

# Complaint and Content Removal Policy & Procedures

This Complaint and Content Removal Policy & Procedures (“**Policy**”) sets forth how LUMINECORE Limited is a company established and existing under the laws of the Republic of Cyprus, reg. number HE 466730 “**Company**”, “**we**”, “**us**”, “**our**”), processes complaint process for illegal or brand damaging content/activity.

All terms used in this Policy (“**Site**”, “**Services**”, “**Users**”, “**Models**”, “**Content**”, etc.) shall be interpreted in accordance with the definitions laid out in Terms of Use available at <https://desirecast.com/legal/terms-of-use> .

1. Any user of the website may file complain about the content to following address [support@desirecast.com](mailto:support@desirecast.com) or via a link Report Content at the footer of all website pages.
  1. The user complain should contain date, time, the Model username, explicit description of the case for the complaint.
  2. The administrator shall review the complaint and decide on measures that are reasonable in that case. The administrator may to his own discretion take following measures (but not limited to):
    - a) stop broadcasting the show.
    - b) delete the content from the website.
    - c) Penalize the Model in accordance with the Penalty Policy.
    - d) Delete the Model’s account.
    - e) Give warning notification to the Model.
    - f) Solve the issue amicably.
    - g) In case of severe violations, the Administrator shall file claim to relevant authorities or the police.
2. The Model may file complain about the improper behavior of the users to the following address: [support@desirecast.com](mailto:support@desirecast.com).
  - 2.1. The Model complain should contain date, time, the User username, explicit description of the case for the complaint.
  - 2.2. The administrator shall review the complaint and decide on measures that are reasonable in that case. The administrator may to his own discretion take following measures (but not limited to):
    - a) Limit access of the User to the show/content.
    - b) Delete the User’s account.
    - c) Give warning notification to the User.
    - d) Solve the issue amicably.

e) In case of severe violations, the Administrator shall file claim to relevant authorities or the police.

2. Anyone depicted in the content may at any time file complaint to [support@desirecast.com](mailto:support@desirecast.com) with request of permanently removal of the content from the website. The administrator shall proceed with the request within thirty calendar days. The content could not be restored, after it was removed from the website.