



## COMPLAINTS POLICY

### 1. What this policy covers:

1.1. This policy sets out what we do to protect you from illegal content.

1.2. You can make a complaint:

- about content you consider to be illegal or not compliant with Our Agreement With You;
- when you think we are not dealing with illegal content or activity as we should;
- where you think our content reporting systems and processes do not easily let users report content they believe to be illegal or in breach of Our Agreement With You;
- when you think we have insufficiently considered the importance of protecting users' rights to freedom of expression or privacy;
- where your content has been taken down on the basis that it is illegal or breaches Our Agreement With You;
- where we have given you a warning, suspended, banned or restricted you in any way as a result of your content which we consider to be illegal content or that otherwise breaches Our Agreement With You; and
- technology we use that results in your content being taken down, access-restricted or deprioritised and where you think the technology has been used in a way not set out in [Our Agreement With You](#).

### 2. How to submit a complaint

2.1. Please contact us at [admin@jigglejiggle.com](mailto:admin@jigglejiggle.com) and provide as much information as possible, so we can consider your complaint, including:

- your full name and contact details
- proof of your identity (e.g. passport)
- the username of the account that has posted the content

- the URL of the content in question
- the ground on which you are making a complaint (see clause 1.2 above)
- a brief statement explaining your complaint.
- a signature (physical or digital)

### 3. How we review your complaints

- 3.1. Once we have received your complaint, we may ask you or other people for further information or supporting documents to verify your identity and to assess your complaint.
- 3.2. When we have all information we need, we will review it and your complaint within 5 working days;
- 3.3. We will let you know, when our investigation has been completed and any action that we might take as a result of the investigation.

### 4. Abuse of our complaints process

There are a small number of users who do not legitimately raise complaints, because they are made in bad faith, can be considered obsessive or unreasonable, are designed to cause disruption, annoyance or harassment or do not have any serious purpose. If you are a user that does this, we may terminate your account with JiggleJiggle.

### 5. Rights if you live in EU

- 5.1. If you live in the EU and you believe that in your use of JiggleJiggle, we have breached the Digital Services Act, you have the right to complain to your local Digital Services Coordinator.
- 5.2. If you live in the EU and are a consumer, you may choose to try to resolve any dispute with us through consumer mediation services. You can find some suggestions for providers of this type of services here.

### 6. Rights if you live in the UK

If you are a consumer living in the UK and we restrict access to any content you generate or upload to or share on our service in a way that breaches [Our Agreement With You](#), or if we suspend or ban you from using our services in a way that breaches [Our Agreement With You](#), you have a right to bring a claim against us for breach of contract.

### 7. Your statutory rights

This policy does not affect your statutory rights.

## 8. Who we are

We are Sugar and Spice Media Limited trading as JiggleJiggle, a limited company (registration number 15167831) registered in England and Wales. Our registered office address is at 124 City Road, London, United Kingdom, EC1V 2NX. To contact us, please email: [admin@jigglejiggle.com](mailto:admin@jigglejiggle.com).

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