

## Terms and Conditions for the provision of intermediary services

To the extent that Billdu LTD, Solar House, 915 High Road, North Finchley, London N12 8QJ, Company ID: 98 122 33 and recorded in The Registrar of Companies for England and Wales offers intermediary services within the meaning of Article 3(g) of the DSA (hereinafter referred to as the "**Provider**"), it provides the following information about its activities to the recipients of intermediary services.

The recipient of intermediary services is a natural or legal person who uses any of the intermediary services referred to in Article 3(g) of the DSA provided by the Provider (hereinafter referred to as "**Recipient of the service**").

### 1. Contact points for communication in relation to the DSA (Articles 11 and 12 of the DSA)

- 1.1. The point of contact for the authorities of the Member States, the Commission and the Board referred to in Article 61 of the DSA within the meaning of Article 11(1) of the DSA and for the Recipient of the service within the meaning of Article 12(1) of the DSA shall be: [dsa@billdu.com](mailto:dsa@billdu.com)
- 1.2. Communication via the above-mentioned e-mail address is possible in in English, German, French, Spanish or Slovak

### 2. Content moderation (Article 14 DSA)

- 2.1. The Provider shall use its best endeavours to provide the intermediary services in accordance with all legal requirements and to remove illegal content from the intermediary services as soon as it becomes aware of and verifies it.
- 2.2. Illegal content is any information which, in itself or by referring to any activity, including the sale of products or the provision of services, does not comply with the binding laws of the Member States or the European Union, irrespective of the exact subject matter or nature of those laws.
- 2.3. The Provider may take decisions regarding content that it deems illegal or regarding the Recipient of the service's account if it believes that the Recipient of the service has violated the law or the TOU.
- 2.4. For example, Provider may (i) restrict or block the visibility of content retained at the Recipient of the service's request, (ii) suspend or terminate the provision of all or part of the intermediary services to Recipients of the service, (iii) suspend or terminate the Recipient of the service's account, (iv) restrict the monetization of the Recipient of the service's content, or (v) deny merchants the use of the online marketplaces if Provider is unable to identify (trace) such merchants in accordance with the requirements of the DSA.
- 2.5. Illegal content shall be screened by the Provider upon notification by any Recipient of the service and Provider shall at all times respect fundamental rights and freedoms and the right to freedom of expression and information.
- 2.6. In the event of any moderation of the content by the Provider upon notification by the Recipient of the service, the Provider shall inform the Recipient of the service of this restriction via the contact details provided by the Recipient of the service.

### **3. Notice and action mechanisms (Article 16 DSA)**

- 3.1. Notifications can be made by the Recipient of the service by sending an email to [dsa@billdu.com](mailto:dsa@billdu.com) If the Recipient of the service wishes to send such a notification, it is necessary for the Recipient of the service to include the following points:
  - a) a sufficiently substantiated explanation of the reasons why the individual or entity alleges the information in question to be illegal content;
  - b) clear indication of the exact electronic location of the information (such as the exact URL) or, if necessary, other information enabling the identification of the illegal content, tailored to the type of content and the specific type of service;
  - c) the name and email address of the Recipient of the service;
  - d) an affidavit attesting to the good faith belief of the Recipient of the service that the information and allegations contained in the notification are accurate and complete.
- 3.2. If a Recipient of the service reports information that the Recipient of the service believes relates to a crime of sexual abuse, sexual exploitation, child pornography, contacting children for sexual purposes, or inciting, aiding, abetting, or attempting to commit such crimes, in such cases, the Recipient of the service may make a report without identification by calling calling from 7am GMT to 3pm GMT to +442037270259
- 3.3. All notifications shall be processed in a timely, thorough, impartial and objective manner; the Provider shall promptly notify the Recipient of the service who sent the notification of the receipt of the notification, notify the Recipient of the service of the decision and indicate any remedies.
- 3.4. If the Provider uses automated means to process the notification or make the decision, the Provider shall indicate this fact in the decision made.
- 3.5. The Provider may also decide not to act on a notification sent by a Recipient of the service on the basis of content that is potentially illegal or violates the Provider's TOU and will send a justification to the Recipient of the service without undue delay.

### **4. Statement of reasons (Article 17 DSA)**

- 4.1. Provider shall provide a clear and specific statement of reasons to any affected recipients of the service for any of the following restrictions imposed on the ground that the information provided by the Recipient of the service is illegal content or incompatible with their TOU if Provider knows the Service Recipient's electronic contact details and that it is not deceptive, high-volume commercial content:
  - a) any restrictions of the visibility of specific items of information provided by the recipient of the service, including removal of content, disabling access to content, or demoting content;
  - b) suspension, termination or other restriction of monetary payments;
  - c) suspension or termination of the provision of the service in whole or in part;
  - d) suspension or termination of the recipient of the service's account.

- 4.2. Statement of reason referred to in Article 4 shall contain at least the following information:
- a) information on whether the decision entails either the removal of, the disabling of access to, the demotion of or the restriction of the visibility of the information, or the suspension or termination of monetary payments related to that information, or imposes other measures referred to in paragraph 1 with regard to the information, and, where relevant, the territorial scope of the decision and its duration;
  - b) the facts and circumstances relied on in taking the decision, including, where relevant, information on whether the decision was taken pursuant to a notice submitted in accordance with Article 16 of DSA or based on voluntary own-initiative investigations and, where strictly necessary, the identity of the notifier;
  - c) where applicable, information on the use made of automated means in taking the decision, including information on whether the decision was taken in respect of content detected or identified using automated means;
  - d) where the decision concerns allegedly illegal content, a reference to the legal ground relied on and explanations as to why the information is considered to be illegal content on that ground;
  - e) where the decision is based on the alleged incompatibility of the information with the terms and conditions of the Provider, a reference to the contractual ground relied on and explanations as to why the information is considered to be incompatible with that ground;
  - f) clear and user-friendly information on the possibilities for redress available to the Recipient of the service in respect of the decision.