

DRIVEX STUDIOS SL – COMPLAINTS, TAKEDOWN & APPEALS POLICY

Last updated: May 2026

1. Purpose of this Policy

DriveX Studios SL (“DriveX Studios”, “DriveX”, “we”, “our” or “us”) operates a professional digital audiovisual platform that may include adult-oriented audiovisual content and services intended exclusively for adults.

This Complaints, Takedown & Appeals Policy establishes the procedures applicable to:

- complaints submitted by users, third parties, rights holders or individuals depicted in content;
- notices relating to allegedly illegal, harmful, abusive or non-compliant content;
- requests for removal, restriction, blocking or de-indexing of content;
- appeals against moderation, restriction or enforcement decisions;
- emergency escalations involving safety, exploitation or illegal content; and
- cooperation with authorities, payment processors, acquiring banks, card networks and trusted reporting entities.

This policy forms part of DriveX Studios’ broader compliance and platform safety framework and is intended to support compliance with:

- Regulation (EU) 2022/2065 (Digital Services Act);
- Regulation (EU) 2016/679 (GDPR);
- applicable Spanish criminal, civil and audiovisual laws;
- child protection laws;
- intellectual property and image-rights laws;
- payment processor and acquiring bank requirements;
- Visa VIRP and Mastercard BRAM standards; and
- anti-fraud, anti-exploitation and platform safety obligations.

2. Scope of this Policy

This policy applies to:

- all content published, distributed, streamed, promoted or made available through the Platform;
- all creators, performers, producers, distributors, users and commercial partners;
- all complaints and reports submitted in connection with the Platform;
- all moderation and enforcement actions performed by DriveX Studios.

This policy applies regardless of whether the content is publicly visible, monetized, archived, under review or technically inaccessible.

3. Reporting Channels

DriveX Studios provides mechanisms allowing users, performers, rights holders and third parties to report content or conduct that may violate:

- applicable laws;
- platform policies;
- payment compliance rules;
- intellectual property rights;
- image rights;
- privacy rights;
- consent requirements;
- anti-trafficking rules;
- child protection rules;
- platform safety standards.

Reports may be submitted through:

- dedicated reporting tools;
- support channels;
- legal notices;
- compliance escalation channels;
- abuse-reporting email addresses;
- trusted flagger channels where available.

Primary compliance contact:

compliance@drivexstudios.com

Legal contact: legal@drivexstudios.com

Support: support@drivexstudios.com

4. Categories of Complaints and Reports

DriveX Studios may process complaints relating to:

4.1 Illegal Content

Including:

- Child Sexual Abuse Material (CSAM);
- content involving minors;
- trafficking-related content;
- coercive or exploitative content;
- non-consensual sexual content;
- rape or violence-related content;
- prostitution or escort-service promotion;
- deepfake sexual content;
- illegal pornography;
- criminal conduct.

4.2 Consent and Performer Complaints

Including:

- withdrawal claims;
- impersonation claims;
- consent disputes;
- image-rights disputes;
- identity misuse;
- unauthorized publication claims.

4.3 Intellectual Property Complaints

Including:

- copyright infringement;
- trademark infringement;
- piracy;
- unauthorized distribution.

4.4 Platform Safety Complaints

Including:

- fraud;
- account misuse;
- payment abuse;
- harassment;
- manipulation;
- prohibited marketing.

4.5 Payment and Consumer Complaints

Including:

- billing disputes;
- subscription complaints;
- refund disputes;
- service-access issues.

5. Notice-and-Takedown Framework

DriveX Studios operates a notice-and-takedown framework intended to:

- detect illegal or non-compliant content;
- restrict access to harmful content;
- remove prohibited material;
- preserve evidence where legally necessary;
- cooperate with authorities and payment partners.

DriveX Studios reserves the right to:

- remove content;
- disable access;
- suspend accounts;
- restrict monetization;
- terminate commercial relationships;
- preserve evidence;
- report matters to competent authorities.

Content may be removed on a temporary or permanent basis.

6. Emergency Removal Measures

DriveX Studios applies accelerated escalation and emergency removal procedures where reports involve:

- suspected CSAM;
- minors;
- trafficking indicators;
- credible exploitation indicators;
- threats to physical safety;
- severe privacy violations;
- non-consensual intimate imagery;
- deepfake sexual exploitation;
- imminent legal risk.

DriveX Studios may:

- immediately disable access;
- suspend publication;
- preserve logs and records;
- freeze accounts;
- cooperate with law enforcement;
- notify relevant partners.

Emergency action may occur prior to completion of a full investigation.

7. Complaint Review Procedures

Complaints and reports may be reviewed through:

- automated risk-detection systems;
- moderation tools;
- human moderation review;
- legal review;
- compliance review;
- fraud investigations.

DriveX Studios may request:

- proof of identity;
- supporting evidence;
- rights ownership documentation;
- consent records;
- verification documentation;
- legal notices.

False, abusive or fraudulent complaints may result in enforcement action.

8. Timeframes and Response Targets

DriveX Studios aims to review complaints within commercially reasonable timeframes.

Where feasible:

- standard complaints may be reviewed within five (5) business days;
- emergency complaints may be escalated immediately;
- payment-related escalations may receive priority review;
- authority requests may be processed according to applicable legal deadlines.

Complex investigations may require additional time.

DriveX Studios does not guarantee a specific resolution timeframe.

9. Appeals Process

Users, performers, creators or rights holders subject to moderation or enforcement actions may submit appeals.

Appeals may relate to:

- content removal;
- account restrictions;
- demonetization;
- suspensions;
- warning decisions;
- rejection of complaints.

Appeals may be reviewed by:

- moderation teams;
- compliance personnel;
- legal reviewers;
- senior escalation personnel.

DriveX Studios reserves the right to uphold, modify or reverse prior decisions.

Repeated or abusive appeals may be restricted.

10. Consent and Performer Protection

DriveX Studios requires professional content suppliers to maintain:

- valid performer consent;
- identity verification;
- age verification;
- image-rights authorizations;
- lawful distribution rights.

Any performer claiming:

- lack of consent;
- coercion;
- exploitation;
- impersonation;
- identity misuse;
- unauthorized distribution;

may request review through DriveX Studios' compliance channels.

DriveX Studios reserves the right to:

- request additional documentation;
- suspend publication;
- remove content;
- preserve evidence;
- cooperate with authorities.

11. Intellectual Property Complaints

Rights holders may submit complaints concerning:

- copyright infringement;
- trademark infringement;
- unauthorized copying;
- piracy;
- unlawful redistribution.

Complaints should include:

- identification of the protected work;
- identification of the allegedly infringing content;
- proof of rights ownership;
- contact details;
- legal basis for the complaint.

DriveX Studios may remove or restrict access to disputed material pending review.

12. Deepfakes, AI-Generated and Synthetic Content

DriveX Studios prohibits:

- non-consensual synthetic sexual content;
- unauthorized AI-generated intimate imagery;
- impersonation through deepfake technologies;
- misleading manipulated content involving real persons.

DriveX Studios reserves the right to:

- remove such content immediately;
 - suspend related accounts;
 - preserve technical evidence;
 - report unlawful conduct.
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13. Cooperation with Authorities and Payment Partners

DriveX Studios may cooperate with:

- law enforcement agencies;
- judicial authorities;
- child-protection authorities;
- regulators;
- payment processors;
- acquiring banks;
- card networks;
- anti-fraud partners.

DriveX Studios may preserve and disclose information where reasonably necessary to:

- comply with legal obligations;
 - investigate illegal activity;
 - prevent fraud;
 - protect minors;
 - protect platform integrity;
 - comply with payment-compliance obligations.
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14. Evidence Preservation and Recordkeeping

DriveX Studios may preserve:

- moderation logs;
- complaint records;
- takedown records;
- audit trails;
- access logs;
- verification records;
- enforcement records;
- communications;
- supporting evidence.

Records may be retained where necessary for:

- compliance;
- legal defense;
- fraud prevention;
- payment compliance;
- law-enforcement cooperation.

15. Abuse of Reporting Systems

DriveX Studios prohibits abusive use of reporting systems, including:

- fraudulent reports;
- malicious takedown attempts;
- harassment through complaint systems;
- false impersonation claims;
- repeated bad-faith notices.

DriveX Studios reserves the right to:

- reject abusive complaints;
- restrict reporting privileges;
- suspend accounts;
- take legal action where appropriate.

16. Limitation of Liability

DriveX Studios does not guarantee:

- continuous availability of reporting systems;
- immediate removal of reported content;
- error-free moderation decisions;
- uninterrupted investigation processes.

Moderation and enforcement decisions may involve contextual and discretionary assessment.

17. Modifications to this Policy

DriveX Studios reserves the right to update or modify this policy at any time.

Updated versions will be published on the Platform.

Continued use of the Platform following updates constitutes acceptance of the revised version.

18. Contact Information

Compliance: compliance@drivexstudios.com

Legal: legal@drivexstudios.com

Appeals: appeals@drivexstudios.com

Support: support@drivexstudios.com