

Effective Date: June 7th, 2024

Complaints & Content Removal Policy

Definitions:

Company:

SOSOLID INVESTMENTS LIMITED, a company governed and construed under the laws of the Republic of Cyprus, having its registered office at Kypranoros 13, EVI Building 2nd floor, Flat/Office 201, 1061, Nicosia, Cyprus, registered in the register of the Ministry of Commerce, Industry and Tourism Department of Registrar of Companies and Official Receiver under the number HE 404941

Website:

<https://cams.realitylovers.com>

The Company (also referred to as “we” or “us” herein) is the publisher and operator of the Website.

1. Introduction

This document sets out our Complaints & Content Removal Policy (also referred to as “Complaints Policy” herein). If you are a User of the Website, this Complaints & Content Removal Policy forms part of your agreement with us.

2. Interpretation

In this Complaints & Content Removal Policy, defined terms have the same meanings given to them in the Terms of Use. In addition, the term “business days” means any day which is not a Saturday, Sunday or public holiday in Cyprus.

3. Who can use this Complaints Policy

Whether or not you are a User of the Website, you can use this Complaints Policy to alert us to any complaint which you have relating to the Website.

4. How to make a complaint

If you have a complaint about the Website, (including any complaint about Content appearing on the Website, or the conduct of a User), please submit your complaint by completing our online form on this page. You are required to complete all mandatory fields, provide a description of your complaint and, if your complaint relates to Content, the URL for the Content to which your complaint relates.

5. How we deal with complaints of illegal or non-consensual content

Following receipt of your complaint of illegal or non-consensual Content under section 4 above:

- 1) We will take such steps as we consider to be appropriate resolve your complaint **within 7 business days**.
- 2) If we require further information or documents from you, we will contact you to let you know.
- 3) We will in good faith investigate your complaint and take the following action:
 - a. If we are satisfied that the Content is unlawful or non-consensual, we will immediately remove such Content, and we will notify you of our decision by email or other electronic message.
 - b. If we are satisfied that the Content is not unlawful or non-consensual, we will notify you of our decision by email or other electronic message.
- 4) If you are a person depicted in the Content posted on the Website, you may appeal our decision based on a claim that you did not consent to be depicted in such content. We will in good faith investigate your appeal and take the following action:
 - a. To the extent reasonably practicable, we will confirm that such consent has been obtained.
 - b. If such consent cannot be established, or if you can demonstrate that the consent is void under applicable law, we will take down such Content immediately.
- 5) Any dispute regarding our decision on non-consensual content will be submitted by us to a neutral arbitration association at our expense.

6. How we deal with complaints related to copyright infringement

Complaints related to copyright infringement must be submitted in accordance with our [DMCA Policy](#), and we will respond to copyright infringement complaints as set out in such policy.

7. How we deal with other complaints

Following receipt of other complaints (including complaints related to other breaches of our Terms of Use) under section 4 above:

- 1) We will take such steps as we consider to be appropriate to investigate your complaint within a timescale which is appropriate to the nature of your complaint.
- 2) If we require further information or documents from you, we will contact you to let you know.

- 3) We will in good faith take such actions as we consider appropriate to deal with the issue which your complaint has raised. If you have complained about content which appears on the Website and we are satisfied that the content otherwise breaches our Terms of Use, we will act quickly to remove such content.
- 4) We are not obligated to inform you of the outcome of your complaint.

8. Unjustified or abusive complaints

If you are a User of the Website, you warrant (which means you make a legally enforceable promise) that you will not make any complaint under this Complaints Policy which is wholly unjustified, abusive, or made in bad faith. If we determine that you have breached this warranty, we may suspend or terminate your User account.

9. Compliance with reporting rules

We comply with the Standards set by Mastercard in the Security Rules and Procedures Manual as revised from time to time, and provide our acquirer with monthly reports that include a list of all Content, including URLs and videos, flagged as potentially illegal or otherwise in violation of the Standards and this Complaints Policy and the relevant actions taken by us, as well as details of all complaints and take-down requests we received.

10. Modifications to this Complaints Policy

We may amend this Complaints Policy at any time and in its own discretion by posting an updated version on the Website. The updated version becomes effective at the time of posting. It is your responsibility to check updates regularly.