**SAMPLE 1**

**(Notice and Notice: Letter to the Customer)**

[Hosting Provider heading]

[Customer’s address]

[City, date]

**Notice of potentially illegal content on [website/application]**

Dear Mr. […] / Dear Ms. […]

[Sender of notice] has informed us that content is being made available via your [website/application], [*select applicable version(s)*]

* that violates the rights of third parties, specifically [copyrights, trademark rights, privacy rights];
* that meets the definition of one or more crimes, particularly in the area of [pornography, violent images, racism, libel].

Please find enclosed the respective letter from the sender of the complaint.

As a Hosting Provider, we supply you with an infrastructure and associated services that enable you to store and process content and make it publicly available to third parties. Please note that when using our services, you may only deliver lawful content. You alone are liable for all content delivered. Furthermore, please note that you must reimburse us for expenses we incur in defending against third-party claims and for any additional losses. We reserve the right to request that you provide security as a precaution to cover this loss.

We cannot assess whether the aforementioned claims are true. If you acknowledge these claims, we ask that you remove the content in question immediately. If you do not acknowledge these claims, please resolve the matter directly with the sender of the complaint. You will find the sender's contact information in the letter forwarded as an enclosure hereto.

Sincerely,

[Signature]

[First name, surname]