Complaints, Takedown and Appeals Policy

CreamyPeach (creamypeach.com) is operated by **PEACHCREAM S.R.L.**, a company registered in Romania (Trade Register no. J2026041854006, CUI 55048995), with its registered office at Șoseaua Iancului nr. 53, bl. 102B, sc. C, et. 7, ap. 111, Sector 2, Bucharest, Romania ("**CreamyPeach**", "**we**", "**us**", "**our**").

Version: 1.1 | **Effective date:** 30 October 2026 | **Contact:** support@creamypeach.com

This Policy explains how anyone — whether or not they have a CreamyPeach account — can report content or conduct on CreamyPeach, how we handle reports, how quickly we respond, how a person depicted in content can have it removed, and how to appeal a decision we have made. It forms part of our Platform Policies and should be read together with our Acceptable Use Policy and Content Moderation Policy.

1. Our commitments

1. **Every report is reviewed by a human.** Automated tools help us triage, but every decision to remove or keep content following a report is taken by a trained member of our Trust & Safety team.
2. **Fast response times.** We acknowledge every report within **24 hours** and resolve it within **seven (7) business days** at the latest. Urgent categories are handled much faster (see Section 4).
3. **Removal first in urgent cases.** Where a report credibly alleges that content depicts a minor, is non-consensual, or involves trafficking or coercion, we remove or disable the content **immediately upon triage**, before our investigation is complete.
4. **A right of appeal.** Both the person who reported content and the person whose content was actioned can appeal our decision, for six months after it.
5. **A right of removal for anyone depicted.** Any person who appears in content on CreamyPeach can ask for that content to be removed, and we will remove it.
6. **No retaliation.** We do not penalise users for reports made in good faith.

2. What you can report

You can report any content (posts, images, videos, audio, messages, profiles, usernames, AI-generated content) or any conduct that you believe:

- violates our Acceptable Use Policy or any other Platform Policy;
- depicts or involves a person under 18;
- depicts you, or someone you know, without consent;
- uses your likeness, name, voice or identity (including through AI, face-swapping or "deepfake" techniques) without your consent;
- infringes your copyright, trademark or other intellectual property rights;
- is unlawful in your country; or
- otherwise causes you concern.

3. How to report

3.1 In the platform

Use the **Report** button that appears on every post, message, profile and piece of content. Select the category that best describes the problem and add any details that will help us. You will receive a case number and a confirmation.

3.2 By email

Send an email to **support@creamypeach.com** with the subject line **“Report”**. Please include:

- the link (URL) to the content or profile, or the creator’s username;
- the category of the problem (for example “minor”, “non-consensual”, “my likeness”, “copyright”, “other”);
- a short description of why you are reporting it;
- a statement that you believe in good faith that the information in your report is accurate and complete; and
- your contact details so we can reply to you. If you are reporting non-consensual content that depicts you, you may ask us to communicate through a representative.

3.3 Anonymous reports

You do not need an account to report content. If you report by email you may use any email address; we will treat your identity as confidential and will not disclose it to the creator or user you reported, unless we are required to do so by law.

3.4 Reports from authorities and trusted organisations

Law enforcement agencies, regulators, child-protection hotlines and other trusted organisations may contact us directly at **legal@creamypeach.com** with the subject line **“Law Enforcement”** or **“Trusted Flagger”**. These reports are prioritised and handled by our Trust & Safety lead personally.

4. Response times

Category of report	Content disabled	Acknowledgement to reporter	Final decision
Suspected minor (CSAM or sexualised depiction of a minor, including AI-generated)	Immediately on triage, within 4 hours of receipt	Within 24 hours	Within 2 business days
Non-consensual intimate imagery, deepfake or likeness without consent	Immediately on triage, and in any event within 48 hours of a valid	Within 24 hours	Within 2 business days

Category of report	Content disabled	Acknowledgement to reporter	Final decision
	request		
Bestiality, human trafficking, coercion, prostitution or escort activity	Immediately on triage, within 4 hours of receipt	Within 24 hours	Within 2 business days
Removal request from a person depicted (Section 5)	Within 48 hours of a valid request	Within 24 hours	Within 2 business days
Other prohibited content (incest themes, violence, bodily waste, hate, illegal activity)	Within 24 hours if the report is credible on its face	Within 24 hours	Within 5 business days
Intellectual property complaints	On verification of the complaint	Within 24 hours	Within 7 business days
All other complaints	Depending on findings	Within 24 hours	Within 7 business days

"Business days" means Monday to Friday, excluding Romanian public holidays. All timings run from the moment we receive the report. We monitor reports **every day, including weekends and holidays**, for the urgent categories in the first four rows.

5. Removal requests from persons depicted in content

Anyone who appears in content published on CreamyPeach — including a person who originally consented to it — may ask us to remove it at any time, for any reason. A parent or guardian of the person depicted, or a representative authorised by them, may make the request on their behalf.

How to ask: email **support@creamypeach.com** with the subject line **"Removal Request"**, or use the Report button and select "I appear in this content". Please tell us:

1. the link(s) to the content, or enough information for us to identify it;
2. that you appear in the content; and
3. a way to contact you.

What we do: we disable the content within **48 hours** of receiving a request that contains this information, and we remove any identical copies we identify on the platform. We act on a good-faith request: a signed statement that you are the person depicted is sufficient. If the content was published by a verified creator who registered you as a co-performer, we match your request against the existing verification record so that we do not remove content at the request of someone who is not depicted in it; we never require more information than is necessary for that purpose, and you may choose to confirm your

identity through our verification provider instead. The creator who published the content is notified that it has been removed at the request of a person depicted, but is not told who made the request unless you ask us to tell them.

Content that depicts you and that was published without your consent is also non-consensual content under our Acceptable Use Policy and will be treated as an urgent report.

6. Intellectual property complaints

If you believe that content on CreamyPeach infringes your copyright or other intellectual property rights, email **legal@creamypeach.com** with the subject line **"IP Complaint"** and include: your name and contact details; identification of the work you say is infringed; the link(s) to the content on CreamyPeach; a statement that you believe in good faith that the use is not authorised by the rights holder, their agent or the law; a statement that the information you provide is accurate and that you are the rights holder or authorised to act for them; and your physical or electronic signature. We will remove or disable the content on verification of a complete notice and notify the creator, who may submit a counter-notice. Knowingly false complaints may make you liable for damages.

7. How we investigate

When we receive a report we:

1. **Triage** it according to the categories in Section 4 and, in urgent categories, disable the content immediately.
2. **Preserve** the content and related records (including upload data, verification records and messages) so that they are available for our investigation and for any lawful request from authorities, even if the content is removed from public view.
3. **Review** the content against our Acceptable Use Policy, applicable law and card-network rules. Where the report alleges that a person depicted is a minor, we check our verification records for every person depicted; if any person depicted cannot be matched to a verified adult, the content stays down.
4. **Decide** whether to remove the content, keep it, or take further action against the account (warning, restriction, suspension or termination).
5. **Notify** the reporter of the outcome and notify the creator or user concerned with a statement of reasons that identifies the content concerned, the action taken, the facts and circumstances relied on (including whether the decision followed a report), whether automated means were used in detecting or deciding on it, the provision of our Platform Policies or the law on which the decision is based, and the options for redress: the appeal in Section 8 and the courts and other bodies in Section 8.5.
6. **Report** confirmed child sexual abuse material to the competent authorities, including the Romanian Police, the NCMEC CyberTipline, and other authorities as required, and report confirmed trafficking or other serious crimes to law enforcement. We also notify our payment partners of confirmed incidents as required by our agreements with them.

8. Appeals

8.1 Who can appeal

- A **creator or user** whose content was removed or whose account was restricted, suspended or terminated.
- A **reporter** whose report was not upheld.

8.2 How to appeal

Submit your appeal within **six (6) months** of our decision, either by replying to the decision email or by emailing **support@creamypeach.com** with the subject line **"Appeal"** and your case number. Explain why you believe the decision was wrong and include any supporting information (for example proof of consent or of the age of a person depicted).

8.3 How appeals are decided

Appeals are reviewed by a person who was **not** involved in the original decision: decisions taken by a reviewer are appealed to our Trust & Safety lead, and decisions taken by the Trust & Safety lead are appealed to our Chief Executive Officer. We decide appeals within **seven (7) business days** and tell you the outcome and the reasons in writing. If we were wrong, we reinstate the content or account and, where relevant, release any withheld earnings.

8.4 Exceptions

There is no right of appeal against a termination for confirmed child sexual abuse material, confirmed non-consensual intimate imagery, confirmed synthetic depiction of a real person, bestiality or human trafficking. Content removed at the request of a person depicted in it is not reinstated against that person's wishes.

8.5 Courts and other bodies

Nothing in this Policy limits your right to bring a claim before a court, or to complain to a competent authority such as the Digital Services Coordinator of your Member State under Regulation (EU) 2022/2065 (the Digital Services Act). Where a certified out-of-court dispute settlement body agrees to hear a dispute about a decision we have taken, we will engage with it in good faith.

9. Record keeping and transparency

We keep a log of every report, removal request and appeal, including when it was received, what action we took and when, and whether we met the response times in this Policy. From launch, this log is used to monitor our performance, is made available to our payment partners on request, and is summarised in periodic transparency reporting.

10. Changes to this Policy

We may update this Policy from time to time, in particular to reflect changes in law, card-network rules or the requirements of our payment partners. The current version is always

available at creamypeach.com. Material changes will be notified to registered users by email or in-platform notice at least 14 days before they take effect, unless a change is required by law or to address an urgent safety risk, in which case it takes effect immediately.

11. Contact

PEACHCREAM S.R.L.
Șoseaua Iancului nr. 53, bl. 102B, sc. C, et. 7, ap. 111, Sector 2, Bucharest, Romania

Please use the address and subject line that match your request so that it reaches the right person quickly:

Address	Subject line	Use for
support@creamypeach.com	Report	Reporting content or conduct
support@creamypeach.com	Removal Request	A request by a person depicted in content to have it removed, or withdrawal of a consent or likeness licence
support@creamypeach.com	Appeal	Appealing a decision
support@creamypeach.com	Safety	Confidential reports of coercion, trafficking or exploitation (see our Anti-Human Trafficking and Exploitation Policy)
legal@creamypeach.com	IP Complaint	Copyright or trademark complaints
legal@creamypeach.com	Law Enforcement	Requests from police, prosecutors, courts or regulators
legal@creamypeach.com	Trusted Flagger	Reports from child-protection hotlines and other trusted organisations
legal@creamypeach.com	2257 Inquiry	Inquiries about the age or identity of persons depicted (see our 18 U.S.C. § 2257 Compliance and Exemption Statement)
billing@creamypeach.com	Billing complaint / Cancel subscription / Withdrawal	Payment, refund, cancellation and statutory withdrawal matters (see our Refund and

Address	Subject line	Use for
		Cancellation Policy)
privacy@creamypeach.com	—	Data protection requests (see our Privacy Policy)
dsa@creamypeach.com	—	Digital Services Act point of contact for authorities
security@creamypeach.com	—	Security vulnerability reports

Our single point of contact for authorities of EU Member States, the European Commission and the European Board for Digital Services under the Digital Services Act is dsa@creamypeach.com; our point of contact for recipients of the service is support@creamypeach.com. Communications may be made in English or Romanian.