

LEG-008 / CURRENT PUBLIC VERSION

Contact, Complaints and Escalation Policy

How support, safety, privacy, billing, legal, and urgent removal matters are routed.

EFFECTIVE DATE	ISSUED BY	CONTACT
26 September 2026	LIBRASIDE TECHNOLOGIES LLC d/b/a SideOf	support@sideof.app

READ THIS FIRST

SideOf support is not an emergency, medical, legal, or crisis service. Contact local emergency services for immediate danger.

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1. General contact

Use in-product controls when available or email support@sideof.app. Include the account contact, a concise description, relevant dates, and safe supporting information. Never send a password, authentication code, full payment-card number, precise home address, or unnecessary intimate material.

2. Safety and member conduct

Use Report for harassment, explicit content, fake profiles, scams, hate or abuse, underage concerns, intimate images shared without consent, or other unsafe conduct. Use Block separately to stop contact. Reports are prioritized according to urgency, safety risk, legal obligations, and the information available.

3. Intimate-image removal requests

Email support@sideof.app with the subject 'Intimate Image Removal Request.' Identify the content and its location; state that you are depicted or authorized to act, that publication was not consented to, and that the request is accurate; provide contact information and a physical or electronic signature. Valid requests are handled within the 48-hour federal removal period, including known identical copies.

4. Privacy and consumer health data

Use Download my data or Delete account in the app, in Settings, then Account, or email support@sideof.app with 'Privacy Request,' 'Privacy Appeal,' or 'Consumer Health Data Request' in the subject line. SideOf verifies identity and may request only information reasonably needed to authenticate and fulfill the request. A person does not need to create a new account to submit a request.

5. Billing

Use the provider's subscription-management controls to cancel. Send direct-purchase billing questions or verified transaction concerns with 'Billing' in the subject line. Do not email full card data. A billing complaint does not extend a cancellation deadline.

6. Copyright, legal, and security

Copyright notices go to SideOf's designated agent, named in Copyright Policy Section 7, with 'Copyright Notice' in the subject line. Other formal legal notices should use 'Legal Notice.' Vulnerabilities should follow SECURITY.md or the published security-reporting route and should not be placed in a public issue.

7. Complaint handling and appeals

SideOf records and routes a complaint to the responsible controlled process, may request relevant information, restrict access during review, and provides an outcome or status when appropriate. SideOf protects another person's confidential report and personal information. A complaint does not guarantee a requested remedy. Moderation decisions may be appealed within 180 days with "Account Appeal" in the subject line, and privacy decisions with "Privacy Appeal", as the Privacy Policy explains.

8. Accessibility and response timing

Response time depends on urgency, complexity, available information, and applicable legal obligations. SideOf does not promise a response time unless law establishes one. Tell support if you need a reasonable communication accommodation or cannot access the in-product route.