

1. Notice and Takedown Policy

All efforts have been made to ensure that content appearing on Idox group websites does not infringe any person's rights, or UK laws. In the event that you are the owner of the copyright in any of the material on the aforementioned websites and do not consent to the use of your material on these websites, please document your complaint using the template provided below.

On receipt of the information requested in the template, the Idox group Notice and Takedown procedure will be invoked as follows:

1. Idox group will acknowledge receipt of your complaint by email or letter and will make an initial assessment of the validity and plausibility of the complaint.
2. If plausible, the material will be immediately removed from Idox group websites pending further investigation.
3. Idox group will contact the individual(s) responsible for publication of the material and notify them it is the subject of a complaint. Details of the allegations will be passed on and the individuals will be requested to address the complaint concerned.
4. Idox group will aim to resolve the issue swiftly and amicably with the complainant and to the satisfaction of both parties, with the following possible outcomes:
 - a. The material is returned to Idox group websites unchanged.
 - b. The material is returned to Idox group websites with appropriate changes.
 - c. The material is permanently removed from Idox group websites.
5. If Idox group and the complainant are unable to agree a solution, the material will remain unavailable through Idox group until a time when a resolution has been reached.

Idox group endeavours to assess and respond to complaints within 10 working days, however, this may take longer if it is necessary for Idox group to seek legal advice to resolve the complaint.



2. Notice and Takedown Policy Template

The following template should be completed and then sent to the compliance officer at the following email address: noticeandtakedown@idoxgroup.com

Your complaint will be acknowledged within 2 working days of receipt of the template and will be dealt with in the manner outlined in the Notice and Takedown Policy.

To: XXX (+ email address)

From: [Name, address, telephone number and email address of complainant.

Reference: [Title and unique identifier to which complaint refers.] (subject of complaint).

1. Infringement of copyright/author's rights/related rights.
 - a) The following material is protected in the UK and Europe by intellectual property law.
 - i. [Describe the protected material in as much detail as possible so that the specific content, edition and format may be readily identified. Indicate the category for protection under intellectual property law (e.g. original literary, dramatic or musical work, software). Specify exactly the extent of use, e.g. by quoting text that has been reproduced] (The Protected Material).
 - b) I/we
 - i. own or am authorised to represent the owner of intellectual property rights in the protected material.
 - ii. am the creator of and thus have moral rights in the protected material.
 - c) I/we hereby give notice of:
 - i. Unauthorised use by reason of reproduction and/or making available the protected material; and/or
 - ii. Breach of the moral right of [paternity/integrity/right not to have my work subjected to derogatory treatment].
2. A complaint on grounds other than copyright and/or related rights.
 - a) [Specify the nature of the complaint e.g. defamation, breach of confidence, data protection.]
 - b) [Specify the law that is alleged to have been infringed].
 - c) [Describe the infringing content in as much detail as possible e.g. by quoting or otherwise identifying the specific content].
 - d) [Explain the nature of the infringement with regard to the applicable law, e.g. that an individual may reliably be identified and thus data protection legislation has been breached.]
3. I/we hereby request, with reference to the subject of this complaint, you:
 - a) Remove it from the website; and
 - i. Cease further use of the material; and
 - ii. Withdraw from circulation any materials that include it.
4. I/we request that you notify me/us when you have complied with my/our request in section 3 above.
5. I/we attach/direct you to the following additional information which supports my complaint:
6. In relation to my/our complaint, I/we also inform you [any other relevant information including e.g. other steps taken to protect my rights].
7. The information contained in this notice is accurate and I believe, with good faith, that the publication, distribution and reproduction of the material described in section 1 is not authorised by the rights holder, the rights holder's agent or the law and/or infringes the law as described in section 2 above.
8. This notice is given to you without prejudice to any other communication or correspondence relating to the protected rights or any other right.

CONTACT INFORMATION:

Name:

Address:

Telephone number:

Email address:

If you require any assistance completing this Template, please contact the compliance officer at the following email address: <mailto:noticeandtakedownpolicy@idoxgroup.com>

