



Online Safety Act 2023

2023 CHAPTER 50

PART 4

OTHER DUTIES OF PROVIDERS OF REGULATED USER-TO-USER SERVICES AND REGULATED SEARCH SERVICES

CHAPTER 1

USER IDENTITY VERIFICATION

64 User identity verification

- (1) A provider of a Category 1 service must offer all adult users of the service the option to verify their identity (if identity verification is not required for access to the service).
- (2) The verification process may be of any kind (and in particular, it need not require documentation to be provided).
- (3) A provider of a Category 1 service must include clear and accessible provisions in the terms of service explaining how the verification process works.
- (4) If a person is the provider of more than one Category 1 service, the duties set out in this section apply in relation to each such service.
- (5) The duty set out in subsection (1) applies in relation to all adult users, not just those who begin to use a service after that duty begins to apply.
- (6) The duties set out in this section extend only to—
 - (a) the user-to-user part of a service, and
 - (b) the design, operation and use of a service in the United Kingdom.
- (7) For the purposes of this section a person is an “adult user” of a service if the person is an adult in the United Kingdom who—
 - (a) is a user of the service, or

Changes to legislation: Online Safety Act 2023, Section 64 is up to date with all changes known to be in force on or before 09 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

(b) seeks to begin to use the service (for example by setting up an account).

(8) For the meaning of “Category 1 service”, see section 95 (register of categories of services).

Commencement Information

II S. 64 not in force at Royal Assent, see [s. 240\(1\)](#)

Changes to legislation:

Online Safety Act 2023, Section 64 is up to date with all changes known to be in force on or before 09 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 80(6A) inserted by [2024 c. 15 Sch. 7 para. 5\(2\)\(b\)](#)