

## Copyright and Intellectual Property Policy

**PROLDEN Solution s. r. o.** (hereinafter referred to as the Company or the Operator) fully respects intellectual property rights and expects the same approach from its business partners and users of its services. Content available on or through other websites may be protected under copyright and intellectual property laws of the European Union and/or other countries (including the United States of America).

The Company reserves the right, at its sole discretion and in appropriate cases, to remove any content that infringes copyrights, and to restrict, block, or terminate accounts of users who infringe such rights, or who do so repeatedly, whether in relation to the Company or third parties.

### DMCA (Digital Millennium Copyright Act)

If you are a copyright owner or acting on their behalf and believe that any content accessible through the Company's services infringes your copyright, you may submit a notice in accordance with the Digital Millennium Copyright Act (DMCA).

### Requirements for a DMCA Notice

A copyright infringement notice should include the following information (see 17 U.S.C. § 512(c)(3) for details):

- a physical or electronic signature of the copyright owner or a person authorized to act on their behalf,
- identification of the copyrighted work alleged to have been infringed,
- sufficiently precise information about the nature and location of the material alleged to be infringing (e.g., a specific URL, description of content – image, text, link, etc.),
- the name, address, telephone number, and email contact of the complainant,
- a statement that you have a good faith belief that the use of the material in question is unauthorized by the copyright owner, their agent, or the law,
- a statement that the information in the notice is accurate, and that you are authorized to act on behalf of the copyright owner, with awareness of the legal consequences of a false declaration.

### Designated Contact for Notices

The designated agent for copyright matters and receipt of infringement notices is **PROLDEN Solution s. r. o., Revoluční 1082/8, 110 00 Prague, Czech Republic.**

Contact email for submitting notices: [info@livechat.cz](mailto:info@livechat.cz)

Please note that if the notice does not include all of the required information listed above, it may not be considered valid and may not be processed.