

# Go-Geo! Takedown Policy

This statement sets out how a user of Geo-Geo! (you) can make complaints or identify the misuse of information on Geo-Geo! The statement also sets out how EDINA ("we" or "us") will respond to such complaints. The Go-Geo! service is established and based in the UK and complies with EU and UK data protection law. If you are resident outside the EU we cannot confirm that our collection and treatment of personal data complies with your local data protection/privacy laws. If you have any questions relating to this takedown policy please [contact us](#). We aim to answer your query within 3 working days.

## 1 Making a complaint

If you find information on Geo-Geo! that you believe is unlawful for any reason (e.g. because it infringes copyright, intellectual property rights or data protection legislation), please use the template provided to make a [complaint](#). To help us deal with the complaint quickly and efficiently, you should provide as much detail as possible about the record and the nature of your complaint. Please identify yourself and assert that the complaint is made in good faith.

## 2 Notice and Takedown policy

If we receive a complaint the Notice and Takedown procedure will be invoked as follows:

1. We will acknowledge receipt of your complaint by email or letter and will make an initial assessment of the validity and plausibility of the complaint
2. If the complaint requires further investigation, the material will be temporarily removed from the Go-Geo! website pending an agreed solution
3. We will contact the contributor who deposited the material. The contributor will be notified that the material is subject to a complaint and under what allegations
4. If the complainant has an interest in resolving the complaint (e.g. if s/he believes that her/his rights have been infringed), s/he will remain involved in this process. Where the complainant has no interest in the complaint (i.e. s/he is just alerting us to an issue concerning data we hold), s/he will have no involvement in the process but will be informed of the outcome.
5. We will work with the contributor to either amend/edit the content and will liaise with the complainant if necessary. We will mediate between the contributor and the complainant to resolve the issue swiftly and amicably, however if brief mediation is insufficient to resolve the issue, the contributor and complainant will be encouraged to work towards a solution independently.
6. The process will result in the following possible outcomes:
  1. The material is replaced without change on the Go-Geo! website
  2. The material is replaced on the Go-Geo! website with changes
  3. The material is permanently removed from the Go-Geo! website.
7. We reserve the right, at our own discretion, to remove any material from Go-Geo!.

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## 3 Liability of information on Go-Geo!

Much of the information on Go-Geo! is either posted by registered users or harvested from other data portals. We cannot check every piece of information that our site serves. Contributors are responsible for the data that they submit. We will respond

to any complaint concerning content on Go-Geo! as quickly and efficiently as possible.

#### **4 Updates to policy**

We may change this statement from time to time to reflect changes in our service. You should review this statement regularly. Your continued use of our service after the statement has been revised will be taken to indicate your acceptance of the updated statement.