

## ABUSE PROCESS

We take every effort to ensure that the content on our website and served via our player is:

- not an infringement of anyone else's copyright
- not defamatory or abusive in any way
- not otherwise illegal.

### Making a complaint

If you wish to make a complaint that any of our Content falls short of one of our commitments above you must:

- Let us know promptly after you discover the Content by email us at [legal@goviral.com](mailto:legal@goviral.com)
- Identify precisely the Content about which you are complaining. Do this by taking a screen shot and attach it to the email you send us.
- Identify yourself to us. You should do this by taking a copy of your passport or other government issued ID and attaching this to your email. If the relevant document is not in English, you must have it translated and you must have the translation notarised.
- Provide us with contact information. This should include a telephone number on which we can reach you.
- Explain what it is in the relevant Content that causes you to complain. If you are complaining of copyright infringement, you must be precise about how the relevant Content is infringing your copyright.
- If you are complaining that the relevant Content infringes your copyright, you must include the following statement in your email:

*"I confirm that I am the owner or exclusive licensee of the copyright material known as [insert title] and that I genuinely believe that the Content I have drawn to your attention in this email infringes my rights."*
- If you are complaining that the Content is defamatory of you, you must include the following statement in your email:

*"I confirm that the statements made in the Content I have drawn to your attention in this email are untrue and the continue publication of these statements will cause be real damage"*
- If you are complaining that the Content is illegal then you should be clear about which law in which country you believe that the Content infringes.
- In all cases you must include the following statement in your email:

*"I believe that the statements I have made in this email are, under penalty of perjury, true to the best of my knowledge"*

## **Acknowledgment**

If we accept a complaint as validly formed we will send you an email with a complaint number. We will decide whether

We will NOT acknowledge any complaint that we do not accept is validly submitted in accordance with the above rules.

## **Removal of Content**

Once we have acknowledged your complaint as valid, if we are able to identify the Content about which you complain we will remove it within seven days unless the content is ours and we believe that your complaint is not valid. In which case we shall tell you of our decision.

If we had published the Content on behalf of someone else, We will notify that other person of our decision and provide them with a copy of your email (and attachments) detailing the complaint. You consent to us doing so.

## **Counter Notice for Copyright Cases and/or Defamation**

If we remove content that you have posted or we have posted on your behalf, you may request us to reinstate it.

In order to do so you must email us at [legal@goviral.com](mailto:legal@goviral.com) and you must:

- identify yourself to us. You should do this by taking a copy of your passport or other government issued ID and attaching this to your email. If the relevant document is not in English, you must have it translated and you must have the translation notarised.
- provide us with contact information. This should include a telephone number on which we can reach you.
- Include in your email a statement in the following form:

*"I will accept service of proceedings from the complainant at the address I have provided in this email.*

*To the best of my belief, the material that has been removed is the subject of a mistake or a misidentification of the complainant."*

If your counter-notice is correctly formed we will acknowledge receipt. Shortly after receipt we shall forward your counter-notice (including attachments) to the complainant. You consent to us doing so. We may, at our sole discretion, reinstate the Content.

## **Legal Advice**

Copyright infringement and defamation (and other abuses of content) are serious matters. We do not act as your lawyers in any capacity. We do not act as a judge or any kind of arbiter. We are simply following a process that you are agreeing to.

IF YOU ARE IN ANY DOUBT YOU MUST OBTAIN YOUR OWN LEGAL ADVICE.

## **goviral A/S**

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