

Rules for handling illegal content

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1. Illegal content and other prohibited content

When using the services we provide, it is prohibited to provide or process illegal content. Illegal content is specifically defined as content:

- violating applicable laws, including by promoting, praising or inciting terrorism, sexual abuse or cruelty to children or adults, organized crime, human trafficking or causing bodily harm,
- inciting hatred on the basis of national, ethnic, racial, religious differences or on the basis of lack of religious denomination,
- propagating a fascist or other totalitarian state system,
- violating personal or property rights of third parties, including intellectual property rights, or
- violating the privacy of third parties.

It is also forbidden to provide or process content contrary to principles of morality, in particular vulgar or obscene content or content that promotes hatred for reasons other than those indicated in the paragraph above.

2. Reporting illegal content

You may report illegal content provided or processed using the services we provide by completing and submitting the form available [here](#).

The report should include a sufficiently substantiated explanation of the reasons why you believe that the reported information constitutes illegal content, a clear indication of the exact electronic location of the information (e.g., URL), and a statement supporting your good faith belief that the information and allegations contained in the submission are correct and complete.

The form allows you to provide your name and e-mail address, but this information is not necessary to file a report. However, please note that it may be necessary to establish your identity to determine whether the content constitutes illegal content (e.g., in the case of violation of personal rights).

If you choose to provide your e-mail address, we will send you an acknowledgment of receipt of your report as soon as we receive it. We will also inform you of our decision with respect to the reported information, and give you the opportunity to appeal the decision by sending a reply to the message informing you of the decision.

3. Responding to illegal content

Monitoring

We do not conduct general monitoring of content provided or stored by users of the services provided by us. We also do not have the ability to access content provided or stored by users of the services provided by us that is not available to the public except as specified in section "4. Orders of judicial or administrative authorities."

Actions

If we determine that the given content violates the prohibition on providing or processing illegal content as described in section "2. Illegal content and other prohibited content," we will take action to:

- A. limit the visibility of the content that violates the prohibition;
- B. remove the content that violates the prohibition; or
- C. suspend the offending user or customer from accessing the services we provide.

We may exercise any of the above powers at our discretion (which, however, does not mean acting arbitrarily – we will act with due diligence, in an objective and proportionate manner, guided by the rights and legitimate interests of all persons concerned, including their fundamental rights).

Justification of the measures applied

At the latest, on the date of imposition of the restriction, as long as we know the user's or customer's e-mail, we will provide the user with a justification for the application of the restrictive measures and give the user the opportunity to appeal by replying to the message with the justification.

For some of the services we provide, we may not have the technical and operational capacity to take action against illegal content. In this case, we will inform the person submitting the report of our inability to take action and indicate where to submit the report.

Reporting crimes that threaten the life or safety of a person or persons

If we acquire information that gives us reason to suspect that a crime threatening the life or safety of a person or persons has been, is being or may be committed, we will immediately report our suspicion to the relevant law enforcement or judicial authorities.

4. Orders of judicial or administrative authorities

Order to take action

In the event that we receive an order to take action against specific illegal content provided or processed using the services we provide, issued by competent national judicial or administrative authorities, we will be able to take the actions specified in section "3. Responding to illegal content" against such content and access such content.

We will inform the customer of the action taken at the latest at the time the action is taken, unless the order requires a different time of notification or prohibits notification.

Order to provide information

In the event that we receive an order to provide certain information on one or more specific individual service recipients issued by competent national judicial or administrative authorities, we will be able to provide the information covered by the order.

We will inform the service recipient of the action taken at the latest at the time the action is taken, unless the order requires a different time of notification or prohibits notification.

5. Reports

Once a year, we will make available a report on any content we moderated in the previous year. The reports are available [here](#).