

User Content Notice Policy

This User Content Notice Policy is effective from 1st January 2025.

1. Introduction

Under the Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC, Article 16, Providers of certain intermediary services shall put mechanisms in place to allow any individual or entity to notify them of the presence of specific items or information that the individual or entity considers to be illegal content on their service (herein after as “**Notice**”).

With regards to our legal obligations and the safety and quality of our services, subject to the rules set out in this User Content Notice Policy, you can inform us about any illegal content within our services or any content within our services that contradicts our User Content Notice Policy.

2. Rules of User Content Notice

By submitting the Notice, you, in good faith, declare that the information and allegations referred to in the Notice are truthful, complete and reasonable. If your Notice is purely expedient or contains false information or allegations, you violate our Terms of Service, and we may deny you access to our service. Also, you shall be liable for such Notice, unlawfully affecting user content, including liability for damages caused to the user whose user content is subject to the Notice.

Your Notice should be sufficiently precise and adequately substantiated so that it is eligible for our assessment and, where necessary, action can be taken against the user content in question. For this purpose, your Notice should include in particular the following information:

- a sufficiently substantiated explanation of the reasons why you allege the user content in question to be illegal or against our User Content Policy;
- a clear indication of the exact electronic „location” of that user content, such as the exact URL or URLs, and, where necessary, additional information enabling the identification of the user content;
- your name or username used in the service and contact information (at least email address) so we can inform you about the assessment of your Notice;
- a statement as to the truthfulness, completeness and accuracy of the Notice and the good faith of the notifier.

Notification can be made via the designated contact form or the single point of contact, available at <https://www.requestor.com/contact>.

3. Procedure and Assessment of the Notice

We deal with all Notices we receive and take decisions in a timely, non-arbitrary, objective and diligent manner with regard to the user content to which the Notices relate. However, if your Notice objectively does not allow us to carry out the assessment or is clearly abusive, we are not obliged to deal with it in full detail.

After we receive your Notice, we confirm its delivery without undue delay. After we fully assess your Notice, we inform you about the results and action taken. If any restrictions are imposed on the user content, we provide you and the user in question with a clear and specific statement, including:

- information on whether our assessment entails either the removal of, the disabling of access to, the demotion of or the restriction of the visibility of the user content, or other measures;
- in relevant cases the territorial scope of our action and its duration;
- the facts and circumstances relied on in taking the action;
- where our action concerns allegedly illegal content, a reference to the legal ground relied on and explanations as to why the information is considered illegal content on that ground;
- where our action is based on the alleged incompatibility of the user content with our Terms of Service, a reference to the contractual ground relied on and explanations as to why the user content is considered incompatible with that ground;
- information on the possibilities for redress available to the affected user.

Where we become aware of any user content giving rise to a suspicion that a criminal offence involving a threat to the life or safety of a person or persons has taken place, is taking place or is likely to take place, we shall promptly inform the law enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide all relevant information.

This document has been drafted in Czech and English. In case of differences between the two documents, the Czech version shall prevail.