

Content Removal Policy

Last updated: 2/19/2025

1 Introduction

This policy is part of your legal agreement with us. By using the Sniffies platform, you agree to the terms of this policy—please read it carefully. By submitting a content removal request, you confirm that the information you provide is accurate.

2 Contact Information

The Sniffies platform is operated by Sniffies, LLC, located at 8 The Green, Suite B, Dover, Delaware 19901.

You can contact us by writing to the address above or emailing us at contact@sniffies.com.

3 Scope

This policy explains how we handle removal requests related to content on our platform that might be (1) illegal, (2) violate our [Terms of Service](#) or [Acceptable Use Policy](#), or (3) otherwise fail to comply with applicable law. It does not cover complaints about content moderation decisions or copyright infringement, which are addressed under our [Appeals Policy](#) and [Copyright Policy](#).

4 Complaints about Content Moderation Decisions

We moderate content on the Sniffies platform in accordance with our [Terms of Service](#) and [Acceptable Use Policy](#). To contest a decision to deactivate content, to deactivate an account, or to issue a final warning, you may file an appeal using the appeal form which can be found on <https://sniffies.com/pages/help>. Appeals against a content moderation decision, including any decision to remove content, deactivate an account, or ban you from using the Sniffies platform because we believe you have engaged in an illegal act, are subject to our [Appeals Policy](#).

5 Complaints of Copyright Infringement

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

6 How to Make a Complaint and Report Illegal Content

(a) You can submit a content removal request using any of the following methods:

- **Using the “Content Removal Request” Function at <https://sniffies.com/content-removal>:**

Complete the online request form by providing the required information, such as:

- A valid email address for correspondence
- URLs of the content you are reporting
- A brief explanation of the issue or reason for reporting

Be sure to include enough information to enable us to identify and investigate the content in question. Misuse of this form may impact our ability to address valid complaints.

- **Emailing:**

Send your complaint to report@sniffies.com.

- **Writing to Us:**

Send your complaint to the mailing address listed in section 2.

(b) Please ensure your removal request includes sufficient evidence to help us investigate effectively, including:

- (1) URLs or other identifiers for the reported content;
- (2) a clear explanation of the alleged issue, referencing relevant laws or policies if applicable; and
- (3) supporting documentation, such as screenshots, recordings, or other materials.

7 **Complaint Review Process**

When reviewing a removal request:

- We will review the relevant information and the supporting documents that you have provided.
- We may request additional information or documents from you or third parties to assist in resolving your complaint.
- We will review your complaint in good faith and within any legally applicable time limit (we will investigate complaints of unlawful or nonconsensual content within seven business days).
- If your complaint relates to content that appears on our platform and we determine that the content is unlawful or materially violates our [Terms of Service](#) or [Acceptable Use Policy](#), we will remove it.
- We will notify you when we have completed our review of your complaint and any action taken as a result of your complaint. If we determine that the content complies with our [Terms of Service](#) and do not remove it, you can appeal our decision as described in our [Appeals Policy](#). If we disagree that consent to participate in any content is void under law, we will allow that disagreement to be resolved by a neutral body at our expense without going through the appeals process.

8 **Unjustified or Abusive Complaints**

You must not make any removal request under this policy that is wholly unjustified, abusive, or made in bad faith. If we determine that you have done so, we may suspend or terminate your account.

9 **EU/EEA Consumer Mediation Services**

If you are located in the European Economic Area, you may resolve any dispute with us through consumer mediation services using the [European Online Dispute Resolution \(ODR\)](#) platform. We are not required to participate in alternative dispute resolution proceedings (except in very limited circumstances).

10 **Regulatory Complaints**

Sniffies is committed to complying with applicable legal and regulatory requirements. Users in certain regions may contact relevant regulatory bodies to raise concerns or seek assistance:

- **European Union.** If you are located in the European Economic Area (EEA) and believe that an infringement of the EU's Digital Services Act (DSA) has occurred while using the Sniffies platform, you have the right to file a complaint with the Digital Services Coordinator in your country of residence. Additionally, you may report concerns to us under this policy and, if dissatisfied with our response, dispute our decision under our [Appeals Policy](#).
- **Australia.** Users in Australia can report concerns about the safe use of technology to the eSafety Commissioner via their [website](#).

11 **Breach of Contract Claims under the Online Safety Act**

If you are a resident of the United Kingdom, you are entitled to bring a breach of contract claim against Sniffies, including where we fail to comply with our [Terms of Service](#). This includes situations where (1) your content is removed or access to it is restricted without proper justification, or (2) your account is suspended or banned in violation of our [Terms of Service](#). These rights are provided under the Online Safety Act and other laws.

12 **Your Statutory Rights**

Nothing in this policy or our [Terms of Service](#) affects your statutory rights under law.