

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Re: ASUNTO/Subject: Prueba de evento inadecuado en Bigo Live – Usuarios menores expuestos
[case:02155a33]
De

feedback <[redigido]>

Para [redigido] <[redigido]>

Dear Valued User,

Thank you for reaching out to us and sharing your concerns.

We have received your email, and it has been forwarded to the relevant department for further review. Please rest assured that we are committed to maintaining a safe and respectful environment for all users.

We are actively working to enhance our monitoring processes, and we will take immediate action if any account is found to be in violation of our policies. Our team is dedicated to ensuring that our platform remains secure, welcoming, and enjoyable for everyone.

We greatly appreciate your understanding and ongoing support in helping us uphold the standards of our community.

Thank you again for your patience.

Best Regards,

CS Team

Hello BIGO LIVE Customer Support / Trust & Safety,

This is a final notice.

I have repeatedly reported ongoing LIVE content involving visible intoxication/alcohol and sexualized behavior, with evidence and timestamps. Despite your generic acknowledgements, the behavior continues.

The platform's accessibility and distribution model (including access in contexts without a strict login barrier) creates a serious risk of exposure to minors.

Account reported: arcel.imperium (also seen as imperium / star.imperium variants)

Because BIGO has not taken effective, transparent action, I will now escalate the matter to the appropriate authorities for investigation and for preservation of evidence (stream logs, report history, enforcement actions, and account identifiers).

Please confirm receipt of this notice and provide the internal case reference(s) linked to my reports.

Regards,

[case:02155a33]

Dear valued user,

We acknowledge the receipt of your communication and thank you for your concern.

Your email has been routed to the appropriate department and processed as appropriate.

Please be assured that we remain vigilant in our efforts to protect our community and will take immediate action should any account be found in violation of our policies.

Moving forward, we are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,
CS Team

Dear valued user■

Thank you for your correspondence. We understand that your concerns are significant and we are dedicated to handling them with the gravity they deserve.

We have directed your inquiry to the relevant department.

We value your patience and understanding as we proceed with this matter.

Best Regards,
CS team

prevention — User ID: aracel.imperium

Hello Customer Support Team,

My name is Denunciante. On 28/12/2025 I submitted a preventive report regarding User ID: aracel.imperium after the streamer announced they would drink alcohol and “go further” on livestream. On 31/12/2025, the user did consume alcohol during a public livestream, as anticipated. I provided evidence (screenshots + context).

You have stated the user was “penalized” under your drinking guidelines, but your reply is insufficient because it does not specify what action was applied nor does it provide any prevention guarantees. When enforcement is vague, rules become optional and violations spread.

Therefore, I require written confirmation of:

1. The exact penalty applied (warning/strike, temporary live restriction with duration, suspension, or ban).

2. Whether the reported content was removed and whether the account is currently allowed to livestream.

3. Concrete preventive measures to reduce recurrence, especially if public livestreams are accessible without login (direct child-safety exposure risk).

4. The official policy link and relevant sections of your Community Guidelines covering alcohol, sexual/obscene content, and minors' protection.

I am not requesting personal data—only minimum enforcement transparency and policy references.

Please respond within 48 hours. If no concrete clarification is provided, I will forward the full evidence trail and report history to competent authorities and digital safety bodies for risk assessment.

Regards,
Denunciante

expuestos [case:02155a33]

Hello CS Team,

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Thank you for confirming action was taken.

For transparency and record purposes, please clarify what penalty was applied to the reported account (warning/strike, temporary live restriction with duration, content removal, or suspension/ban).

Additionally, please confirm whether the content from the reported livestream(s) was removed and whether the account is currently allowed to stream.

Regards,

Denunciante

expuestos [case:02155a33]

Dear Bigo Live Customer Support Team,

Thank you for your response confirming that you reviewed the evidence and applied a penalty under your “drinking” guidelines.

For transparency and accountability, I need clarification in writing on the following points:

1) Type of enforcement action

- What exact penalty was applied (warning, temporary suspension, permanent ban, feature restrictions)?
- If it was a suspension or restriction, what is the duration and what functions were limited?

2) Scope of your review

- Did your team also review the incident involving bathroom use/urination on livestream, as well as sexual insinuations during the same broadcast period?
- If yes: what policy sections apply and what action was taken?
- If no: please confirm that those materials were not reviewed, so I can resubmit them correctly.

3) Child safety / access without login

- Please confirm whether public streams can be viewed without logging in and what age-gating measures are in place to prevent minors from viewing explicit or inappropriate content.
- Provide the relevant sections of your Community Guidelines / Content Policy that cover: alcohol on stream, nudity/sexual content, bathroom/toilet-related content, and child safety.

I am not asking for personal data—only for clear policy references and confirmation of the enforcement outcome.

Thank you,

Denunciante

expuestos [case:02155a33]

Dear valued user■

Thank you for your kind patience.

We appreciate your diligent collaboration in our joint endeavor to foster a safer and more respectful live streaming environment. It is with the utmost seriousness that we address any breaches of our platform's integrity.

Upon thorough review of the provided materials, we have taken decisive action against the reported user in accordance with our community guidelines for drinking. This

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

individual has been appropriately penalized for the misconduct.

We are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,
CS team

Denunciante 2026-01-02 22:53:36(GMT+08:00)■

■

Dear Bigo Live Team,

My name is Denunciante. On December 28, 2025, I submitted a formal report regarding user Maira Angélica Buitrago Garcia, who operates under the ID aracel.imperium. I reported that she had announced during a live stream her intention to consume alcohol and “go even further.” Just three days later, on December 31, 2025, she did exactly that: she drank alcohol during a public livestream, made sexual insinuations, and — most disturbingly — entered the bathroom and urinated live while viewers watched.

This is not the first time this user has displayed such behavior. I have submitted photo evidence and contextual information proving repeated misconduct. Despite this, your moderation team has failed to take any visible action. You initially responded that no action could be taken without proof. Proof has now been submitted — and your continued silence is, quite frankly, an insult to my intelligence and to the platform’s own stated integrity.

Even more concerning is the fact that Bigo Live can be accessed without a login, allowing minors to view graphic and inappropriate content without age verification. This is a clear and direct violation of public safety standards, and it raises serious questions about your platform’s commitment to user protection.

I hereby demand a clear and official written response:
Will Bigo Live take action against this user, or not?

If your answer is no, I formally request that you provide a copy of Bigo Live’s community guidelines and content policy, along with a written statement explaining how this conduct is acceptable under your rules. I intend to forward this information to the appropriate legal bodies and media outlets in Portugal and Spain, as well as to child protection authorities and digital safety watchdogs.

If your platform prioritizes revenue over safety, then external intervention becomes necessary.

Enough is enough. A company that profits from live content has a legal, ethical, and moral obligation to enforce its own rules — especially when

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

the violation involves alcohol, nudity, sexual content, and exposure to minors.

Your response — or your silence — will be documented and made public.

Sincerely,

Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,

Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)

Dear Bigo Live Safety / Compliance Team,

My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving

the following user accounts:

– “star.imperium”

– “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

– alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;

– the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;

– beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like “disguised prostitution and digital exploitation”. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

“star.imperium” and “aracel.imperium” and the agency behind them?

2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?

3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?

4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing

authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,

Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]

Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
■ 2027-01-01 18:50:12)
18:50:12)

Dear valued user,
Thank you for reaching out to us.
We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.
Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.
Best Regards,
W.
CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:
Se expuso bebiendo alcohol en exceso en directo.
Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).
Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.
She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

17:24:24)

17:24:24)

2027-01-02 17:24:24)

17:24:24)

2027-01-02 17:24:24)

17:24:24)

17:24:24)

17:24:24)

Dear valued user,

Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,

Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)■

■

Dear Bigo Live Safety / Compliance Team,

My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

– “star.imperium”

– “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

– alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;

– the streamer was performing sexualised and provocative poses in a “social” app,

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

including moments where she went to the bathroom with the camera still on and everyone could see;

– beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like **disguised prostitution and digital exploitation**. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,

Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,

Denunciante

[Email de contacto]

Elvas, Portugal

31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user’s activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

18:50:12)

18:50:12)

2027-01-01 18:50:12)

18:50:12)

2027-01-01 18:50:12)

18:50:12)

18:50:12)

18:50:12)

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

W.
CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)■

■

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

17:11:39)

17:11:39)

17:11:39)

2027-01-03 17:11:39)

17:11:39)

17:11:39)

17:11:39)

Hello CS Team,

Thank you for confirming action was taken.

For transparency and record purposes, please clarify what penalty was applied to the reported account (warning/strike, temporary live restriction with duration, content removal, or suspension/ban).

Additionally, please confirm whether the content from the reported livestream(s)

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

was removed and whether the account is currently allowed to stream.

Regards,
Denunciante

expuestos [case:02155a33]

Dear Bigo Live Customer Support Team,

Thank you for your response confirming that you reviewed the evidence and applied a penalty under your “drinking” guidelines.

For transparency and accountability, I need clarification in writing on the following points:

1) Type of enforcement action

- What exact penalty was applied (warning, temporary suspension, permanent ban, feature restrictions)?
- If it was a suspension or restriction, what is the duration and what functions were limited?

2) Scope of your review

- Did your team also review the incident involving bathroom use/urination on livestream, as well as sexual insinuations during the same broadcast period?
- If yes: what policy sections apply and what action was taken?
- If no: please confirm that those materials were not reviewed, so I can resubmit them correctly.

3) Child safety / access without login

- Please confirm whether public streams can be viewed without logging in and what age-gating measures are in place to prevent minors from viewing explicit or inappropriate content.
- Provide the relevant sections of your Community Guidelines / Content Policy that cover: alcohol on stream, nudity/sexual content, bathroom/toilet-related content, and child safety.

I am not asking for personal data—only for clear policy references and confirmation of the enforcement outcome.

Thank you,
Denunciante

expuestos [case:02155a33]

Dear valued user■

Thank you for your kind patience.

We appreciate your diligent collaboration in our joint endeavor to foster a safer and more respectful live streaming environment. It is with the utmost seriousness that we address any breaches of our platform's integrity.

Upon thorough review of the provided materials, we have taken decisive action against the reported user in accordance with our community guidelines for drinking. This individual has been appropriately penalized for the misconduct.

We are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and

welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

of our community.

Best Regards,

CS team

Denunciante 2026-01-02 22:53:36(GMT+08:00)■

■

Dear Bigo Live Team,

My name is Denunciante. On December 28, 2025, I submitted a formal report regarding user Maira Angélica Buitrago Garcia, who operates under the ID aracel.imperium. I reported that she had announced during a live stream her intention to consume alcohol and “go even further.” Just three days later, on December 31, 2025, she did exactly that: she drank alcohol during a public livestream, made sexual insinuations, and — most disturbingly — entered the bathroom and urinated live while viewers watched.

This is not the first time this user has displayed such behavior. I have submitted photo evidence and contextual information proving repeated misconduct. Despite this, your moderation team has failed to take any visible action. You initially responded that no action could be taken without proof. Proof has now been submitted — and your continued silence is, quite frankly, an insult to my intelligence and to the platform’s own stated integrity.

Even more concerning is the fact that Bigo Live can be accessed without a login, allowing minors to view graphic and inappropriate content without age verification. This is a clear and direct violation of public safety standards, and it raises serious questions about your platform’s commitment to user protection.

I hereby demand a clear and official written response:

Will Bigo Live take action against this user, or not?

If your answer is no, I formally request that you provide a copy of Bigo Live’s community guidelines and content policy, along with a written statement explaining how this conduct is acceptable under your rules. I intend to forward this information to the appropriate legal bodies and media outlets in Portugal and Spain, as well as to child protection authorities and digital safety watchdogs.

If your platform prioritizes revenue over safety, then external intervention becomes necessary.

Enough is enough. A company that profits from live content has a legal, ethical, and moral obligation to enforce its own rules — especially when the violation involves alcohol, nudity, sexual content, and exposure to minors.

Your response — or your silence — will be documented and made public.

Sincerely,

Denunciante

expuestos [case:02155a33]

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Dear valued user,
Thank you for your correspondence.
We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.
We appreciate your cooperation and patience as we work through this process.

Best Regards,
Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)

Dear Bigo Live Safety / Compliance Team,
My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

- “star.imperium”
- “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

- alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;
- the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;
- beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform. In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like ****disguised prostitution and digital exploitation****. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,

Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user’s activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
■ 2027-01-01 18:50:12)
18:50:12)

Dear valued user,
Thank you for reaching out to us.
We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.
Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.
Best Regards,
W.
CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:
Se expuso bebiendo alcohol en exceso en directo.
Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).
Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.
Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

17:24:24)
17:24:24)
2027-01-02 17:24:24)
17:24:24)
2027-01-02 17:24:24)
17:24:24)
17:24:24)
17:24:24)

Dear valued user,
Thank you for your correspondence.
We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.
We appreciate your cooperation and patience as we work through this process.
Best Regards,
Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)■

■

Dear Bigo Live Safety / Compliance Team,
My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:
– “star.imperium”
– “aracel.imperium”
These accounts are managed by the same person and are part of the same agency. In my previous reports I sent concrete evidence showing that:
– alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;
– the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;
– beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.
In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like “disguised prostitution and digital exploitation”. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,
Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:
Se expuso bebiendo alcohol en exceso en directo.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
18:50:12)
18:50:12)

Dear valued user,
Thank you for reaching out to us.
We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.
Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.
Best Regards,
W.
CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)■

■

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,

Denunciante

[Email de contacto]

Elvas, Portugal

31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

17:11:39)

17:11:39)

17:11:39)

2027-01-03 17:11:39)

17:11:39)

17:11:39)

17:11:39)

Dear Bigo Live Customer Support Team,

Thank you for your response confirming that you reviewed the evidence and applied a penalty under your "drinking" guidelines.

For transparency and accountability, I need clarification in writing on the following points:

1) Type of enforcement action

- What exact penalty was applied (warning, temporary suspension, permanent ban, feature restrictions)?

- If it was a suspension or restriction, what is the duration and what functions were limited?

2) Scope of your review

- Did your team also review the incident involving bathroom use/urination on livestream, as well as sexual insinuations during the same broadcast period?

- If yes: what policy sections apply and what action was taken?

- If no: please confirm that those materials were not reviewed, so I can resubmit them correctly.

3) Child safety / access without login

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

- Please confirm whether public streams can be viewed without logging in and what age-gating measures are in place to prevent minors from viewing explicit or inappropriate content.

- Provide the relevant sections of your Community Guidelines / Content Policy that cover: alcohol on stream, nudity/sexual content, bathroom/toilet-related content, and child safety.

I am not asking for personal data—only for clear policy references and confirmation of the enforcement outcome.

Thank you,

Denunciante

expuestos [case:02155a33]

Dear valued user■

Thank you for your kind patience.

We appreciate your diligent collaboration in our joint endeavor to foster a safer and more respectful live streaming environment. It is with the utmost seriousness that we address any breaches of our platform's integrity.

Upon thorough review of the provided materials, we have taken decisive action against the reported user in accordance with our community guidelines for drinking. This individual has been appropriately penalized for the misconduct.

We are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,

CS team

Denunciante 2026-01-02 22:53:36(GMT+08:00)■

■

Dear Bigo Live Team,

My name is Denunciante. On December 28, 2025, I submitted a formal report regarding user Maira Angélica Buitrago Garcia, who operates under the ID aracel.imperium. I reported that she had announced during a live stream her intention to consume alcohol and “go even further.” Just three days later, on December 31, 2025, she did exactly that: she drank alcohol during a public livestream, made sexual insinuations, and — most disturbingly — entered the bathroom and urinated live while viewers watched.

This is not the first time this user has displayed such behavior. I have submitted photo evidence and contextual information proving repeated misconduct. Despite this, your moderation team has failed to take any

visible action. You initially responded that no action could be taken without proof. Proof has now been submitted — and your continued silence is, quite frankly, an insult to my intelligence and to the platform's own stated integrity.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Even more concerning is the fact that Bigo Live can be accessed without a login, allowing minors to view graphic and inappropriate content without age verification. This is a clear and direct violation of public safety standards, and it raises serious questions about your platform's commitment to user protection.

I hereby demand a clear and official written response:

Will Bigo Live take action against this user, or not?

If your answer is no, I formally request that you provide a copy of Bigo Live's community guidelines and content policy, along with a written statement explaining how this conduct is acceptable under your rules. I intend to forward this information to the appropriate legal bodies and media outlets in Portugal and Spain, as well as to child protection authorities and digital safety watchdogs.

If your platform prioritizes revenue over safety, then external intervention becomes necessary.

Enough is enough. A company that profits from live content has a legal, ethical, and moral obligation to enforce its own rules — especially when the violation involves alcohol, nudity, sexual content, and exposure to minors.

Your response — or your silence — will be documented and made public.

Sincerely,

Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,

Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)

Dear Bigo Live Safety / Compliance Team,

My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

– “star.imperium”

– “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

– alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;

– the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

and everyone could see;

– beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform. In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like “disguised prostitution and digital exploitation”. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,
Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,
W.
CS Team

Denunciante 2026-01-01

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

18:50:12)

18:50:12)

2027-01-01 18:50:12)

18:50:12)

■ 2027-01-01 18:50:12)

18:50:12)

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,

Denunciante

[Email de contacto]

Elvas, Portugal

31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user’s activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

Denunciante

[Contact email]

Elvas, Portugal

December 31, 2025

17:24:24)

17:24:24)

2027-01-02 17:24:24)

17:24:24)

2027-01-02 17:24:24)

17:24:24)

17:24:24)

17:24:24)

Dear valued user,

Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,

Customer Support Team

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Denunciante 2026-01-02 03:56:08(GMT+08:00)■

■

Dear Bigo Live Safety / Compliance Team,

My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

- “star.imperium”
- “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

- alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;
- the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;
- beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like “disguised prostitution and digital exploitation”. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,
Denunciante

expuestos [case:02155a33]

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately. Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:
She drank excessive alcohol live on camera.
She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.
She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

18:50:12)

18:50:12)

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)■



A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.
She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).
She was visible to all audiences, including minors, without any access restrictions or age verification.
She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

17:11:39)
17:11:39)
17:11:39)

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

2027-01-03 17:11:39)

17:11:39)

17:11:39)

17:11:39)

Dear valued user■

Thank you for your kind patience.

We appreciate your diligent collaboration in our joint endeavor to foster a safer and more respectful live streaming environment. It is with the utmost seriousness that we address any breaches of our platform's integrity.

Upon thorough review of the provided materials, we have taken decisive action against the reported user in accordance with our community guidelines for drinking. This individual has been appropriately penalized for the misconduct.

We are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,

CS team

Dear valued user,

We acknowledge the receipt of your communication and thank you for your concern.

Your email has been routed to the appropriate department and processed as appropriate.

Please be assured that we remain vigilant in our efforts to protect our community and will take immediate action should any account be found in violation of our policies.

Moving forward, we are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,

CS Team

Dear valued user■

Thank you for your correspondence. We understand that your concerns are significant and we are dedicated to handling them with the gravity they deserve.

We have directed your inquiry to the relevant department.

We value your patience and understanding as we proceed with this matter.

Best Regards,

CS team

prevention — User ID: aracel.imperium

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Hello Customer Support Team,

My name is Denunciante. On 28/12/2025 I submitted a preventive report regarding User ID: aracel.imperium after the streamer announced they would drink alcohol and “go further” on livestream. On 31/12/2025, the user did consume alcohol during a public livestream, as anticipated. I provided evidence (screenshots + context).

You have stated the user was “penalized” under your drinking guidelines, but your reply is insufficient because it does not specify what action was applied nor does it provide any prevention guarantees. When enforcement is vague, rules become optional and violations spread.

Therefore, I require written confirmation of:

1. The exact penalty applied (warning/strike, temporary live restriction with duration, suspension, or ban).
2. Whether the reported content was removed and whether the account is currently allowed to livestream.
3. Concrete preventive measures to reduce recurrence, especially if public livestreams are accessible without login (direct child-safety exposure risk).
4. The official policy link and relevant sections of your Community Guidelines covering alcohol, sexual/obscene content, and minors’ protection.

I am not requesting personal data—only minimum enforcement transparency and policy references.

Please respond within 48 hours. If no concrete clarification is provided, I will forward the full evidence trail and report history to competent authorities and digital safety bodies for risk assessment.

Regards,

Denunciante

[case:02155a33]

Hello CS Team,

Thank you for confirming action was taken.

For transparency and record purposes, please clarify what penalty was applied to the reported account (warning/strike, temporary live restriction with duration, content removal, or suspension/ban).

Additionally, please confirm whether the content from the reported livestream(s) was removed and whether the account is currently allowed to stream.

Regards,

Denunciante

[case:02155a33]

Dear Bigo Live Customer Support Team,

Thank you for your response confirming that you reviewed the evidence and applied a penalty under your “drinking” guidelines.

For transparency and accountability, I need clarification in writing on the following points:

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

1) Type of enforcement action

- What exact penalty was applied (warning, temporary suspension, permanent ban, feature restrictions)?

- If it was a suspension or restriction, what is the duration and what functions were limited?

2) Scope of your review

- Did your team also review the incident involving bathroom use/urination on livestream, as well as sexual insinuations during the same broadcast period?

- If yes: what policy sections apply and what action was taken?

- If no: please confirm that those materials were not reviewed, so I can resubmit them correctly.

3) Child safety / access without login

- Please confirm whether public streams can be viewed without logging in and what agegating measures are in place to prevent minors from viewing explicit or inappropriate content.

- Provide the relevant sections of your Community Guidelines / Content Policy that cover: alcohol on stream, nudity/sexual content, bathroom/toilet-related content, and child safety.

I am not asking for personal data—only for clear policy references and confirmation of the enforcement outcome.

Thank you,

Denunciante

[case:02155a33]

Dear valued user■

Thank you for your kind patience.

We appreciate your diligent collaboration in our joint endeavor to foster a safer and more respectful live streaming environment. It is with the utmost seriousness that we address any breaches of our platform's integrity.

Upon thorough review of the provided materials, we have taken decisive action against the reported user in accordance with our community guidelines for drinking. This individual has been appropriately penalized for the misconduct.

We are committed to enhancing our vigilance and oversight. We will be implementing more rigorous monitoring measures to ensure that our platform remains a secure and welcoming space for all users.

Thank you for your understanding and continued support in maintaining the standards of our community.

Best Regards,

CS team

Dear Bigo Live Team,

My name is Denunciante. On December 28, 2025, I

submitted a formal report regarding user Maira Angélica Buitrago Garcia, who operates under the ID aracel.imperium. I reported that she had

announced during a live stream her intention to consume alcohol and “go even further.” Just three days later, on December 31, 2025, she did exactly that: she drank alcohol during a public livestream, made sexual insinuations, and — most disturbingly — entered the bathroom and urinated live while

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

viewers watched.

This is not the first time this user has displayed such behavior. I have submitted photo evidence and contextual information proving repeated misconduct. Despite this, your moderation team has failed to take any visible action. You initially responded that no action could be taken without proof. Proof has now been submitted — and your continued silence is, quite frankly, an insult to my intelligence and to the platform's own stated integrity.

Even more concerning is the fact that Bigo Live can be accessed without a login, allowing minors to view graphic and inappropriate content without age verification. This is a clear and direct violation of public safety standards, and it raises serious questions about your platform's commitment to user protection.

I hereby demand a clear and official written response:
Will Bigo Live take action against this user, or not?

If your answer is no, I formally request that you provide a copy of Bigo Live's community guidelines and content policy, along with a written statement explaining how this conduct is acceptable under your rules. I intend to forward this information to the appropriate legal bodies and media outlets in Portugal and Spain, as well as to child protection authorities and digital safety watchdogs.

If your platform prioritizes revenue over safety, then external intervention becomes necessary.

Enough is enough. A company that profits from live content has a legal, ethical, and moral obligation to enforce its own rules — especially when the violation involves alcohol, nudity, sexual content, and exposure to minors. Your response — or your silence — will be documented and made public.

Sincerely,
Denunciante

expuestos [case:02155a33]

Dear valued user,
Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,
Customer Support Team

Denunciante 2026-01-02 03:56:08(GMT+08:00)■

■

Dear Bigo Live Safety / Compliance Team,
My name is Denunciante. I am writing in my personal capacity to

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

- “star.imperium”
- “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

- alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;
- the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;
- beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like ****disguised prostitution and digital exploitation****. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to

happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,
Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,

Denunciante

[Email de contacto]

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious

breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
18:50:12)

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

18:50:12)

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,

W.

CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)■

■

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.
She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).
She was visible to all audiences, including minors, without any access restrictions or age verification.
She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

17:24:24)
17:24:24)
17:24:24)
2027-01-02 17:24:24)

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

17:24:24)

17:24:24)

17:24:24)

Dear valued user,

Thank you for your correspondence.

We take your feedback seriously, and your message has been forwarded to our specialized team for a comprehensive review.

We appreciate your cooperation and patience as we work through this process.

Best Regards,

Customer Support Team

Dear Bigo Live Safety / Compliance Team,

My name is Denunciante. I am writing in my personal capacity to follow up on the reports I made about serious violations on Bigo Live involving the following user accounts:

– “star.imperium”

– “aracel.imperium”

These accounts are managed by the same person and are part of the same agency.

In my previous reports I sent concrete evidence showing that:

– alcohol was being consumed live on camera during a public Bigo Live stream, in exchange for gifts/beans;

– the streamer was performing sexualised and provocative poses in a “social” app, including moments where she went to the bathroom with the camera still on and everyone could see;

– beans were transferred from one of these accounts to the other, which appears to be controlled by the same person, in order to reach the monthly target.

In one of the lives I reported, there were more than 400 users watching at the same time. Because the room was open without login, there is no way to know how many of those viewers were minors. This means that children can be exposed to alcohol abuse and sexualised content in real time on your platform.

In many European countries, this type of behaviour is not “just content”. It can be a public crime when minors may be watching. And when a platform allows this to continue, it starts to look less like a “social app” and more like **disguised prostitution and digital exploitation**. You know very well what this means in terms of reputation and legal risk.

I have already done my part by collecting and sending concrete screenshots and details. I did not send rumours: I sent real evidence of what your platform allowed to happen in front of hundreds of viewers.

Now I ask you, clearly and directly:

1. Has Bigo Live opened a concrete investigation into the accounts “star.imperium” and “aracel.imperium” and the agency behind them?
2. Have any measures been taken (temporary suspension, permanent ban, removal from the agency, or other sanctions)?
3. Are these accounts still allowed to stream, receive beans and participate in events on Bigo Live?
4. Does Bigo Live consider this behaviour acceptable under its Community Guidelines?

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Please do not underestimate this situation. In the European Union, exposing minors to alcohol abuse and sexualised behaviour on a public platform is a serious matter and can be treated as a public crime. I am already informing authorities and media in several countries, and if Bigo chooses to ignore this, the consequences will not be just internal – they will be public.

I respectfully request a clear and serious written response to these questions.

Best regards,
Denunciante

expuestos [case:02155a33]

Dear valued user,

Thank you for reaching out to us.

We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.

Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.

Best Regards,
W.
CS Team

Denunciante 2026-01-01 01:35:56(GMT+08:00)■

■

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user’s activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

18:50:12)
18:50:12)
18:50:12)
2027-01-01 18:50:12)
18:50:12)
18:50:12)
18:50:12)

Dear valued user,
Thank you for reaching out to us.
We have referred your issue to the relevant department for further review. Please rest assured that we are actively working on resolving your situation. We kindly ask for your patience, and once we have an update, we will inform you immediately.
Thank you for your understanding and cooperation. Should you have any further questions, please feel free to contact us.
Best Regards,
W.
CS Team

A la atención de Bigo Live, Policía Nacional Española, Agencia Española de Protección de Datos y la Agencia Europea para los Derechos Digitales:

El día 31 de diciembre de 2025, el evento previamente denunciado se ha llevado a cabo tal como advertido. La usuaria Maira Angélica Buitrago García, utilizando las cuentas star.imperium y aracel.imperium, realizó una transmisión en vivo en la plataforma Bigo Live donde:

Se expuso bebiendo alcohol en exceso en directo.

Anunció que habría “sorpresas” y “evolución del contenido” a cambio de regalos virtuales (semillas).

Se encontraba visible para todos los públicos, incluyendo menores de edad, sin control de acceso ni verificación alguna.

Afirmó abiertamente que necesitaba alcanzar una meta económica, utilizando incluso una de sus propias cuentas para enviarse semillas a sí misma, en clara manipulación del sistema.

He adjuntado capturas de pantalla como prueba de que el evento fue REAL y ha sido presenciado por usuarios menores, lo cual constituye una violación grave a las normas de protección infantil y a las directrices comunitarias.

Este evento pudo haber sido evitado. Fue previamente denunciado con días de antelación y Bigo Live no tomó ninguna medida preventiva, demostrando una actitud negligente frente a la protección de menores y el uso indebido de su plataforma.

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

Solicito formalmente:

1. Que se abra una investigación urgente sobre el caso de la usuaria mencionada.
2. Que se suspenda su cuenta de forma inmediata.
3. Que se adopten medidas para evitar el acceso de menores a contenidos de esta naturaleza.
4. Que se informe de las medidas tomadas al respecto, tanto por parte de Bigo como de las autoridades competentes.

Atentamente,
Denunciante
[Email de contacto]
Elvas, Portugal
31 de diciembre de 2025

■ ENGLISH

To the attention of Bigo Live, Spanish National Police, Spanish Data Protection Agency, and the European Digital Rights Agency:

On December 31, 2025, the event previously reported has indeed taken place, exactly as warned. The user Maira Angélica Buitrago García, operating under the accounts star.imperium and aracel.imperium, hosted a live broadcast on Bigo Live where:

She drank excessive alcohol live on camera.

She announced “surprises” and “evolution of the content” in exchange for virtual gifts (seeds).

She was visible to all audiences, including minors, without any access restrictions or age verification.

She used one of her own accounts to send seeds to herself, manipulating the system to meet her financial target.

Screenshots are attached as proof that the event was REAL and occurred in front of a vulnerable audience, including minors, which constitutes a serious breach of child protection regulations and platform community guidelines.

This could have been prevented. The event was reported in advance, and yet Bigo Live failed to act, showing a clear pattern of negligence and disregard for safety.

I formally request:

1. An urgent investigation into the user's activity.
2. Immediate suspension of her account(s).
3. Implementation of stronger measures to protect minors from such content.
4. A written response detailing the actions taken by Bigo and relevant authorities.

Sincerely,
Denunciante
[Contact email]
Elvas, Portugal
December 31, 2025

ANEXO — Cadena de Correos (Versión Pública Redactada)

Caso: 02155a33 · Fuente: observación pública / comunicación del proyecto

Esta versión elimina correos, nombres propios, cabeceras técnicas y listados de adjuntos. La versión íntegra se conserva para autoridades competentes.

17:11:39)

17:11:39)

17:11:39)

DARKBIGO