

Complaints Policy and Procedures

Revision Date: 8 June 2024

Removal of Content depicting a user

You possess the right to request the deletion of your online presence. To initiate the content removal process, kindly adhere to the outlined procedure and submit the required information. It is essential to understand that the outcome of our review may determine that the request is not applicable.

Should there be any disputes concerning an appeal, they must be settled by an impartial entity. Therefore, any statements that conflict with this requirement must be revised or omitted.

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
The result is provided in:	7 days
Possible Results:	Content removed or no further actions are taken
Appealing available:	Yes
Reporting Channels:	complaints@securebilling.pro

Information to be included

- A sample of the mentioned content detailing who you are at it;
- An official document to prove your identity;
- A description of where the claimed material is located on our website

Procedure

1. Our team has received and reviewed the claim. Additional facts may be requested.
2. The content owner is contacted to provide the depicted people's legal age checks and their consent to appear in the given content;
3. A decision is made and informed: content will be removed, and no further actions will be taken.
4. Appealing: You may reply to our decision with additional facts or reasons. The case will be escalated to a neutral body to make a final decision, which we will execute and communicate to all the affected people as soon as we receive it.

Complaints Policy and Procedures

Unauthorized Content

The Website's Terms and Conditions outline the types of content prohibited from being published on our site. Content providers are thoroughly briefed on our content policy to ensure the submitted materials comply with our stringent guidelines.

Although the content is approved, it may still offend some individuals. Consequently, we offer an electronic mechanism for users to report any concerning content, relying on their goodwill.

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
The result is provided in:	2 working days after receiving the last communication
Possible Results:	Content removed or no further actions are taken
Appealing available:	Yes
Reporting Channels:	complaints@securebilling.pro

Information to be included

- If reported via the denounce button, a reason from a list must be provided. The rest of the information is gathered automatically;
- If reported via email: the model, date/time when the content has been posted, your description of the content reported, clearly stating why you consider it non-authorized, and screenshots of the related content, if available.

Procedure

1. Our team has received and reviewed the claim. Additional facts may be requested.
2. The content is immediately disconnected from the public view and analyzed.
3. A decision is made: content is deleted or rereleased for public viewing.
4. Appealing: To follow the process again with new facts and referencing previous claims.

Complaints Policy and Procedures

Content Copyright Infringement

Copyright owners who suspect unauthorized work use may submit a complaint so we can investigate the matter.

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
The result is provided in:	7 days
Possible Results:	Content removed or no further actions are taken
Appealing available:	No. Resolution based on the evidence provided.
Reporting Channels:	complaints@securebilling.pro

Information to be included

- The claimant's details, such as Full name, address, telephone number, and email address, including the complainant's physical or electronic signature;
- A description of the copyrighted work or other intellectual property claimed to have been infringed, including a clear explanation with evidence about the intellectual property rights violation;
- A description of where the claimed material is located on our website;
- A statement of the claimant's good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law;
- A statement of the claimant, made under penalty of perjury, that the information in the claim is accurate and that you are the copyright or intellectual property owner or have been authorized to act on the owner's behalf;
- An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright or other intellectual property interest (if applicable);

Procedure

1. Our team has received and reviewed the claim. Additional facts may be requested.
2. A decision is taken: content is removed, or no further action is taken.

Complaints Policy and Procedures

Content Infringement Counter-Notice

In cases where content is removed without violating copyright laws or when there is authorization from the copyright owner, users have the right to request the reinstatement of the deleted content.

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
The result is provided in:	7 days
Possible Results:	Content restored or no further actions are taken
Appealing available:	No. Resolution based on the evidence provided.
Reporting Channels:	complaints@securebilling.pro

Information to be included

- The claimant's details, such as Full name, address, telephone number, and email address, including the complainant's physical or electronic signature;
- Identification of the Content that has been removed or to which access has been disabled and the location at which the Content appeared before it was removed or disabled;
- A clear explanation with evidence about the intellectual property rights violation;
- A description of where the claimed material is located on our website;
- A statement agreeing the jurisdiction of the federal court to be in Reno, Nevada;
- A statement accepting service of process from the person who provided notification of the alleged infringement;
- A statement of the claimant's good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law;
- An electronic or physical signature of the person authorized to act on behalf of the copyright owner or other intellectual property interest (if applicable).

Procedure

1. Our team has received and reviewed the claim. Additional facts may be requested.
2. A decision is taken: content is restored, or no further action is taken.