

Copyright, Content Complaint and Takedown Policy

How rights-holders, learners and authorities report infringing or unlawful content, and how Edly responds

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Copyright, Content Complaint and Takedown Policy

Edly respects intellectual-property and personal rights and acts promptly on credible complaints. This policy complements the Terms of Use and the Mentor's Author's Licence Agreement.

1. What you can report

Copyright infringement; use of a trademark or name; leakage or piracy of paid Course content; defamation or insults; invasion of privacy or use of a person's image or voice without consent (including deepfakes); child-safety concerns; content that breaks Uzbek law.

2. How to report

Send a notice to info@edly.uz or the in-app form, including: (1) your name, role (owner, agent, affected person) and contact details; (2) the exact location (URL, Course, lesson, timestamp) of the content; (3) the work or right concerned and evidence of ownership or authorisation; (4) why you say the use is unlawful; (5) a statement that the information is accurate and made in good faith; (6) your signature (electronic is fine). For child-safety reports, a short description is enough and a person reviews it within 24 hours.

3. What we do

Step	Timing
Acknowledge the report	within 2 working days (child safety: 24 hours)
Initial assessment (completeness, plausibility)	within 3 working days
Temporary restriction of clearly infringing or dangerous content	at once if the claim is credible and harm is serious
Notify the Mentor or user whose content is reported, with the notice details (personal data of the reporter shared only as needed)	at once
Counter-notice window	10 working days
Decision: remove, restore or keep	within 10 working days of the counter-notice, or sooner
Authority or court order	executed according to the order, after checking it

4. Counter-notice

The Mentor or user may respond with reasons and evidence (licence, authorship, consent, fair use). If the reporter does not start court or authority proceedings within 14 days of the counter-notice, we may restore the content if our assessment finds the claim unfounded. We never decide ownership; we manage risk and preserve the status quo fairly.

5. Repeat infringers

Accounts of repeat infringers (three confirmed notices in 12 months) are suspended or terminated, and a Mentor's licence may be terminated.

6. False or abusive notices

Knowingly false or abusive notices may be rejected, and we may seek compensation of losses caused to the affected party or Edly.

7. Piracy of Edly Courses

Edly and Mentors may send takedown requests to third-party sites, Telegram channels and social networks that host pirated copies, and may identify accounts that leaked content using technical logs, within the law. The Learner who leaks or discloses content (including in comments, chats, messenger groups or on other platforms) may lose Access without refund under clause 6.5 of the Public Offer and may be liable for damages.

8. Records

We keep a log of notices, decisions and communications for 5 years and report to authorities as required.