

Intellectual Property and DMCA

How to report misuse of content and follow a complaint.

Key points for reference

- Your content remains yours.
- Notices must identify the work and location.
- DMCA does not replace applicable Brazilian procedures.

Reference summary. The complete clauses below prevail.

1. Ownership and licenses

Rights in websites, brands, text, images, software and databases remain with their owners. Customers grant only the technical permissions needed to deliver the requested service. Hosting does not transfer ownership to Zovvi or authorize advertising with customer material.

Customers need licenses or lawful grounds to publish. Components, fonts and technologies retain their licenses. Internet availability does not imply unrestricted reuse permission.

2. Submitting a notice

Use Report Abuse or ola@zovvi.com.br. Identify the owner or representative, contact, work or right, exact URLs and verifiable facts. Provide standing and representation evidence where needed, avoiding excessive documents.

Explain in good faith why use is unauthorized or lacks an exception and affirm accuracy. Do not submit entire databases or illegal material. Trademark, copyright, privacy and fraud complaints involve distinct grounds.

3. Assessment and proportionate measures

Zovvi checks whether the resource is hosted, the evidence, urgency and legal regime applicable to its activity. It may seek details, notify the customer, preserve evidence and restrict with valid grounds. Competent orders are fulfilled within scope.

Not every allegation triggers removal, nor is a court order required in every situation. Law, binding rulings and facts apply, distinguishing technical hosting from platform curation. Assessment does not finally determine ownership or confer blanket immunity.

4. Response and challenge

Affected customers may provide licenses, authorship, mistaken identification, authorization or legal exceptions and seek review. Communications avoid unnecessary personal details or harmful evidence; confidentiality and others' rights may limit disclosure.

Restoration depends on grounds, risk and legal impediments, not an automatic foreign deadline. Proven recurrence or fraud may justify proportionate AUP measures.

5. DMCA requests

Where a US-subject technical provider requires DMCA procedures, notices are routed or handled under the responsible provider and applicable law. This policy does not represent Zovvi as a registered Copyright Office designated agent.

US deadlines, jurisdiction declarations or counter-notice disclosure are not automatically imposed on Brazilian accounts. Support explains the applicable procedure and necessary disclosure before requesting specific documentation.

6. Good faith, preservation and rights

False reports, concealed authorization or censorship and extortion attempts may create legal liability. Zovvi preserves only what investigation, lawful duties and claims require. Technical permissions end when no longer needed for service, subject to lawful copies and records. Administrative and judicial remedies remain available.