

## Takedown procedures

### How to complain

If you believe material is being used unlawfully by The University of Manchester (“**University**”), e.g., breaches copyright (either owned by you or a third party) or any other law, including but not limited to laws relating to patents, trade-marks, confidentiality, obscenity, defamation and libel, whether on its website or otherwise, please provide the University’s Copyright Guidance Service with the following information, by email [uml.copyright@manchester.ac.uk](mailto:uml.copyright@manchester.ac.uk):

- your contact details;
- full details of the material, including, where applicable, the website address where you found the material;
- the nature of your complaint;
- an assertion that your complaint is made in good faith and is accurate; and
- if you are complaining about a breach of your own copyright, please state that you are the rights owner or are authorised to act for the rights owner and provide supporting evidence.

Upon receipt of the complaint, the University will make an initial judgement on the validity of the complaint and:

- i. if it decides that the complaint should be investigated further, the relevant material will, wherever possible, be temporarily removed pending an agreed solution; or
- ii. if it is judged that the complaint should not be investigated further, the University will inform the complainant of this and its reasons.

If the University deems that the complaint should be investigated further, then the University will attempt to resolve the issue swiftly and amicably and to the satisfaction of both parties, with the following possible outcomes:

- i. the material is replaced unchanged;
- ii. the material is replaced with changes; or
- iii. the material is permanently removed by the University.

The information you provided will only be used in connection with your enquiry.

**Infringement of University of copyright material.**

If you believe copyright has been infringed in material where the University owns copyright, contact the University's Office of the General Counsel with full details of the nature of the potential infringement.

For any other copyright queries, please contact the University at [uml.copyright@manchester.ac.uk](mailto:uml.copyright@manchester.ac.uk).