended to assist disabled users are not considered prohibited automation when used for their intended purpose.

16. Emulator Use

Where Mosey is intended to operate on supported mobile devices, use through desktop or virtualised environments may be restricted.

Use of an emulator is not, in itself, evidence of cheating.

However, if emulator use is associated with platform abuse, Moseyaround Limited may investigate or restrict access.

17. Exploiting Software Bugs

If you discover a bug, error or unintended behaviour that provides an advantage, you must not knowingly exploit it.

Examples include:

- repeatedly claiming duplicate rewards
- bypassing reward limits
- generating unlimited points
- accessing features not intended for release

Members are encouraged to report genuine bugs through the appropriate support channels.

Responsible disclosure will never, by itself, result in enforcement action.

18. Multiple Accounts

Unless expressly authorised, each individual may maintain only one Mosey account.

Creating or controlling multiple accounts for the purpose of obtaining additional rewards, referrals or promotional benefits is prohibited.

Where legitimate circumstances require additional review, members should contact customer support.

19. Referral Abuse

The referral programme is intended to reward genuine recommendations.

Prohibited conduct includes:

- referring yourself
- creating additional accounts to claim referral rewards
- using temporary or disposable identities
- purchasing or selling referrals
- participating in organised referral schemes designed to exploit the programme

Referral rewards may be withheld while suspicious activity is investigated.

20. Survey & Offer Abuse

Members must complete surveys and promotional offers honestly.

Examples of prohibited behaviour include:

- submitting false information
- repeatedly attempting the same offer through multiple accounts
- using automation
- manipulating eligibility requirements
- interfering with offer tracking

Third-party providers may also investigate abuse under their own terms.

21. Reward Abuse

Members must not attempt to obtain rewards through dishonest means.

Examples include:

- exploiting technical faults
- manipulating redemption systems
- repeatedly reversing transactions
- attempting duplicate redemptions
- interfering with fulfilment systems

Rewards obtained through abuse may be cancelled.

22. Community Abuse

Members must not manipulate community features.

Examples include:

- artificially inflating leaderboard positions
- coordinated manipulation between multiple accounts
- creating fake engagement
- misleading other members

Healthy competition is encouraged; artificial competition is not.

23. Promotional Abuse

Promotional campaigns are intended to benefit genuine members.

Prohibited behaviour includes:

- repeatedly claiming one-time promotions
- exploiting promotional errors
- using multiple identities
- circumventing eligibility rules

Promotions may be withdrawn where abuse is detected.

24. Attempted Abuse

An unsuccessful attempt to exploit Mosey may still be treated as a breach of this policy.

Members are responsible for their actions, whether or not those actions successfully result in additional Mosey Points or rewards.

25. Investigative Information

When investigating potential abuse, Moseyaround Limited may consider relevant information including:

- account history
- reward history
- activity patterns
- authentication records
- device information
- technical logs
- support communications
- reports submitted by other members

No single factor will automatically determine that a member has breached this policy.

Each case will be considered on its own facts.

26. Continuous Improvement

Cheating techniques evolve over time.

Accordingly, Moseyaround Limited may update its detection methods and investigative processes without prior notice where reasonably necessary to protect the platform.

We will not publicly disclose operational details that could undermine the effectiveness of our security measures.

Chapter 3: Investigations, Evidence & Enforcement

Effective 27 July 2026

Plain English summary

If we believe the Fair Play Policy may have been breached, we will investigate before taking action wherever reasonably possible. Our aim is to protect honest members while treating everyone fairly.

27. Beginning an Investigation

An investigation may begin where we identify information suggesting that the integrity of the Mosey platform could be at risk.

This information may come from:

- automated fraud detection systems
- technical monitoring
- reward validation checks
- customer support enquiries
- reports submitted by members
- trusted third-party partners
- internal security reviews

The opening of an investigation does not mean that a breach has occurred.

28. Initial Assessment

Before taking enforcement action, we may carry out an initial review to determine whether:

- the activity can be explained by normal platform behaviour
- a technical issue may have occurred
- additional information is required
- further investigation is proportionate

Where a technical fault is identified, we will seek to correct the issue rather than penalise the member.

29. Evidence Considered

When investigating suspected abuse, we may consider relevant evidence, including:

- account activity history
- reward transactions
- authentication records
- device information
- technical logs
- gameplay records
- referral history
- communications with customer support
- reports from trusted partners
- other information reasonably necessary to investigate the matter

Evidence is considered collectively. No single item of information will automatically determine the outcome.

30. Standard of Assessment

Enforcement decisions are made on the balance of probabilities.

This means we will consider whether it is more likely than not that the Fair Play Policy has been breached.

We are committed to making decisions that are fair, proportionate and based on the available evidence.

31. Temporary Protective Measures

While an investigation is ongoing, we may temporarily:

- pause reward processing
- place points on hold
- restrict access to certain features
- delay promotional rewards
- suspend leaderboard participation

These measures are intended to protect the integrity of the platform and do not necessarily indicate that misconduct has occurred.

32. Cooperation During Investigations

Members are expected to cooperate reasonably with investigations.

This may include:

- responding to requests for information
- confirming account ownership
- providing clarification about unusual activity

Failure to cooperate does not automatically establish misconduct, but it may affect our ability to resolve the matter.

33. Enforcement Principles

When deciding whether enforcement action is appropriate, we may consider:

- the seriousness of the conduct
- whether the behaviour appears intentional
- whether it was repeated
- whether the member gained an unfair advantage
- the impact on other members
- any previous breaches
- whether the member reported the issue voluntarily
- whether a technical fault contributed to the situation

34. Possible Outcomes

Following an investigation, we may decide that:

- no breach occurred
- guidance or education is appropriate
- a warning should be issued
- points should be adjusted or removed
- rewards should be cancelled
- promotional eligibility should be withdrawn
- temporary restrictions should be applied
- the account should be suspended
- the account should be permanently terminated

Not every breach will result in the most severe outcome.

35. Correction of Platform Errors

Where points or rewards have been granted due to a technical error, software bug or administrative mistake, Moseyaround Limited may correct the affected account.

This may include:

- removing incorrectly awarded points
- reversing unintended rewards
- correcting leaderboard positions

Where possible, we will explain the reason for any significant correction.

36. Permanent Account Termination

Permanent termination will generally be reserved for serious or repeated breaches, including (but not limited to):

- deliberate fraud
- repeated abuse after warnings
- organised exploitation of the platform
- significant manipulation of rewards
- activity that materially harms the Mosey community or our commercial partners

Where appropriate, unused Mosey Points and unredeemed rewards may be forfeited in accordance with the Terms & Conditions.

37. Appeals

Members who believe enforcement action has been taken incorrectly may submit an appeal.

Appeals should normally explain:

- why the decision is believed to be incorrect
- any relevant evidence
- any additional information that may assist our review

Appeals will be considered by someone who was not the primary decision-maker where reasonably practicable.

38. Appeal Outcomes

Following an appeal, we may:

- uphold the original decision
- amend the decision
- remove the enforcement action
- restore points or rewards where appropriate
- request further information before reaching a final decision

The outcome of the appeal will normally be communicated to the member together with a brief explanation.

39. False or Malicious Reports

Members should report suspected abuse honestly and in good faith.

Knowingly submitting false, malicious or vexatious reports may itself be treated as a breach of this policy.

We encourage responsible reporting that helps protect the Mosey community.

40. Confidentiality of Investigations

To protect the integrity of investigations and the privacy of those involved, Moseyaround Limited will not normally disclose:

- confidential investigative methods
- information relating to other members
- internal security procedures
- evidence that could reasonably compromise future investigations

41. Policy Updates

As new technologies and methods of abuse emerge, we may update this policy to reflect evolving risks and improvements to our investigative processes.

Where changes materially affect members' rights or responsibilities, we will provide appropriate notice.

Chapter 4: Technical Integrity, Responsible Disclosure & Final Provisions

Effective 27 July 2026

Plain English summary

Keeping Mosey secure is a shared responsibility. We welcome responsible reports of security issues, but we do not permit unauthorised testing or attempts to compromise the platform. This chapter explains how we protect Mosey, how security researchers can report vulnerabilities responsibly, and the final provisions that apply to this policy.

42. Protecting the Mosey Platform

Mosey relies on secure technology to provide a fair experience for all members.

Members must not intentionally interfere with:

- the Mosey mobile application
- cloud infrastructure
- databases

- APIs
- authentication systems
- reward systems
- communications infrastructure
- website services

Any attempt to compromise the confidentiality, integrity or availability of these systems may result in enforcement action and, where appropriate, legal action.

43. Reverse Engineering

Except where permitted by applicable law, members must not:

- decompile the application
- reverse engineer software
- modify application code
- remove security protections
- bypass licensing or authentication controls
- create derivative applications intended to replicate or undermine Mosey

Nothing in this policy limits any rights that cannot legally be excluded under applicable law.

44. API and Service Misuse

Where Mosey provides APIs or other interfaces, they must only be used as authorised.

Prohibited activities include:

- excessive automated requests
- denial-of-service activity
- unauthorised access attempts
- scraping protected content
- bypassing rate limits
- using stolen credentials
- attempting to access another user's information

Access to APIs may be restricted or revoked where misuse is identified.

45. Security Testing

Unauthorised penetration testing, vulnerability scanning or attempts to exploit Mosey systems are prohibited.

If you believe you have identified a security vulnerability, you should follow our Responsible Disclosure process rather than attempting further testing.

This helps protect both the platform and other members.

46. Responsible Vulnerability Disclosure

We welcome reports of genuine security vulnerabilities made in good faith.

Where you discover a potential security issue, we ask that you:

- report it promptly to security@moseyaround.com
- provide sufficient detail to reproduce the issue where possible
- avoid accessing information that does not belong to you
- avoid disrupting the service
- keep the vulnerability confidential until it has been investigated and addressed

Members acting responsibly and in good faith will not normally be subject to enforcement action solely for reporting a genuine security issue.

47. Cooperation with Security Researchers

We value responsible security research.

Where appropriate, Moseyaround Limited may engage with researchers to:

- better understand reported vulnerabilities
- confirm the issue
- develop an appropriate fix
- improve future platform security

Submission of a vulnerability report does not create any entitlement to payment, employment or public recognition unless expressly agreed in writing.

48. Protection of Intellectual Property

Security research must not involve:

- copying proprietary source code
- distributing modified versions of the application
- publishing confidential technical documentation
- disclosing proprietary security mechanisms

Nothing in this section prevents lawful discussion of security best practices or responsible academic research conducted without compromising Mosey systems.

49. Cooperation with Authorities

Where required by law, Moseyaround Limited may cooperate with:

- law enforcement agencies
- regulatory authorities
- courts
- other competent public authorities

Such cooperation will be limited to what is reasonably necessary and lawful.

50. Good Faith Reports

Members who report concerns honestly and in good faith help improve Mosey.

Good faith reports should:

- be truthful
- avoid exaggeration
- avoid malicious intent
- focus on protecting the platform

We appreciate constructive feedback that helps us improve the security and integrity of the service.

51. No Disclosure of Security Measures

To maintain the effectiveness of our security programme, Moseyaround Limited will not publicly disclose:

- specific fraud detection rules
- internal risk scoring systems
- security monitoring thresholds
- investigative methodologies
- detection algorithms
- other confidential operational measures

This protects both the platform and honest members.

52. Relationship with Other Legal Documents

This policy forms part of the Mosey Legal Suite and should be read together with:

- Terms & Conditions
- Privacy Policy
- Rewards Terms
- Community Guidelines
- Security Statement

Where there is any inconsistency, the Terms & Conditions will generally prevail unless another document expressly states otherwise.

53. Changes to This Policy

We may update this Fair Play & Anti-Cheat Policy from time to time to reflect:

- technological developments
- new methods of abuse
- changes in law
- operational improvements
- new platform features

Material changes will be communicated through appropriate channels where required.

54. Contact Us

Questions about this policy may be directed to:

support@moseyaround.com – General support

legal@moseyaround.com – Legal enquiries

security@moseyaround.com – Security and vulnerability reports

55. Final Statement

Mosey exists to encourage genuine activity, support communities and reward members fairly.

This Fair Play & Anti-Cheat Policy is intended to protect those goals by ensuring that every member has an equal opportunity to participate honestly.

We are committed to enforcing this policy fairly, proportionately and transparently while respecting the rights of all members.