

# Software Partners SL

## Complaints Policy and Procedures

Revision Date: 15 Dec 2023

### 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 important 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 in conflict with this requirement will need to be revised or omitted..

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
Replies or result provided in:	7 days since last communication received
Possible Results:	Content removed or no further actions are taken
Appealing available:	Yes
Reporting Channels:	<a href="mailto:complaints@securebilling.pro">complaints@securebilling.pro</a>

### **Information to be included**

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

### **Procedure**

1. The claim is received and reviewed by our team. 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 taken and informed: content to be removed or no further actions to be taken.
4. Appealing: You may reply to our decision with additional facts or reasons. It will be escalated to a neutral body to make a final decision, which will be executed by us and communicated to all the affected people as soon as received.

## Unauthorized Content

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

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

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
Replies or result 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:	<a href="mailto:complaints@securebilling.pro">complaints@securebilling.pro</a>

### ***Information to be included***

- If reported via the denounce button: a reason from a list must be provided. The rest of 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 to be non authorized and screenshots of the related content, if available.

### ***Procedure***

1. The claim is received and reviewed by our team. Additional facts may be requested.
2. The content is immediately disconnected from the public view and analyzed.
3. A decision is taken: content blocked or released to the public view again.
4. Appealing: To follow the process again with new facts and referencing previous claims.

## Content Copyright Infringement

Copyright owners who suspect unauthorized use of their work may submit a complaint for us to investigate the matter.

Managed By:	Monitoring Team
Resolution informed to:	Claimant and Content Owner
Replies or result 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:	<a href="mailto:complaints@securebilling.pro">complaints@securebilling.pro</a>

### **Information to be included**

- The claimant 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 in 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. The claim is received and reviewed by our team. Additional facts may be requested.
2. A decision is taken: content is removed or no further action is taken.

**Content Infringement Counter-Notice**

In cases where content is removed without violating any 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
Replies or result 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:	<a href="mailto:complaints@securebilling.pro">complaints@securebilling.pro</a>

**Information to be included**

- The claimant 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 in 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 owner of the copyright or other intellectual property interest (if applicable).

**Procedure**

1. The claim is received and reviewed by our team. Additional facts may be requested.
2. A decision is taken: content is restored or no further action is taken.