

Copyright / legal claims processing terms

Summary	1
Submission process	1
After submission	1
Claim processing schedule	2
Claim outcome	2

Summary

This document describes how appdb processes copyright and legal claims submitted by duly verified legal entities or persons.

Submission process

Any person or legal entity, if they truly believe that:

- Their rights were violated by someone who published content on appdb Store (Platform).
- Someone has published content that breaks laws of the European Union or/and the republic of Estonia in particular.
- Someone has published a content that refers sexual abuse, drug usage, harrasment, easy-to-win pratices, financial pyramids, or any other reference that is considered by its nature as an inappropriate and non-inclusive behaviour.

is free to submit a claim.

Claims can be submitted via web form by tapping on the link in the bottom on every Platform page, via Platform Publisher Area or via API `submit_copyright_claim` method.

After submission

Upon receiving a claim, Platform detects its type within 24 hours.

If its type belongs to copyright-related questions, submitters of this claim need to verify themselves in the Publisher Area by providing relevant documents and IDs.

Verification is performed only once.

In other cases, the claim is going directly to processing.

Claim processing schedule

Within 24 hours, Platform asks content submitter to take one of the actions:

1. Provide a counterclaim with explanation of and references of applicable documentation or/licenses
2. Remove content from the Platform

If there is no action taken by the content provider, it will be removed from the Platform within 24 hours.

If a counterclaim was submitted, Platform examines both claims and makes one of the following decision:

1. To approve the initial claim, content will be removed from the Platform.
2. To approve the counterclaim, content will stay on the Platform.
3. To provide information to each party about the other party, so this case may be resolved outside the Platform, so one of the parties can submit a 3rd claim with a decision of the European Union authorities that is mandatory to be executed by the Platform.

In the case of 3rd option, if counterclaim submitters refuse to provide their information, option 1 is coming into effect.

Claim outcome

Each claim and its outcome will be published publicly and displayed on the page where infringement appeared and in the registry of claims, as part of our transparency commitment.