



PlayStation® Safety Report

2025 report



Message from Leadership

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130
MILLION
MONTHLY
ACTIVE USERS
* as of December 2025

At Sony Interactive Entertainment, the company behind PlayStation, our commitment to player safety continues to evolve alongside our growing global community of more than 130 million monthly active users.

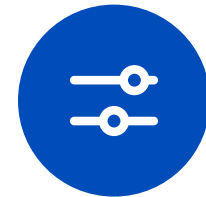
Safety is foundational to how we build products, design experiences, and engage with players. Over the past year, we have continued to invest in tools, technology, and partnerships that strengthen protections across PlayStation, while empowering players and families to shape their own experiences.

This report highlights the progress we've made over the past year, including advancements in age verification, proactive detection technologies, child safety protections, crisis response resources, and player experience improvements. These efforts reflect our ongoing commitment to transparency, accountability, and continuous improvement.

PlayStation is for everyone. We are grateful to our global community for their shared commitment to maintaining a safe, welcoming, and inclusive environment for all who play.

Our Safety Philosophy

Our approach continues to be grounded in three pillars that guide how we design, protect, and enforce safety across PlayStation:



Control Your Experience

Empowering players and families with tools to tailor privacy, communication, playtime, content access, and account protections.



Shield Our Players

Using advanced technologies and partnerships to proactively prevent harmful content, exploitation, and abuse.



Enforce Our Standards

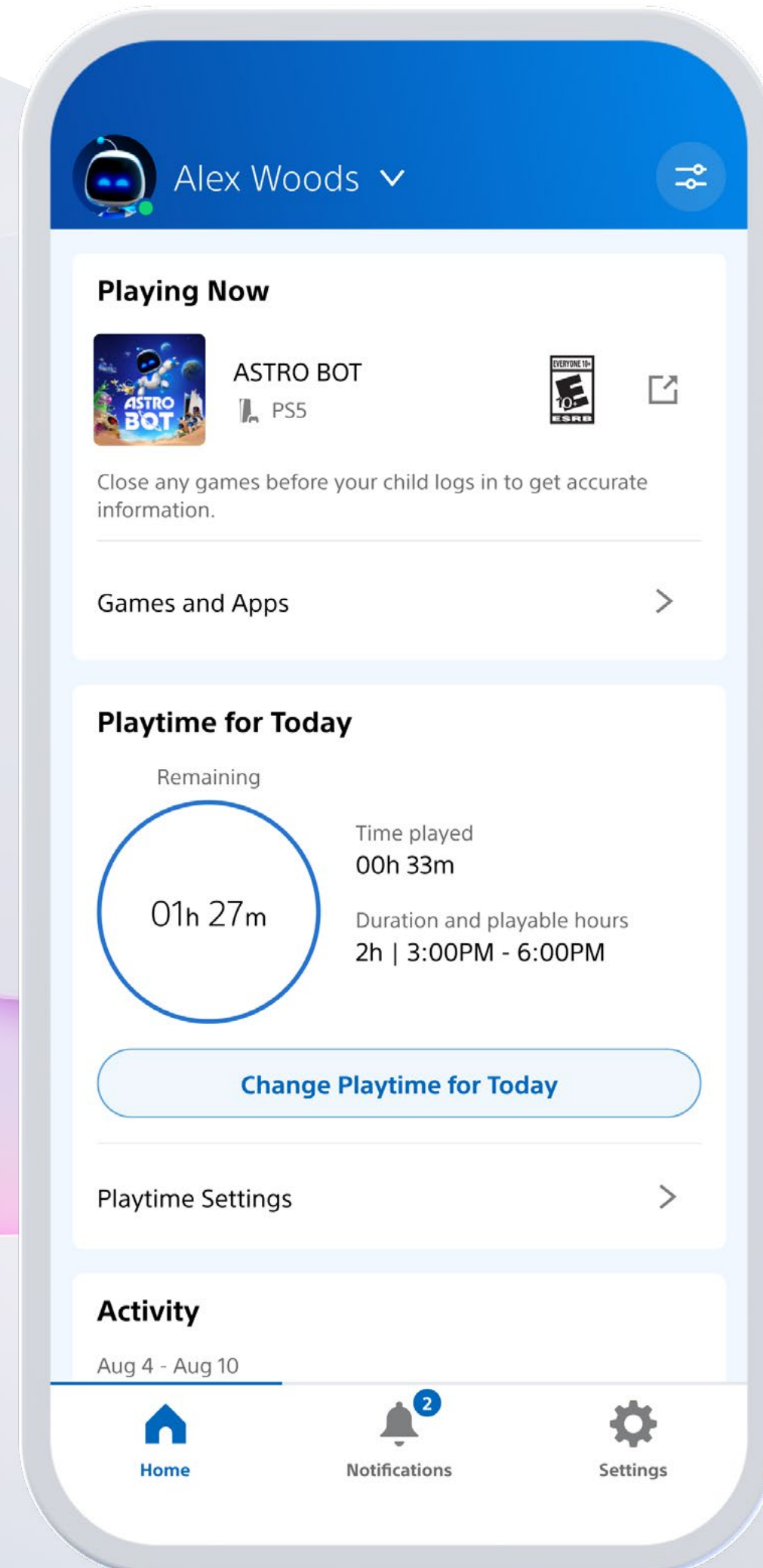
Applying consistent, human-led moderation with assistance from automated tools to help scale. This is guided by clear policies to uphold our Code of Conduct while educating players on appropriate online behavior.

These pillars remain the foundation of our strategy.



Year in Review: Advancing Player Safety

Strengthening Player Control



PlayStation Family App

We launched the PlayStation Family app to help families foster healthier, safer digital habits, on top of existing available parental controls on console and web. The app enables parents to set age-appropriate controls, manage playtime, approve requests, and view activity insights directly from their mobile device. This supports children's growing independence while providing parents peace of mind. Since launch, more than one million families have downloaded the app across iOS and Android, enabling more responsible play and fostering conversations about digital safety at home.

[Learn more](#)

Nudge Feature

In an effort to encourage positive player experiences and reduce exposure to potentially offensive content, we conducted a limited trial of a new Nudge feature. This gives players a second chance to review potentially offensive content and make edits before sending them in the PlayStation App chat. With this feature, messages are assessed for potential Code of Conduct violations. If content is flagged that might violate our Code of Conduct, the player will be prompted to review it. This is an automated process, and the contents of the message will not be reviewed by employees or moderators, unless separately reported after the message is sent. Insights and analytics gathered from the pilot demonstrated that the Nudge feature can effectively prompt players to reconsider potentially harmful language and take corrective action. Based on the success of the trial, we are launching this feature in 2026 globally to all English-language conversations on the PlayStation app, with the goal that the Nudge technology will empower players to take corrective action and avoid mistakes before they happen.

[Learn more](#)



Proactively Shielding Our Community

Enhanced Auto-Detection Tools

We continue to improve and scale machine learning and automation tools to identify violative content and harmful behaviors, including improvements in early detection of exploitative language and coordinated abuse.

Text Analysis to Detect Child Grooming and Exploitation

We launched text detection technology in select languages to escalate reports of text-based instances of child sexual exploitation and abuse (CSEA) for skilled human review. This technology was developed internally with a specific focus to promote child safety in gaming-adjacent conversations.

CSEA & CyberTip Reporting

We continue to maintain a zero-tolerance approach toward CSEA. All confirmed cases, although rare and representing 0.006% of all reported content, are reported to the National Center for Missing & Exploited Children (NCMEC) and relevant authorities.

Year	Number of CyberTips	Proactively Detected
2022	4,102	81%
2023	3,974	81%
2024	5,055	84%
2025	9,074	88%

Taking Down Non-consensual Intimate Imagery (NCII)

We partner with StopNCII to prevent NCII from being shared on PlayStation. Our automated detection tools scan all player shared images against the StopNCII database. Confirmed matches are escalated to a specially trained team of moderators who review the content and adjacent context, take down the NCII imagery, and apply appropriate moderation actions.

Blocking Images of Violence

We proactively detect and hide images depicting extreme violence. The purpose is to preemptively remove these harmful images from circulation on PlayStation, protecting our players from exposure.



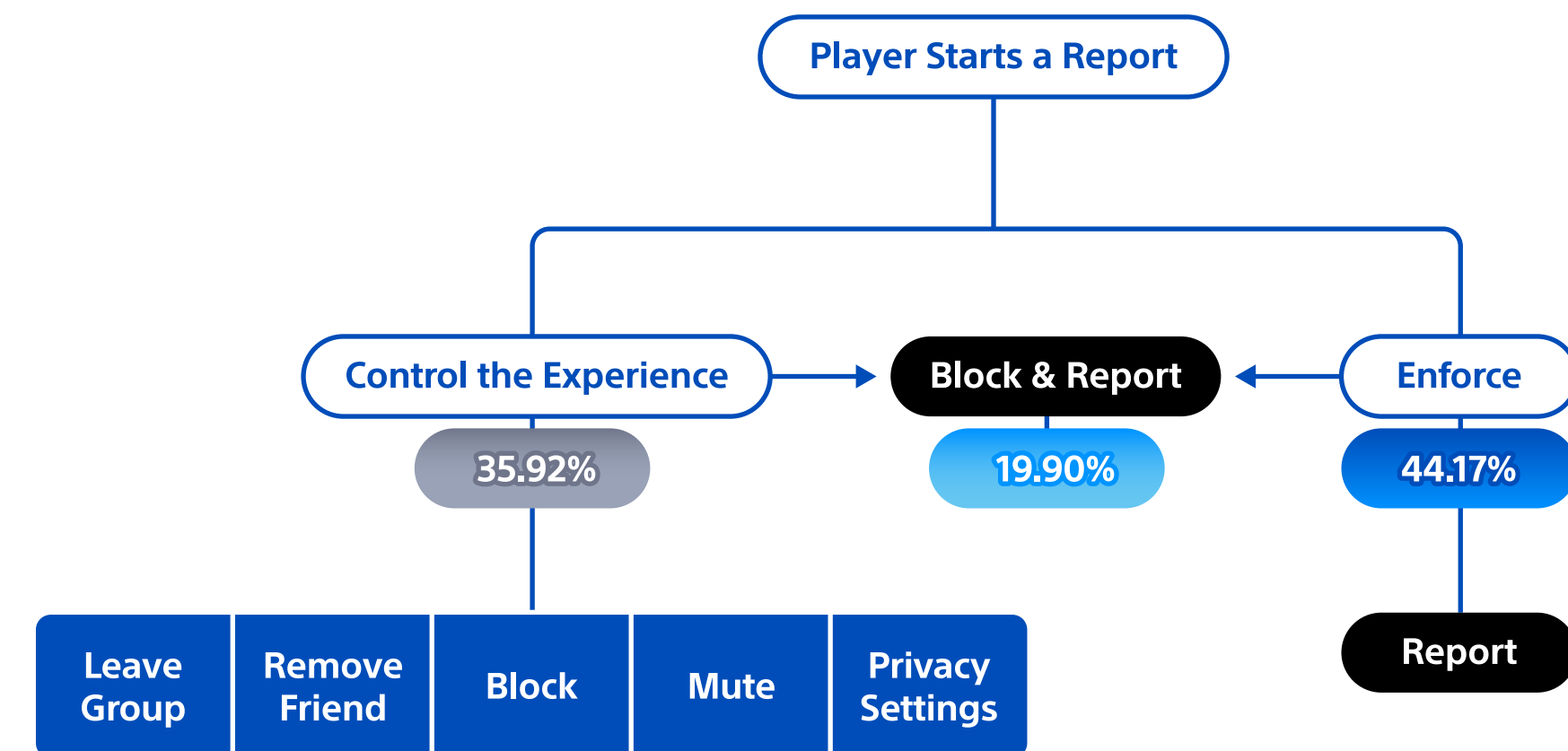
Enforcing Our Standards

Communication Suspensions

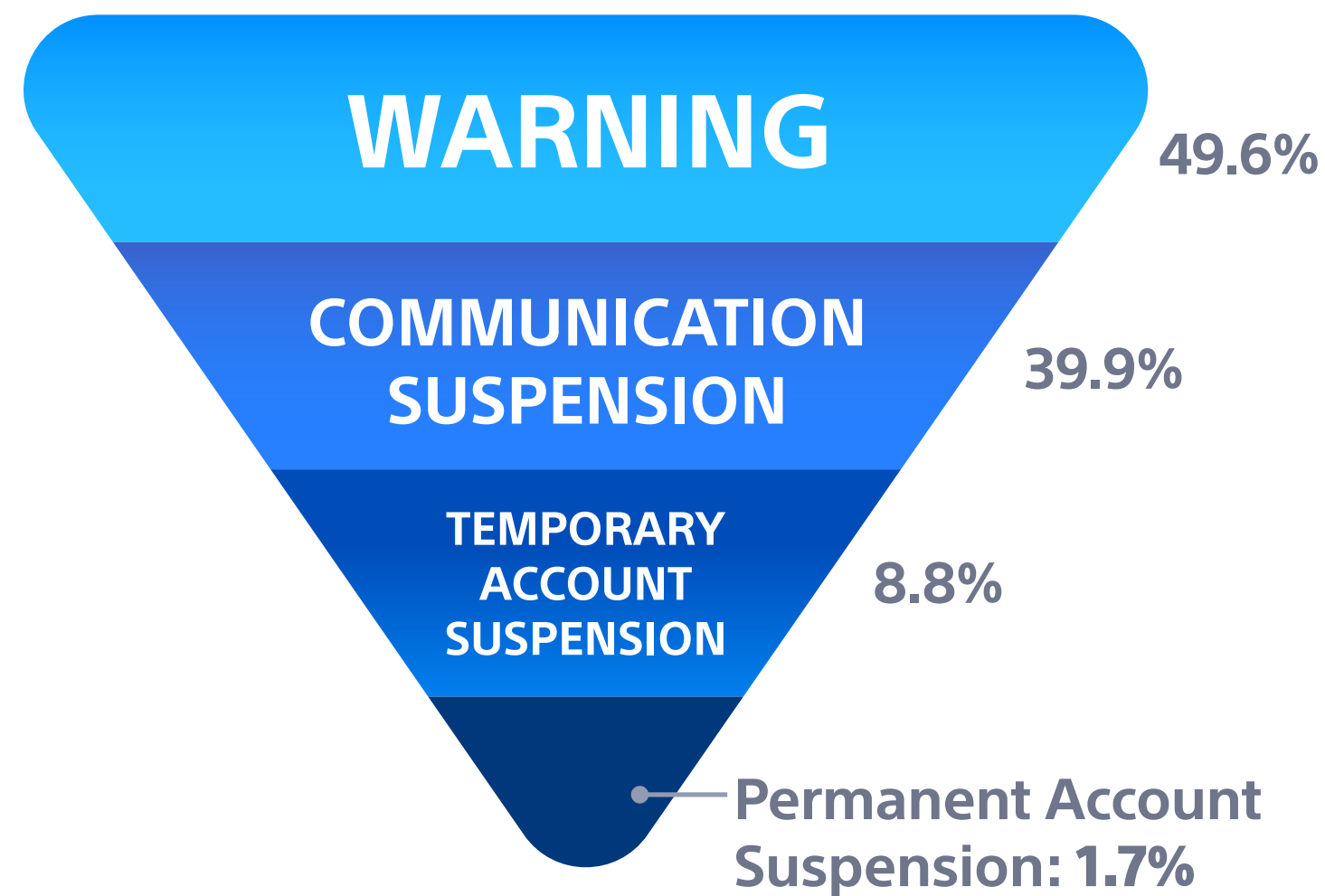
We expanded communication suspensions to better balance accountability with player engagement. Communication suspensions restrict a player's ability to communicate when they violate our Code of Conduct (CoC), while allowing continued access to gameplay. By restricting communications rather than full access, **we kept 650,000 more players in the game** compared to stricter account suspension models. This reinforces our commitment to correcting behavior, protecting the community, and keeping positive play experiences intact. While communication suspensions increased **42% year over year**, we have kept more players in the game while still educating on breaches to our CoC.

650,000
MORE PLAYERS KEPT
IN THE GAME

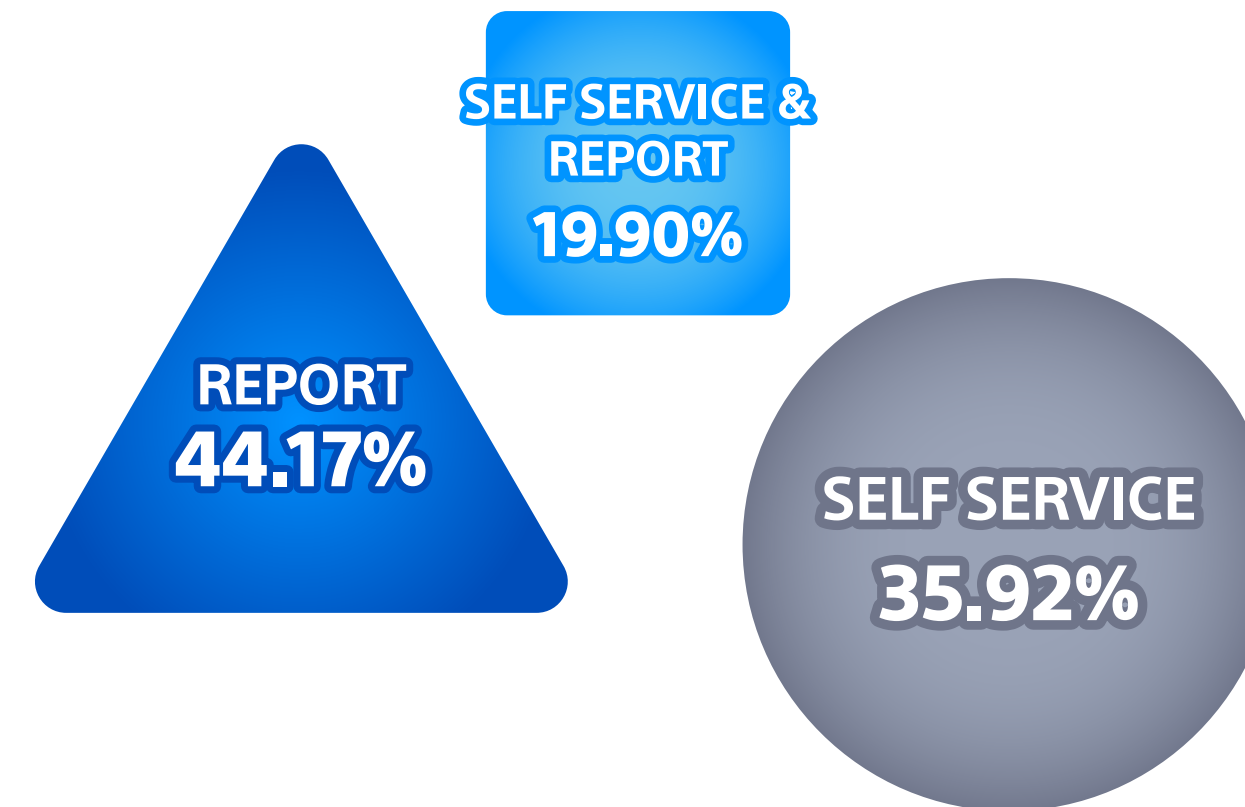
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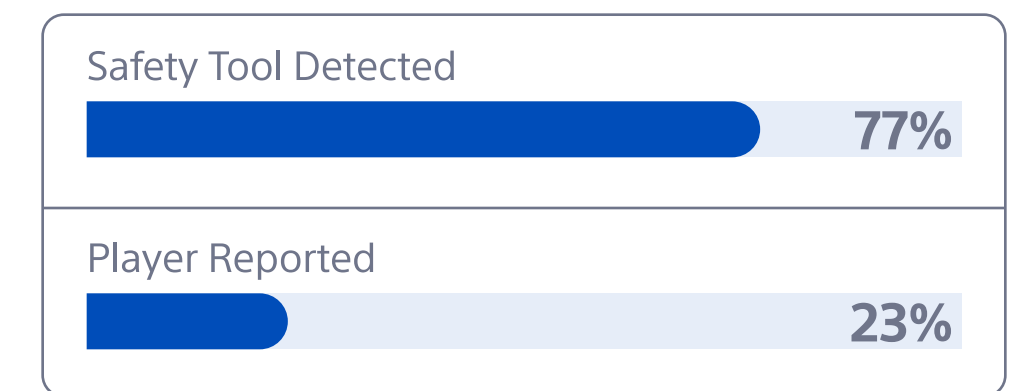
Moderation Communications and Actions



55% of users engage with self service solutions



Safety Tool Detected vs. Player Reported



Our investment in safety technology has increased proactive identification, reducing reliance on player reports and limiting exposure to harmful content.

Appeals & Transparency

After expanding My Support hub in 2024, we continued expanding access to appeals services and improving communication clarity around enforcement decisions to ensure fairness, consistency, and transparency for players. Players can also check their account status anytime by visiting [My Support](#).

Supporting Player & Moderator Wellbeing

QR Code and Regional Wellness Resources

We enhanced access to support resources by adding a QR code to PlayStation system notifications and expanded regional player wellbeing support messaging within wellbeing support notifications. The updates have made it easier for players who may be in distress to quickly connect with relevant local assistance when needed.

Player Wellness Support Partnerships

We strengthened our player support ecosystem through expanded wellness bundling and collaboration with organizations including Save the Children. This joint pilot program with Save the Children Sweden provides support to child players who need it, whether they reported a Code of Conduct violation or caused one.

Through continued partnerships with organizations such as Crisis Text Line, Anata no Ibasho, and ThroughLine, players can access free, confidential support. Our "CIRCLE" keyword initiative continues to provide direct pathways to crisis counselors. These partnerships improve how we connect at-risk players with appropriate support resources.

Moderator Wellness Recognition

In March 2025, Sony Interactive Entertainment's Online Safety team received the **Great British Workplace Wellbeing Award for Best Mental Wellbeing Initiative**, recognizing our industry-leading approach to safeguarding moderator wellbeing.

Supporting the people who support our community remains a priority.



Looking Ahead

We are exploring and testing new technologies and policies to enhance safety on PlayStation, including piloting age verification processes in select countries.

As our community grows, so does our responsibility. Safety is not a static goal, it is a continuous commitment and we are proud to reaffirm our shared online safety principles for safer gaming with Nintendo and Microsoft recently. We remain dedicated to building a community where innovation, connection, and protection go hand in hand.