



Open Supply Hub Data Moderation Policy

Names, addresses, and GPS coordinates

Maintained by: the Open Supply Hub Data Team (contact: data@opensupplyhub.org)

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Purpose: public-facing policy on how OS Hub moderates merge, unmerge, promote, delete, and location-correction requests.

Context

Production location data enters OS Hub in several ways: contributor list uploads, single location contributions, API contributions, and claims. Every contribution is reviewed by the OS Hub Data Team before or shortly after it is published, but no matching process is perfect. Users who believe an entry requires moderation can request it in the following ways.

Moderation scenarios:

- **Merge two production locations.** Where you have identified two or more entries in the database that you believe are the same facility: use the **Report Duplicate** button on the production location's profile, or email data@opensupplyhub.org with the OS IDs.
- **Unmerge two production locations.** Where two or more names and addresses have been matched to one entry but you believe they are separate facilities: email data@opensupplyhub.org with the OS ID and the details that should be separated.



- **Promote an alias name or address.** Where a more complete or accurate name or address is already on the profile as an alias and should be shown as the primary: use the **Suggest Correction** button on the profile, or email data@opensupplyhub.org with the OS ID and the alias to promote.
- **Report a closure, move, or reopening.** Use the **Report Closure / Move** (or **Report Reopened**) button on the profile. See also the separate [Facility Closure Policy](#).

Merge and unmerge

Under certain circumstances, relating to either user or matching-system error, OS Hub may not match entries that should be matched or, conversely, may match entries that should not be matched. In these situations, the OS Hub Data Team serves as moderator to correct the error:

- Where two or more names and addresses clearly refer to the same facility, the team merges the profiles under one OS ID and retains all contributed names and addresses as aliases. Cases the matching system should have caught are flagged to the OS Hub technical team to improve matching.
- Where two or more profiles should not have been matched, the team unmerges them, retaining the contributed names and addresses and assigning a new OS ID to each resulting facility. Cases where the system matched incorrectly on its own (rather than through user confirmation error) are flagged to the OS Hub technical team.
- All merge and unmerge actions taken by the OS Hub team are logged.

Escalation

Where a possible match has been flagged and it is not immediately obvious whether the entries refer to the same facility, the OS Hub team escalates the case internally for

review, drawing on technical, location, and supply chain expertise. Decisions on escalated cases are recorded and inform how similar cases are handled in the future.

Contribution errors and deletion

If you have contributed data in error – a wrong facility name, an incorrect address, or a list uploaded by mistake – email data@opensupplyhub.org with the data in question, the error it contains, and how the error occurred.

It is not OS Hub's policy to delete a facility based only on a request:

- A facility is not deleted because a contributor no longer wishes to be affiliated with it. Instead, the contributor can remove the affiliation: an individual facility can be delisted from a contributor's list, or a whole list can be deactivated, after which the data is shown without the contributor's name attached (attributed only to a contributor type, e.g. "a Brand").
- The OS Hub team deletes data only where there is clear substantiation that it is wrong – for example, a facility that does not exist at the contributed location – or where it contains personal information (such as an individual's name or home address) that should not be published.
- All deletions of a list or a facility are logged.

GPS coordinates

Members of the OS Hub community with local knowledge may have more accurate GPS coordinates than those assigned to a profile by automated geocoding, which is good but not perfect. OS Hub welcomes the submission of corrected coordinates via the **Suggest Correction** button on the profile or by email to data@opensupplyhub.org. Contributed



names, addresses, and coordinates are not overwritten; corrected coordinates are added to the profile, with the caveat that one facility cannot exist in two physical locations.

Contact

All moderation requests and questions: [**data@opensupplyhub.org**](mailto:data@opensupplyhub.org)