ENFORCEMENT REQUEST POLICY

This document outlines the Enforcement Request Policy (hereinafter – "Policy") of the Service Provider.

This Policy serves as a guideline for law enforcement or official representatives of government agencies ("Requestor," "you," or "your") who are seeking access to customer account information or customer content ("Customer Information") from the Service Provider ("our," or "we").

This Policy is not applicable to requests for information made by end users of customers.
The Service Provider is committed to maintaining trust and transparency in the handling and disclosure of Customer Information.

Except as expressly permitted by a user agreement, the Service Provider will disclose Customer Information only:
(a) pursuant to a valid legal request; or
(b) in the case of an emergency involving a danger of death or serious physical harm where the Service Provider may possess information necessary to prevent such harm; or
(c) to protect the rights of its customers.

This Policy is intended for informational purposes only and does not create obligations or waive any rights regarding how the Service Provider may respond in specific cases. Please review this Policy carefully prior to submitting an enforcement request.

1. GENERAL PROVISION

While we respect the importance of law enforcement investigations, the Service Provider upholds users' rights to due process and transparency. Therefore, we do not provide governments with direct or unrestricted access to user data. Each request is thoroughly reviewed for legal validity, proportionality, and compliance with applicable international data protection standards.

2. LEGAL REQUEST REQUIREMENTS

To be processed, enforcement requests must meet the following conditions:

(a) include a valid and enforceable legal document (e.g., court order) compelling disclosure of Customer Information;
(b) contain the name of the law enforcement agency or official government entity;
(c) include the name and contact information of the authorized agent or representative submitting the request;
(d) be issued from an official government source;
(e) clearly identify the categories of information being requested;
(f) include sufficient details to enable identification of the relevant customer account(s);
(g) specify the time period for which information is being requested;
(h) indicate the required response deadline, which should allow for a reasonable processing period (minimum one (1) month in advance);
(i) include any supporting documents referenced in the request.
(j) All requests must be submitted in English. If the request is originally in another language, it must be translated by a certified (sworn) translator and legalized or apostilled in accordance with applicable law.

3. CUSTOMER NOTICE

The Service Provider respects its customers' privacy and rights. Unless legally prohibited or where there is a clear risk of harm or unlawful activity, we aim to notify affected customers of enforcement requests prior to disclosing their information. This provides customers the opportunity to:

(a) address the request directly, if applicable; and/or
(b) assess its legal basis; and/or
(c) limit the scope of disclosed information; and/or
(d) seek legal remedies.
(e) Where possible, the Service Provider aims to provide at least seven (7) days' notice before responding to a request, although timing may vary based on the circumstances.

4. SUBMISSION OF REQUESTS

All enforcement requests, including supporting documentation and related correspondence, must be submitted exclusively through the Service Provider's official website via the designated submission channel.

Requests or inquiries sent through unofficial or unverified channels will not be processed or responded to.

No physical mail or direct email submissions will be accepted. Legal rights of the Service Provider and its customers remain fully reserved despite any acceptance of requests through the designated submission system.