

DIGITAL PLATFORM TRUST FORUM 2025

US edition

DETAILED AGENDA: MORNING

Time	Session	Agenda	Agenda Description
8:00 - 8:45 a.m.	Buffet breakfast & networking		
8:50 - 9:25 a.m.	WELCOME & OPENING KEYNOTE		Welcome participants and set out the vision for the day.
9:25 - 9:55 a.m.	TRANSFORM, PROTECT & DEFEND	Building Safe AI: Balancing Innovation, Security, and Trust	With AI systems rapidly scaling across platforms and products, privacy, security, and trust & safety professionals are uniquely positioned to lead in shaping responsible deployment. This panel will focus on proactive strategies to embed security, safety, fairness, and accountability into AI from the ground up—before harms emerge. Panelists will share real-world approaches to cross-functional governance, risk forecasting, and policy alignment that enable AI innovation while protecting users, communities, and brand integrity.
9:55 - 10:00 a.m.	Transition		
10:00 - 10:20 a.m.	THE STATE OF PLATFORM RISKS AND REGULATIONS	10:00 - 10:10 a.m. A Look within the United States	Did you know that by early 2025, more than 45 US states passed laws governing the use of AI? Learn how digital platforms in the United States are preparing for emerging regulations, including those involving deepfakes and AI, as well as the Kids Online Safety Act (KOSA) and other state-specific regulations.
		10:10 - 10:20 a.m. A Look within the EU and the Rest of the World	Regulations across the world—including those in jurisdictions beyond the EU—will continue to evolve in 2025 and 2026. Understand how digital platforms are preparing for the EU AI Act, the strengthened Codes of Practice and Codes of Conduct, updates to the UK Online Safety Act, the Australia Online Safety Act, and many others.
10:20 - 10:30 a.m.	Morning tea/coffee break		
10:30 a.m. - 12:00 p.m.	A VIEW FROM THE TWO LINES	10:30 - 11:00 a.m. A View from the First Line – Trust & Safety Teams	In today's rapidly evolving digital landscape, the future of trust and safety is shaped by the increasing impact of deepfake technology, the continuous adaptation of bad actors, and the potential of quantum computing to break current encryption methods. Gain insight into the challenges faced by the first line, including balancing data-sharing with privacy concerns; managing resource constraints; and staying ahead of sophisticated threats like deepfake scams, AI-powered phishing, and advanced social engineering tactics. Additionally, understand the evolving tactics used to combat these challenges and ways to continuously enhance trust and safety, scale operations effectively, and stay ahead of evolving threats.
		11:00 - 11:30 a.m. A View from the Second Line – Compliance Teams	In an environment where the first line has been established for more than two decades, learn how to build a sustainable second line that ensures overall organizational resilience and compliance. Discover insights on transitioning from merely responding to risks to proactively collaborating with other lines to address and mitigate risks and navigate regulatory obligations.
		11:30 a.m. - 11:50 p.m. Bridging the Gap: Architecting the Optimal Engagement Model between the First and Second Lines	As compliance expectations intensify across industries, the relationship between the first and second lines is more critical than ever—but often marked by disconnect and friction. We will explore some of the root causes of tension between business and compliance teams and offer design principles that can help build an engagement model that fosters trust, agility, and accountability.
12:00 - 1:00 p.m.	Buffet lunch & networking		

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DETAILED AGENDA: AFTERNOON

Time	Session	Agenda	Agenda Description
12:00 - 1:00 p.m.	Buffet lunch & networking		
1:00 - 1:10 p.m.	Welcome Back * Briefing		
1:10 - 1:40 p.m.	LITIGATION PRESSURES	Managing Litigations, Investigations, and Inquiries	As the regulatory landscape evolves, organizations are responding to increased litigation and inquiries from their users and other affected parties. This breakout session will provide strategies for responding to litigations, investigations, and inquiries related to trust and safety programs. Attendees will learn leading practices for coordinating between legal and trust and safety teams, as well as proactive activities to support response.
1:40 - 1:50 p.m.	Transition		
1:50 - 2:50 p.m.	ROTATIONAL BREAKOUT #1	Dating in the Digital Era: The Intersectionality of Trust Connections and Privacy	From swipes to algorithms, digital platforms have transformed how humans form intimate connections—but they've also introduced new complexities around privacy, consent, and trust. This breakout will explore the evolving dynamics of digital dating, including how platforms manage personal data, mitigate safety risks, and foster authentic interactions in an age of surveillance and curated identities. We will demonstrate how societal expectations, platform design, and regulatory shifts intersect to shape our most personal digital experiences.
		Trust & Safety Vendors and Emerging Open-Source Solutions	Third-party vendors can provide valuable resources to digital platforms, offering specialized expertise and tools that may not be available in-house. This breakout session will delve into the critical role of trust and safety vendors and open-source technologies in enhancing online trust and safety. By leveraging these external resources, digital platforms can better protect their users, mitigate risks, and provide a more secure online environment.
2:50 - 3:00 p.m.	Switch		
3:00 - 4:00 p.m.	ROTATIONAL BREAKOUT #2	From Homes to Highways: Building Safety and Trust in Peer-to-Peer Platforms	Digital platforms increasingly shape how we live, travel, and connect, making trust the ultimate currency. As technology moves beyond screens into homes, cities, and vehicles, the stakes for safety and accountability rise dramatically. This panel will explore how leading platforms are designing for trust at scale — from safeguarding users in real time, to embedding safety and transparency into algorithms, to navigating complex global regulations. Hear how today's most influential platforms are balancing innovation with accountability and setting new standards for extending digital trust into real-world experiences.
		Gaming: Online Safety and Privacy Expectations Shaping the Future of Interactive Entertainment	As online gaming evolves into expansive, immersive ecosystems, the role of privacy and digital trust has become central to player safety, content integrity, and community dynamics. This panel will explore how game moderation, personalized experiences, data practices, and fraud detection are transforming to enable online safety, fairness, transparency, and transparent data use. Panelists will discuss the balance between innovation and responsibility, and what it takes to build trusted, engaging environments in the next generation of interactive entertainment.
4:00 - 4:15 p.m.	Welcome Back		
4:15 - 4:45 p.m.	PROTECTION OF MINORS	Cross-Sector Collaboration for Tackling Online Child Exploitation and Abuse	Understand one of today's most urgent challenges: safeguarding minors from online exploitation and abuse. This breakout session will focus on the critical issue of protecting minors through cross-actor and cross-platform cooperation to combat online child exploitation and abuse. Attendees will learn about effective strategies, leading practices, and collaborative efforts with governments and law enforcement used to help safeguard children in the digital age.
4:45 - 5:00 p.m.	CLOSING REMARKS & THANKS		
5:00 - 7:00 p.m.	Networking drinks & canapes		