



Additional terms & conditions

hosting services Boltrics

Boltrics Professionals B.V.

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Digital security

1. As a user of Boltrics' software, you are responsible for your conduct and content when using Boltrics' (hosting) services. Content, materials or actions that violate these terms are not permitted.
2. You are not allowed to perform illegal acts or attempt to generate or share illegal content, such as illegal hate speech or terrorist content and unlawful discriminatory content, or content that is illegal because it is related to illegal activities. Some illustrative examples include sharing images of child sexual abuse, unlawful and unauthorized sharing of private images, online stalking, sale of non-compliant or counterfeit products, and unauthorized use of copyrighted material.

Content moderation and enforcement

3. Many of our services that allow you to communicate with others or create, generate or share content use security systems to protect our services and other users.
4. Where appropriate, we may use automated systems or humans to review content to recognize suspected illegal or harmful content or conduct.
5. These terms describe what is not permitted while using our services, where we act as custodian of your database. With respect to the use of Microsoft products, Microsoft's terms of service and applicable codes of conduct agreed with you for use of the relevant services shall (also) apply.
6. We may block, remove, or refuse to display content if it appears to violate our terms of service or other policy for the service, or if required by law.
7. If you violate these terms, we may, among other things, restrict access to software or certain features or services and discontinue or suspend provision of the services.

Reporting a problem:

8. Reports of illegal content or user behavior in violation of our policies or terms of service can be reported by sending an email to: [legal@boltrics.nl].
9. Your report should include each of the following:
 - a. A sufficiently reasoned explanation of why you allege that the information in question is illegal content;
 - b. A clear indication of the exact electronic location of that information, such as the exact URL or URLs, and, where appropriate, additional information that identifies the illegal content, appropriate to the type of content and the specific type of hosting service;
 - c. Your name and an email address, except in the case of certain information deemed to include illegal content. We will use your email address to contact you if necessary.
 - d. A statement of good faith belief that the information and assertions made by you in the notification are accurate and complete.



10. If your report includes your electronic contact information, Boltrics will send you an acknowledgment of receipt of the report and notify you as soon as possible of its decision regarding the information to which your report relates.
11. If you believe we have misapplied our policy, you may send an email to [legal@boltrics.nl] requesting a review of Boltrics' relevant decision. We will then review our policy or decision. We will review your request and determine in our sole discretion whether to restore content or reverse a decision. Please note that we may not contact you regarding your request. Please also note that not all content is available for restoration due to the transient nature of such content. Please include in your request:
 - a. Where the content was located or what content is involved, with location;
 - b. Your email address. We will use your email address to contact you if necessary. However, please note that Boltrics may not need to contact you. Boltrics will determine the validity of your request, as well as any subsequent actions, but will not contact you to keep you informed of the processing of your request;
 - c. A description of the content for which you are requesting reinstatement, the reason why you believe the content should be reinstated, or the reason you believe Boltrics has (not) acted incorrectly with respect to certain content. Do not provide personal or sensitive information. Boltrics will only review information necessary to make a decision on your request.
12. If your request is not resolved to your satisfaction, there is the option to file a formal complaint according to Boltrics' complaints procedure. Boltrics' complaints procedure is listed on its website, see <https://www.boltrics.com/en/legal/>.

