

## Welcome to Papyrus

Welcome to the Papyrus platform, owned and operated by Papyrus Corp. ("Papyrus", "we", or "us"). These Terms of Service, along with our Code of Conduct and Privacy Policy, form a legal agreement between you and Papyrus.

By using papyrus.com (the "Site"), creating a Papyrus account, posting content (such as stories, comments, or messages), or viewing content through our website or mobile apps (collectively, the "Services"), you agree to follow these Terms of Service.

If you do not agree to these terms, you may not use the Papyrus Services.

### Age Requirement

Papyrus Services are only available to individuals who are 16 years of age or older. If we become aware that someone under the age of 16 is using Papyrus Services, we will terminate their account.

### Account Requirement

To access features of the Papyrus platform, you are required to create an account by selecting a username and password.

You are solely responsible for all activity that occurs under your account and for maintaining the confidentiality of your login credentials. Sharing your account information with others may result in unauthorized access, and we may not be able to verify the rightful account holder in such cases. Papyrus is not liable for any loss or damage arising from the misuse of your account by you or others.

If you believe your account has been accessed without your authorization, please report the issue promptly at [insert contact information](#)

## You Own Your Content

Before sharing anything on Papyrus, please review our Content Guidelines. If your content doesn't follow these rules, it may be removed at any time.

You retain full ownership of any content you create and upload to Papyrus. However, uploading content that you do not own does not make it yours. Only share content that you either own or have permission to use—especially if that includes giving Papyrus the rights needed to display it.

By posting content on Papyrus, you grant us a nonexclusive license to use it on our platform. This includes displaying, storing, formatting, and distributing your content so that others can access it through Papyrus. You also have the ability to choose how you license your work to the community. For guidance, please refer to our Copyright FAQ.

You are solely responsible for the content you post. This means you accept all associated risks, including legal claims related to ownership, accuracy, or rights.

Papyrus is a free platform, and to support that, we may display advertisements alongside your content. We may also use your content to help promote Papyrus. However, we will never sell your content to third parties without your explicit permission.

At times, you may agree to additional terms—such as when participating in a contest or joining a program like Papyrus Stars. If there is a conflict between those terms and these general Terms of Service, the specific terms will apply.

## Our Rights to the Services

Papyrus owns all rights to the design, layout, and content of the Site and Services. This includes our source code, logos, and visual elements. You may not copy, modify, or use any part of our design or branding without our written permission, unless stated otherwise in this section.

Please do not use the Papyrus logo or trademarks in a way that suggests Papyrus endorses or is affiliated with your product, service, or business—unless we have given you written approval. You must also not alter our logo in any way, including resizing, decorating, or changing its appearance. We value the integrity of our brand and aim to keep it consistent. For proper use, please refer to our Brand Guidelines.

Papyrus may modify, limit, or discontinue parts of the Services at any time, without prior notice. We also reserve the right to remove any content you post, at our sole discretion.

Additionally, Papyrus may access, store, and share your information if we believe it is necessary to:

1. Comply with applicable laws or legal requests
2. Enforce our Terms of Service or investigate potential violations
3. Detect and prevent fraud, security breaches, or technical problems
4. Respond to user support requests
5. Protect the rights, property, and safety of Papyrus, our users, or the public

#### How We Address Copyright Issues

Papyrus enforces a strict policy against copyright infringement in accordance with Italian copyright law (Law No. 633/1941) and the European Union Directive on Copyright in the Digital Single Market (Directive (EU) 2019/790). This policy is applied consistently across all countries where our Services are available.

If you believe that your copyrighted work has been used on Papyrus without your permission, you may submit a formal copyright infringement notice through our Reporting Copyright Infringement page.

Papyrus reserves the right to remove or disable access to any content that is alleged to infringe copyright, at our sole discretion, without prior notice and without liability to any party. In cases of repeated infringement, we may suspend or terminate user accounts in accordance with applicable laws.

We also actively monitor websites that copy or distribute Papyrus content without authorization. When such sites are identified, we take action to have the infringing content removed or access to it disabled. In order to act on your behalf in such cases, Papyrus requires your legal authorization at the time of registration. This authorization enables us to send takedown requests under Italian and EU copyright laws to internet service providers and other entities responsible for hosting or distributing the infringing material.

By granting this authorization, you allow Papyrus to protect your rights by pursuing the removal or disabling of access to infringing or allegedly infringing materials that have been shared without your consent.

#### Acceptable Use Guidelines

Papyrus is used by millions of people around the world. To keep the platform respectful, safe, and enjoyable for everyone, we expect all users to act responsibly. Please review our Code of Conduct for detailed community standards. In addition to those rules, please keep the following guidelines in mind:

Follow the law.

Do not break any laws, infringe on the rights of others, or violate any legal agreements you may have.

Protect others' devices.

Do not upload or share viruses, malware, or any software that is intended to damage or interfere with another user's device or system.

Do not disrupt Papyrus's platform.

Avoid any actions that interfere with the proper functioning of Papyrus. This includes attempts to bypass our security measures, gain unauthorized access to our systems, or overload our servers or those of our partners.

No scraping or unauthorized data collection.

Do not use bots, scripts, or automated tools to collect content or data from Papyrus. Manual copying for such purposes is also prohibited.

Respect creators' rights.

Do not copy, reproduce, translate, distribute, or build upon someone else's work without their clear permission.

Respect Papyrus's intellectual property.

Do not reverse engineer, decompile, or try to extract any part of Papyrus's software, design, or source code.

Use Papyrus for personal, not commercial, purposes.

Papyrus is intended for individual use—not for promoting or selling unrelated products or services. You are welcome to promote your own books for sale on third-party platforms, but using Papyrus to advertise unrelated products or services is not allowed

Disclaimers, Limitations of Liability, and Indemnification

## 1. Legal Applicability

These terms apply only to the extent allowed by applicable law. In some jurisdictions, certain legal protections—such as implied warranties or limits on liability—cannot be waived. Nothing in this section affects any rights you may have that cannot legally be limited or excluded.

## 2. No Warranties

You use Papyrus's Services and content at your own risk. All Services and content are provided "as is" and "as available," without warranties of any kind. Papyrus makes no express or implied guarantees, including those related to merchantability, fitness for a particular purpose, reliability, security, or non-infringement. We also do not promise that the Services will be uninterrupted or error-free.

## 3. Responsibility for Content

All content posted on Papyrus, whether public or private, is the sole responsibility of the person who created it. We do not routinely monitor or verify user content and do not guarantee its accuracy, reliability, or truthfulness. You may encounter content that is offensive, misleading, or mislabeled, and you access such content at your own discretion.

## 4. Release of Liability

By using Papyrus, you agree to release us from any claims, disputes, damages, or legal demands related to:

Conflicts between users,

Disputes involving users and third parties, and

Any issues that arise through the use of the Services.

This release includes both known and unknown claims, whether disclosed or not.

## 5. Papyrus's Liability

Papyrus is not liable for any kind of damages resulting from your use of the Services. This includes, but is not limited to:

Service interruptions, errors, or security issues,

All categories of damages (direct, indirect, incidental, punitive, or consequential),

Loss of data, income, or profits, and

Actions or content provided by other users or third parties.

In all cases, Papyrus's total liability will not exceed 100 Canadian dollars (CAD \$100).

## 6. Your Responsibility to Papyrus

If your actions cause Papyrus to face legal or financial issues, you agree to compensate us for any resulting losses. This includes legal fees, damages, and claims arising from your breach of these Terms or misuse of the Services. Papyrus reserves the right to assume full control over any legal defense, and you agree to cooperate fully.

## 7. Third-Party Links

The platform may contain links to external websites that are not controlled or endorsed by Papyrus. If you choose to visit those sites, you do so at your own risk.

## Serving Advertisements

To keep Papyrus free for everyone, we display advertisements and promotions from third-party advertisers within the Service. These ads are provided by external partners, and Papyrus does not control or endorse their content.

Please be aware that Papyrus is not responsible for any issues that may result from your interactions with these advertisers. This includes any losses, damages, or disputes arising from your reliance on their ads or from any commercial or legal transactions you enter into with them.

Any dealings you have with advertisers—such as clicking on an ad, purchasing a product, or signing up for a service—are strictly between you and the advertiser.

## Copyright

At Papyrus Corp. ("Papyrus," "we," or "us"), we are dedicated to protecting your privacy and keeping your information secure. Papyrus collects and processes information about you in several ways. This Privacy Policy explains how we collect, use, share, and protect your personal information ("Personal Information") when you create a Papyrus account and use papyrus.com (the "Site") or our mobile apps to post content to the Papyrus community, including stories you write, comments, and messages (the "Services").

Please note that our Terms of Service also apply to this Privacy Policy. By creating a Papyrus account, using the Services, or providing any Personal Information through the Services, you agree to the collection, use, and sharing of your information as described in this Privacy Policy. If you do not agree with how we use your Personal Information, please stop using the Services.

This is important information, so we encourage you to read it carefully.



## What Information Do We Collect and Why?

To create your Papyrus account and use our Services, we collect and process some Personal Information. Depending on how you use Papyrus, the information we collect may include:

### Information We Collect:

Required information: Your username, email address, date of birth, and password.

Third-party info: If you sign up through services like Facebook or Google, they share information like your email and birthdate with us.

Optional information: Details you provide such as your real name, gender, and location.

Automatically collected info: Data from your use of Papyrus, including IP address, cookies, device and browser details, pages visited, and actions taken (like voting).

### Why We Use This Information:

To create and manage your Papyrus account and provide the Services.

To recognize you when you sign in, post stories, or comment.

To show content that fits your age.

To provide customer support and technical help.

To communicate important updates and improvements.

To send marketing emails, with your consent where required by law.

To display your information on your profile if you choose.

To run surveys, contests, and promotions, and give prizes.

To personalize your experience, including tailored story recommendations and ads.

To measure how you use and enjoy our Services, and improve them.

To detect and prevent fraud, abuse, spam, illegal activity, or violations of our Terms.

For security and to enforce our policies and legal rights.

Additional Information:

Your username is required to create an account but can be fictitious.

We do not display or share your Personal Information with others unless you choose to share it publicly or as required by law.

We do not rent or sell your Personal Information unless it is anonymized.

You can choose not to provide optional Personal Information, but this may limit your ability to use certain features on Papyrus.

For details on cookies, see our [\[Cookie Policy\]](#).

For more on signing up via Facebook or Google, visit our [\[Linked Accounts guide\]](#).

For privacy options, visit our [\[Account Privacy article\]](#).

We may also use your Personal Information to enforce this Privacy Policy or our Terms of Service, protect our legal rights, and meet legal requirements and internal policies.

For details on how we use cookies, please see our [Cookie Policy](#).

Your username, which is required to create an account on Papyrus, may be fictitious. We will not display your Personal Information on the site or share it with other Papyrus users unless you choose to do so in your account settings. We also do not rent or sell your Personal Information unless it has been anonymized.

If you sign up to Papyrus using third-party platforms like Facebook or Google, they may share necessary information with us, such as your email address and date of birth. For more details, visit our [Linked Accounts guide](#).

To create your Papyrus account, we require your email address, date of birth, a chosen username, whether you are a reader or writer (or both), and at least one preferred genre. You can choose not to provide any other Personal Information, but this may limit your access to certain features.

For more on privacy settings and your choices, visit our [Account Privacy article](#).

Why do you ask for my date of birth?

Users under the age of 16 are not permitted to use Papyrus in accordance with Italian law. This Privacy Policy does not apply to users under that age. We collect your date of birth to confirm that you meet the minimum age requirement to use Papyrus.

Why do we collect and use your email?

We use your email address to communicate important information about your Papyrus account and activity. This includes notifications such as new messages or follower alerts, which you can manage in the Notifications section of your account Settings.

You can also unsubscribe or opt out of marketing and non-essential emails by clicking the unsubscribe link included in each message. However, you will still receive system-related emails (such as password reset requests) and required legal notices.

What can other Papyrus users see?

Papyrus is designed to help you share your content with the community. Any personal details you choose to share in public areas of the platform can be seen by other users. This includes your:

Username

Name (if added)

Profile description

Location (if shared)

Public messages or comments

Story lists and stories you write

People you follow

Links to your social media or personal website

This information becomes visible to anyone who accesses that content.

We may also use this public information to better understand your interests, improve our Services, develop new features, and personalize the content and ads you see on Papyrus.

#### Legal Grounds for Using Your Personal Information

At Papyrus, we only use your personal information when we have a valid legal reason. Below is a list of how we use your data and the legal basis for each purpose, especially for users in the European Economic Area (EEA), United Kingdom, and Switzerland.

1. To create your Papyrus account and provide our services

Legal Basis: Necessary for performing our Terms of Service.

2. To identify you across the platform (e.g., when signing in, commenting, or posting stories)

Legal Basis: Legitimate interest in delivering and maintaining our services.

3. To provide age-appropriate content

Legal Basis: Legitimate interest in complying with content guidelines.

4. To offer technical and customer support

Legal Basis: Legitimate interest in assisting users and solving issues.

5. To send essential updates and service-related messages

Legal Basis: Necessary for fulfilling our contract with you.

6. To send marketing emails

Legal Basis: Your consent (only where required by law).

7. To display your account details as part of your Papyrus profile

Legal Basis: Legitimate interest in building community and encouraging interaction.

8. To conduct surveys and analyze anonymous usage data

Legal Basis: Legitimate interest in improving our platform and user experience.

9. To run promotions, contests, or award programs

Legal Basis: Your consent.

10. To personalize your story discovery and reading experience

Legal Basis: Your consent.

11. To measure your use of Papyrus and overall satisfaction

Legal Basis: Your consent.

12. To investigate reported issues, illegal behavior, or Terms of Service violations

Legal Basis: Legitimate interest (ours or a third party's) in protecting the platform.

13. To prevent spam, fraud, and abuse

Legal Basis: Legitimate interest (ours or a third party's) in ensuring platform safety.

14. To display tailored advertisements and improve ad performance

Legal Basis: Your consent.

15. To ensure system and data security

Legal Basis: Legitimate interest (ours or a third party's) in securing information.

16. To comply with tax, accounting, and legal obligations

Legal Basis: Required by law or regulation.

17. To establish or defend legal claims

Legal Basis: Legitimate interest (ours or a third party's) in handling legal matters.

18. To respond to legal requests or law enforcement

Legal Basis: Required by law or regulation

Where is your Personal Information stored?

Our services are primarily operated from our offices in Italy. However, the Personal Information you provide through Papyrus may be transferred to and stored in other countries, such as the United States, for processing and storage. Additionally, our trusted third-party service providers may also handle or store your information on servers outside your country.

By using Papyrus or submitting your Personal Information through our services, you agree to this transfer and processing. Please note that privacy protections and government access to data may vary in these countries compared to your own.

We follow all applicable legal requirements when transferring Personal Information internationally. If you are located in the European Economic Area, Switzerland, or the UK, we use approved methods for transferring your data, including:

- (i) decisions by the EU Commission, Swiss government, or UK authorities confirming adequate protection,
- (ii) contractual agreements ensuring data protection, or
- (iii) other legal transfer mechanisms.

For more details about international data transfers or to request a copy of our data protection agreements, please contact us using the information below.

#### Your Rights

If you want to access, correct, or delete any Personal Information we have about you, please contact us by email at [privacy@papyrus.com](mailto:privacy@papyrus.com). We will respond to your requests as required by law and our policies, taking into account any technical limitations. You can also update or delete your Personal Information by logging into your account and editing your profile.

If you live in the European Economic Area, Switzerland, or the United Kingdom, you have these additional rights regarding your Personal Information:

**Access and Portability:** You can ask us to provide a copy of the Personal Information we hold about you, including a machine-readable copy of the information you have given us, and details about how we use it.

**Correction and Deletion:** You can request that we correct any inaccurate information, or have your data anonymized or deleted when appropriate. You can also update or delete your Personal Information by logging into your profile.

**Restriction and Objection:** You can ask us to limit how we use your Personal Information or object to its use.

**Withdrawal of Consent:** You can withdraw any consent you have given us for processing your Personal Information at any time, free of charge. This will not affect the lawfulness of processing done before you withdrew consent.

**Filing a Complaint:** You have the right to file a complaint with a relevant data protection authority, such as in your country of residence or work.

To exercise any of these rights, please contact us at [privacy@papyrus.com](mailto:privacy@papyrus.com). Please note that some rights may have certain exceptions or limitations.

#### Automated Decision Making

We do not make decisions that have legal or similarly significant effects on you based solely on automated processing of your Personal Information. Any decisions related to the processing of your data involve human review and intervention.

#### How does Papyrus protect and retain my Personal Information?

We continually update and maintain physical, organizational, contractual, and technical security measures to protect your Personal Information from loss, theft, unauthorized access, disclosure, copying, use, or alteration. Only employees who need access to your information for their job responsibilities are allowed to view it. All data transmissions on Papyrus platforms are encrypted to safeguard your Personal Information



## How long does Papyrus keep my Personal Information?

We keep your Personal Information only as long as needed for the purposes it was collected, unless the law requires us to keep it longer. When deciding how long to keep your data, we consider factors like the services you use, our relationship with you, legal requirements, and any limitation periods.

If you create a Papyrus account, we will retain your Personal Information while your account is active. When you close your account, it will be deactivated for six months. During this time, your account won't be visible, but your public contributions and comments will remain, though they will be anonymized.

Within these six months, you can restore your account if it was closed by mistake, and your contributions will be linked back to your profile. After six months, we permanently delete your Personal Information, but anonymized comments and contributions will remain on the platform.

## Changes

We may update this Privacy Policy from time to time. If you disagree with any changes and do not want your Personal Information to be handled under the updated policy, please close your account or stop using the Services. We recommend reviewing this Privacy Policy regularly