

COLLABOR Copyright and Intellectual Property Complaint Policy

Company number 16888312 | Registered in England and Wales

Last Edited 1 September 2026

This policy explains how COLLABOR TECHNOLOGIES LTD (“Collabor”, “we”, “us” or “our”) receives and handles complaints that content or activity on the Collabor platform infringes copyright or other intellectual property rights. It also explains our takedown, counter-notice, repeat-infringement and restoration procedures.

1. Who we are

COLLABOR TECHNOLOGIES LTD is a company registered in England and Wales under company number 16888312. Our registered office is Egerton Mill, 25–27 Egerton Street, Chester, United Kingdom, CH1 3ND.

Collabor connects brands and agencies with creators and provides tools for creator discovery, campaign management, messaging, file uploads, contracting, payment protection and related support. Users remain responsible for ensuring that content and materials they upload, share, commission, publish or use are lawful and properly authorised.

2. Scope of this policy

This policy applies to profiles, portfolio materials, campaign briefs, brand assets, messages and attachments, contracts, draft and final deliverables, reviews, links, thumbnails, previews and any other material stored, displayed, transmitted or made accessible through Collabor.

It may be used by rightsholders, authorised representatives, Collabor users and other affected people. It should be read with our Platform Terms, Brand Platform Agreement, Creator Platform Agreement, Acceptable Use and Content Standards, Privacy Notice, Online Safety, Reporting and Appeals Policy and any applicable campaign contract.

This policy addresses intellectual property complaints. Reports concerning fraud, impersonation, privacy, defamation, safety or other unlawful content should use the most relevant reporting route in Collabor’s Help Centre. The same content may be reviewed under more than one policy.

3. Legal framework

Collabor considers applicable law and the information reasonably available to us. Relevant UK law includes the [Copyright, Designs and Patents Act 1988](#) and the [Electronic Commerce \(EC Directive\) Regulations 2002](#). Where applicable, those Regulations take account of whether a hosting provider acts expeditiously after obtaining knowledge or awareness of unlawful information and whether a notice identifies the sender, the location of the material and its allegedly unlawful nature.

Where the [United States Digital Millennium Copyright Act](#) (“DMCA”), 17 U.S.C. § 512, applies, Collabor will process substantially compliant notices and counter-notices in accordance with the applicable statutory procedure. Where the [EU Digital Services Act](#) applies, Collabor will operate notice, reasons and complaint processes as required by that law.

Nothing in this policy admits that any particular intermediary-liability limitation, safe harbour or statutory regime applies to Collabor, a particular feature or a particular complaint. We may apply a more protective or efficient procedure voluntarily.

4. Rights covered

You may use this policy to report alleged infringement of:

- copyright in photographs, video, audio, music, text, graphics, software, campaign materials and other protected works;
- performers' rights and rights in sound recordings, films and broadcasts;
- trade marks, including alleged counterfeiting or confusing unauthorised use;
- registered and unregistered design rights;
- database rights and related rights; and
- other intellectual property rights capable of being assessed through a platform notice process.

Complex ownership, licensing, passing-off, patent or contractual disputes may require a court order, tribunal decision or other reliable legal evidence before Collabor can determine what platform action is appropriate.

5. User responsibilities

A user must own or have all permissions, licences, releases and other rights needed for content they upload, share, provide or publish through a campaign. A Brand or Agency must have the right to provide its brief, claims, trade marks, music, footage, product materials and other assets. A Creator must have the right to use all footage, music, images, performances, locations, people and third-party material included in a deliverable.

Giving credit, editing a work, finding material online, purchasing a copy, using a social-media audio library or receiving material from a client does not by itself establish permission for every intended use. Users must check the rights and licence terms that apply to the relevant campaign, platform, territory, media and duration.

Collabor does not pre-clear user content or guarantee that any user owns or has licensed it.

6. How to submit an infringement notice

Submit a notice through the Copyright and IP Complaint form in Collabor's Help Centre. A separate notice should be submitted for materially different rights, complainants or legal bases unless the form permits them to be handled clearly together.

A notice should include:

- the complainant's full legal name, postal address, email address and telephone number, and the same details for the rightsholder if different;
- confirmation that the complainant owns the right or is authorised to act for the owner, with evidence of authority where relevant;
- a clear identification of each protected work, mark, design, database or other right, including registration numbers, jurisdictions and representative examples where available;
- the exact location of each item complained of, such as a Collabor URL, username, profile, campaign, message thread, file name, deliverable or other identifier that enables us to locate it;
- a concise explanation of why the identified use infringes the right, including the relevant territory and any facts showing copying, unauthorised use, confusion or other infringement;

- a link to or copy of the original or authorised material, where it can be provided lawfully, and relevant dated or registration evidence;
- a statement that the complainant has a good-faith belief that the disputed use is not authorised by the rightsholder, its agent or the law;
- a statement that the information in the notice is accurate and that the complainant is the rightsholder or authorised to act for the rightsholder; and
- the complainant's physical or electronic signature.

A notice intended to operate under the U.S. DMCA must also contain every statement and item required by [17 U.S.C. § 512\(c\)\(3\)](#), including the required statement under penalty of perjury. It must be submitted to the copyright contact identified by the Help Centre form.

For a trade mark complaint, include the mark, owner, registration jurisdiction and number if registered, the relevant goods or services, the complained-of use and the basis on which it is alleged to be counterfeit, misleading or infringing. For design, database or other rights, identify the right, its legal basis, ownership and the acts complained of.

If a notice is incomplete, we may ask for further information. We may nevertheless take temporary action where the available information indicates urgent or obvious risk. Sending a notice does not guarantee removal.

7. What happens after a notice

7.1 Acknowledgement and triage

Where reasonably practicable, Collabor will acknowledge receipt, assign a reference and check whether the notice identifies the content and alleged right sufficiently for review. We may prioritise counterfeit goods, large-scale copying, time-sensitive campaign misuse, repeated infringement or material causing serious ongoing harm.

7.2 Review

Collabor may review the notice, the identified content, account and campaign context, relevant messages, upload and version history, prior reports, licence evidence, contracts and information supplied by the uploader or other parties. We may request further information and may use trained staff, specialist advisers or proportionate automated tools to support triage and matching. Material decisions will not be based solely on a bare allegation where further review is reasonably required.

7.3 Interim and final measures

While reviewing a complaint, or after reaching a decision, Collabor may:

- leave the material available and reject or close the complaint;
- temporarily disable access, hide, restrict, quarantine or preserve the material;
- remove the material or disable a link, preview, file or campaign asset;
- restrict the material in particular territories;
- require the uploader to replace or amend the material;
- warn, restrict, suspend or terminate an account or feature;
- preserve relevant records and comply with a valid legal order; or
- take any other lawful and proportionate action available under our agreements and policies.

We aim to act expeditiously where the information available gives us knowledge or awareness of unlawful material. The time required will depend on urgency, completeness, complexity, volume, the need to obtain evidence and applicable law. We do not promise a fixed decision time unless the law requires one.

8. Notice to the uploader and sharing information

Where appropriate and lawful, we will notify the user who supplied the material, identify the affected content, explain the action taken and provide a way to respond or appeal. We may act without prior notice where notice would create a safety risk, prejudice an investigation, breach law or a legal order, enable evasion, expose confidential information or be impracticable.

To assess a complaint fairly, Collabor may share the notice, the complainant's identity and contact details, supporting evidence and any counter-notice with the uploader, rightsholder, their representatives, service providers, professional advisers, regulators, courts or law-enforcement bodies where appropriate and lawful. Do not submit information you are not authorised to disclose.

If disclosure of contact details would create a credible safety risk, tell us when submitting the notice. We will consider reasonable protective measures, but applicable procedures—including the U.S. DMCA—may require specified information to be supplied to the other party.

9. Counter-notices and appeals

A user who believes material was removed or restricted by mistake or misidentification may submit a counter-notice through the Help Centre route identified in the removal notice. The counter-notice should include:

- the user's full legal name, postal address, email address, telephone number and Collabor account details;
- identification of the material and its location before removal or restriction;
- a clear explanation of why the action was mistaken, including any ownership, licence, consent, public-domain, statutory-exception or other lawful-use basis;
- copies of relevant permissions, contracts, registrations or other supporting evidence;
- a good-faith statement that the material was removed or restricted as a result of mistake or misidentification;
- consent to Collabor sharing the counter-notice with the original complainant where lawful and necessary; and
- a physical or electronic signature.

A counter-notice intended to operate under [17 U.S.C. § 512\(g\)\(3\)](#) must also include the required statement under penalty of perjury, the user's consent to the jurisdiction of the appropriate U.S. Federal District Court and agreement to accept service of process from the original complainant or its agent.

Collabor may ask either party for further information. We may uphold, vary or reverse our decision. An appeal is not a substitute for obtaining legal advice or seeking relief from a court or other competent authority.

Where the EU Digital Services Act requires an internal complaint mechanism, eligible complaints may be submitted for at least six months from notification of the relevant decision and will be handled in a timely, non-discriminatory, diligent and non-arbitrary manner, with human supervision where required.

10. Restoration of content

Collabor may restore or re-enable material where:

- the complainant withdraws the notice;
- a counter-notice or other evidence shows that the material was removed by mistake or is authorised or otherwise lawful;
- the complainant does not provide reasonably requested information;
- a court, regulator or other competent authority requires restoration; or
- we otherwise conclude that restoration is appropriate.

Where the U.S. DMCA applies and Collabor receives a valid counter-notice, Collabor will provide it to the original complainant and may restore the material not less than 10 and not more than 14 business days after receipt, unless the designated recipient first receives notice that the complainant has filed a court action seeking to restrain the alleged infringement.

Outside that statutory procedure, no fixed restoration period applies under this policy. Collabor may decline to restore content that breaches another law, policy or agreement, presents a safety or fraud risk, is subject to another valid restriction, cannot reasonably be restored technically, or has been superseded. Restoration does not decide ownership or prevent either party from pursuing legal remedies.

11. Repeat infringement and account action

Collabor may warn, restrict, suspend or terminate users who repeatedly or seriously infringe intellectual property rights. Appropriate action depends on the number, reliability, seriousness and timing of complaints; whether decisions were withdrawn or reversed; the user's knowledge and response; attempts to evade enforcement; and the risk of further infringement.

There is no automatic entitlement to a fixed number of warnings. Collabor may terminate an account after a single serious or deliberate infringement and may decline to count a complaint that is incomplete, manifestly unfounded, withdrawn or successfully challenged. Where U.S. law applies, Collabor intends reasonably to implement a policy providing for termination of repeat infringers in appropriate circumstances.

Account action does not cancel accrued contractual, payment, confidentiality, indemnity or other obligations. Collabor may take reasonable steps to prevent a terminated user from returning through another account.

12. False, abusive or bad-faith notices

Do not knowingly or recklessly misrepresent that material infringes a right or that removal resulted from mistake or misidentification. Under [17 U.S.C. § 512\(f\)](#), a person who knowingly makes a material misrepresentation in a DMCA notice or counter-notice may be liable for resulting damages, costs and legal fees.

Collabor may reject or close notices that are fraudulent, abusive, threatening, discriminatory, duplicative, manifestly unfounded or submitted to interfere improperly with lawful competition, criticism, parody, reporting or a campaign dispute. We may restrict access to reporting tools or suspend an account for repeated abuse after considering the circumstances and any applicable legal requirements.

A good-faith complaint will not be penalised merely because it is not upheld.

13. Records, privacy and evidence

Collabor may retain notices, counter-notices, decisions, supporting material, account and technical records, communications and audit information for as long as reasonably necessary to administer this policy, comply with law, prevent abuse, establish or defend legal claims and enforce our agreements. Personal data is handled in accordance with our Privacy Notice and applicable data-protection law.

We may preserve information after content is removed and may disclose it where required by a valid court order, subpoena, regulatory requirement or other lawful request. Removal from the platform does not necessarily delete every backup or record immediately.

14. Content hosted elsewhere

Collabor can act only on material and functionality within our control. If disputed content is hosted on Instagram, TikTok, YouTube or another third-party service, the complainant should also use that service's reporting process. Collabor may remove a link, preview, campaign asset or other reference within Collabor, but cannot guarantee removal from an external service or the wider internet.

15. No legal determination

Collabor's decision is a platform-enforcement decision, not a judgment that infringement has or has not occurred. We do not resolve every ownership, authorship, licence, fair-dealing, fair-use, exhaustion, parody, quotation, competition or contractual dispute. Parties remain free to obtain legal advice and seek relief from a court, tribunal, regulator or other competent authority.

Nothing in this policy limits any right or remedy that cannot lawfully be limited. If Collabor receives a valid legal order concerning material or an account, the order will take priority to the extent required by law.

16. Changes to this policy

We may amend this policy to reflect legal, regulatory, operational or product changes. The current revision date appears at the top of this policy. Material changes will be communicated where required.

17. Contacting Collabor

Copyright and intellectual property complaints, counter-notices and appeals: use the Copyright and IP Complaint form in Collabor's Help Centre.

Postal address: COLLABOR TECHNOLOGIES LTD, Egerton Mill, 25–27 Egerton Street, Chester, United Kingdom, CH1 3ND.

For the fastest handling, use the Help Centre form so that the report reaches the correct review queue. Postal correspondence should clearly state "Copyright and IP Complaint" and include a reliable email address for the response.