

Today's era is considered era of Digital Communication wherein more and more communication has been taking place through digital form and said has had a huge impact on our personal lives, meaning not only do we meet up with our friends and share these experiences with the rest of the users / communities / society / connects, we hashtag #every #single #post to try and generate the most likes and comments.

The communication depicts different nature:

- Informative Communication
- Humorous Communication
- Entertaining Communication
- Idea etc.

Some content may be of violation to Intellectual Property Rights. We (as Open IND Networks operating under brand name SUFFRAGE) as a responsible platform and zero tolerance towards such content work hard to restrict the same.

Since our modus operandi is with business objective is as follows:

- Allow sharing of information and thoughts on current political conversation
- Creation of awareness about the political leaders and their performance during the tenure of various posts held by them / served as elected candidates which would enable people to elect candidate wisely (It will also lead to increase in voting)
- Engagement people on a social media platform with networking service and help them understand what's happening in their locality / city
- Grievance / Complaint / Suggestion or raising an issue to political leader of respective location so that appropriate redressal will be done

We are open platform for sharing ideas, social ties, political ties, informative information etc. (It is an inclusive list and not a complete list), it may happen despite agreeing to our Content Policy, User may post such content not acceptable.

In this, we would like to inform to all our Users towards our commitment and approach for removal / deletion of any content which is in violation to Intellectual Property Rights. Any complaint received from authorized representative having custody / intellectual rights pertaining to any content / post would be sufficient enough for initiation of process from our end for deletion of such post.

### **Enforcement**

We have adopted zero tolerance policy for violation of Intellectual Property Rights and we are immediately removing such content as soon as become aware of any such content.

Our summary is as below:

Sr. No.	Month / Week / Day	No. of Posts deleted


In case of any content which we notice require legal action or non-compliance to regulatory provisions, we do report such content to Statutory / Regulatory Authorities.

**Continuous Improvement**

Our Back - Office Team is assigned with roles and responsibilities to ensure adherence to our guidelines and policies. Our basic aim is zero tolerance against any content which is in violation of Intellectual Property Rights.

We have internal guidelines and SOPs in place to remove such content within 72 hours from being highlighted by appropriate authority. The warning stages shall remain as below:

We have internal guidelines and SOPs in place to remove such content within 24 hours from being highlighted by appropriate authority. The warning stages shall remain as below:

Sr. No.	Warning Stages	Description
1	Warning 1	Non conformance to our policy intentionally on a continuous basis
2	Warning 2	No improvement despite of 1 <sup>st</sup> warning
3	Blocking of Account	No improvement despite of 2 warnings

Therefore, significant reliance has been placed on our Users and Community to identify and report potential contents having violation of Intellectual Property Rights (Therefore, we have developed **FAQs**). Upon receipt of report / complaint from any right holder or appropriate authority, we will remove content without any prior notice to User which consists anything in violation to Intellectual Property Rights (However, this is subject to valid proof / supporting documentation from complainant)

Our model works like watchdog. We then have our teams of reviewers, who have broad language expertise and work 24 hours a day across time zones, to apply our prohibited content policies.

Currently, we have back end team equipped with expertise which is engaged in continuous improvement and conformance to our quality standards.

Managing such huge No. of Users and Community of Indian Citizens in this manner has never been done before and we know we have do a lot more. Also, we know we will achieve what we have said before and strive towards commitment and adherence to zero tolerance policy.