

Copyright and Content Complaints

How to report content on a PriceHQ-hosted site that infringes your copyright or other rights.

Policies Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Send us the details of the content and why it infringes your rights.
- We pass valid complaints to our customer and may remove or disable the content.
- Customers can respond if they believe a complaint is wrong.

This summary helps you find your way. The full text below is what applies.

We host websites and services for our customers, who are responsible for their content. This policy explains how to report content that infringes your rights.

1. What to send us

- 1.1 Email hello@pricehq.tech with **"Content complaint"** in the subject, and include:
 - a. your name, contact details, and who you represent if you're acting for someone else;
 - b. the exact web address(es) of the content;
 - c. what right you say is infringed (for example copyright or a trademark) and evidence that you own or control it;
 - d. a statement that you believe in good faith the use isn't authorised; and
 - e. a statement that the information you've given is accurate.

2. What we do

- 2.1 We check the complaint is complete and that the content is on our services. If it isn't complete, we'll ask for what's missing.
- 2.2 We send the complaint to our customer and ask them to remove the content or respond, usually within 5 business days.
- 2.3 If the content clearly infringes, or the customer doesn't respond, we may remove or disable access to it. If it's illegal or harmful, we may act straight away.

2.4 We can't decide legal disputes between you and our customer. If the customer disputes the complaint, we may leave the content up and you may need to take the matter up with them directly or through the courts.

3. If you're our customer and receive a complaint

3.1 You can remove the content, or tell us why you believe the complaint is wrong, with any supporting information. We'll pass your response to the complainant.

3.2 If you repeatedly host infringing content, we may cancel your service under our Acceptable Use Policy.

4. Other content

4.1 For defamation, privacy or other legal complaints, send the same details. For spam, malware or phishing, see our Abuse Reporting.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.