HSJ Host Pty Ltd
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LEGAL CENTER

Copyright & Takedown Claims

How to report copyright or trade mark infringement, and how customers can respond.

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Introduction

HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"), respects the intellectual property rights of others and expects our customers to do the same. Our Acceptable Use Policy prohibits hosting content that infringes copyright, trade marks or other intellectual property rights.

This policy explains how to tell us about content hosted on our Services that you believe infringes your rights, and how our customers can respond.

1. Submitting an Infringement Notice

If you believe content hosted on our Services infringes your copyright, trade mark or other intellectual property rights, email legal@hsj.host with the subject line "Infringement Notice" followed by the website or domain name involved.

Your notice should include:

- your name, address, phone number and email address;
- a description of the work or intellectual property you say has been infringed;
- the exact location of the infringing content, such as the full web address (URL), so we can find it;
- a statement that you believe the use of the content is not authorised by the rights owner or permitted by law;
- a statement that the information in your notice is accurate, and that you are the rights owner or are authorised to act for them; and
- your signature, which can be typed.

If your notice is missing information, we may ask you for more details before we can act on it.

2. What We Do When We Receive a Notice

- We review the notice. If it is complete, we forward it to the customer responsible for the content and ask them to remove the content or respond.
- If the customer doesn't respond within a reasonable time, or the infringement is clear, we may remove or disable access to the content.
- We may share your notice, including your contact details, with the customer so they can respond to you directly.

- We are a hosting provider, so we can't decide legal disputes about who owns intellectual property. Where ownership is genuinely disputed, we may ask the parties to resolve it between themselves or through the courts.

3. Responding to a Notice (Customers)

If content you host with us was removed or disabled because of an infringement notice, and you believe this was a mistake, email legal@hsj.host with:

- your name, address, phone number and email address;
- a description of the content that was removed and where it was located;
- the reasons you believe the content doesn't infringe, for example because you own it, have a licence, or the use is permitted by law;
- your agreement that we may give your response, including your contact details, to the person who sent the notice; and
- your signature, which can be typed.

We will forward your response to the person who sent the notice. If they don't tell us within 10 business days that they have started legal proceedings, we may restore the content.

4. False or Misleading Notices

Please make sure your notice or response is accurate. Making a false or misleading claim may expose you to legal liability, including for any loss caused to the other party.

5. Repeat Infringers

We may suspend or terminate the accounts of customers who are the subject of repeated valid infringement notices, in line with our Acceptable Use Policy.

6. Other Complaints

- This process is for intellectual property complaints. To report other abuse, such as spam, phishing or malware, see section 8 of our Acceptable Use Policy.
- Disputes about who is entitled to a domain name are handled under the auDRP or UDRP, as described in our Domain Name Registration Agreement.