Takedown Policy

Comment [A1]:
This Policy was updated to refer to "Pond" rather than "our Portal".

LAST UPDATED: 23 November 2015 ~~13 January 2014~~

VERSION 2 ~~1~~

Auckland Head Office
Suite 306, Geyser Building
100 Parnell Road
Auckland 1052
PO Box 37 118
Parnell, Auckland 1151

Wellington Office
Level 9, Bayleys Building
36 Brandon Street
Wellington 6011
PO Box 11 487
Wellington 6142

P 0800 LEARNING
P +64 9 972 1679
W www.n4l.co.nz
E info@n4l.co.nz

This policy applies to all content on ~~The Network For Learning Limited (referred to in this as "we", "us" or "our") portal or~~ our website or Pond (together "our sites").

1 Introduction

Our sites provide school teachers and students with access to content that is intended to support good educational outcomes. In addition to content that we prepare ourselves, our sites display content provided by users (including teachers, students, and providers of educational services). This "user content" is generally not vetted by us in advance and, in some situations, may be unsuitable for our sites.

It is very important to us that all content on our sites is lawful (eg does not breach anyone's intellectual property) and is appropriate for our audience (eg is age appropriate). Our Policies specify the content that we believe is suitable.
Schools and providers that use our sites agree to comply with our policies, and to ensure that their users do the same. Unfortunately, some unsuitable content will inevitably find its way to our sites. If we believe this has happened, we will promptly take the content down.

This policy describes how you may request us to take content down from our sites, and the process we will follow after receiving your request.

2 Takedown Requests

Requests to take material down from our sites usually come from holders of intellectual property rights in the content, or people who consider our content is otherwise unsuitable.

2.1 Rights Holders

If you are a rights holder and are concerned that you have found material on our sites for which you have not given permission, or that is not covered by a limitation or exception in national law, please let us know:

- Your contact details.
- The full bibliographic details of the material.
- The exact and full URL where you found the material.
- Proof that you are the rights holder or are an authorised representative of the rights holder.
- Why you are objecting to the use of the material.

2.2 Unsuitable Content

If you believe you have found otherwise unlawful or inappropriate content on our sites, please let us know:

- Your contact details.
- The exact and full URL where you found the material.
- A statement of the grounds on which you believe the content is unlawful or you find the content inappropriate.

2.3 Contact Details

To make a takedown request, please contact us in writing at the email or postal addresses below, or use the functionality on our sites to flag the item(s) in question:

noticeandtakedown@n4l.co.nz

Notice and Takedown
The Network for Learning Ltd PO Box 37 118
Parnell Auckland 1151

3 Takedown Procedure

After you make a takedown request, our standard procedure would be as follows:

- Unless we consider the request vexatious, we will acknowledge receipt of your request by email or letter and make an initial assessment of its validity.
- If we consider it appropriate, we will remove the content from our sites pending resolution of the matter.
- If we consider it appropriate, we will also contact the contributor of the material and advise them that the material is subject to a takedown request, provide them with the details of your request, and encourage them to resolve the matter with you.
- Once the matter has been resolved, the material may be:
  - replaced unchanged on our sites;
  - replaced on our sites with changes; or
  - permanently removed from our sites,

  in accordance with the resolution.
- If the matter is not resolved, we may take such action as we see fit (at our sole discretion), including any of the actions referred to above.

Regardless of the above, we reserve the right to modify or take down content from our sites at any time.