

IMIJS Account Suspension & Appeals Policy

Version: 1.0

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1. Introduction

This Account Suspension & Appeals Policy ("Policy") explains how IMIJS Ltd ("IMIJS", "we", "our", or "us") investigates suspected breaches of our policies, applies enforcement measures, and handles appeals.

This Policy should be read alongside the IMIJS Terms & Conditions, Acceptable Use Policy, Community Guidelines, Content Moderation Policy, and all other applicable IMIJS policies.

Our aim is to protect users, maintain the integrity of the Platform, and apply our rules fairly and consistently.

2. Scope

This Policy applies to all IMIJS users, including:

- Individual users.
 - Event organisers.
 - Corporate Members.
 - Corporate Plus Members.
 - Administrators.
 - Moderators.
 - Organisations using the Platform.
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3. Reasons for Enforcement Action

IMIJS may investigate and take action where there is reason to believe that a user has:

- Breached the IMIJS Terms & Conditions.
- Violated the Acceptable Use Policy.
- Violated the Community Guidelines.
- Uploaded unlawful or infringing content.
- Engaged in fraud or attempted fraud.
- Compromised the security of the Platform.
- Harassed, bullied, threatened, or abused another user.
- Shared harmful, misleading, or deceptive content.
- Circumvented Platform restrictions or enforcement actions.

- Used the Platform for unlawful purposes.

Investigations may also be initiated in response to legal obligations or requests from competent authorities.

4. Types of Enforcement Action

Depending on the nature, seriousness, frequency, and impact of the conduct, IMIJS may apply one or more of the following measures:

- Educational guidance.
- Informal warning.
- Formal warning.
- Removal of content.
- Temporary feature restrictions.
- Temporary account suspension.
- Permanent account termination.
- Restriction of organiser or administrator privileges.
- Restriction of Corporate Membership features.
- Reporting to law enforcement or regulatory authorities where required or appropriate.

IMIJS is not required to apply these measures in any particular order.

5. Immediate Suspension

IMIJS may suspend an account immediately, without prior notice, where reasonably necessary to:

- Protect users.
 - Prevent fraud.
 - Prevent ongoing harm.
 - Protect the security or stability of the Platform.
 - Comply with legal obligations.
 - Respond to a court order or lawful request from a competent authority.
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6. Investigations

When investigating a suspected breach, IMIJS may consider:

- Reports submitted by users.
- Content uploaded to the Platform.
- Chat messages within authorised areas of the Platform.
- Event information.
- Account history.
- Login and security records.
- Information provided by affected users.

- Information received from trusted third parties or competent authorities where appropriate.

Investigations will be conducted in a manner that is proportionate to the nature of the suspected breach.

7. User Notification

Where appropriate and legally permissible, IMIJS will notify affected users of:

- The action taken.
- The reason for the action.
- Any restrictions applied.
- The availability of an appeal.

In some circumstances, IMIJS may be unable to provide detailed reasons, including where doing so would:

- Prejudice an investigation.
 - Compromise Platform security.
 - Reveal information relating to another person.
 - Breach legal obligations.
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8. Appeals

If you believe enforcement action has been taken in error, you may submit an appeal.

An appeal should include:

- Your name and account details.
- A description of the decision you are appealing.
- Any relevant supporting information or evidence.
- An explanation of why you believe the decision should be reviewed.

Submitting an appeal does not automatically restore access to your account.

9. Appeal Review

Appeals will be reviewed by IMIJS as reasonably practicable.

During the review process, IMIJS may:

- Uphold the original decision.
- Modify the enforcement action.
- Remove restrictions.
- Restore the account.

- Request further information.

The outcome will be communicated to the user where appropriate.

10. Repeat Violations

Users who repeatedly breach IMIJS policies may be subject to escalating enforcement action.

Repeated or serious violations may result in permanent removal from the Platform without further warnings.

11. False Reports

Users must not knowingly submit false, misleading, or malicious reports about other users.

Misuse of the reporting system may itself result in enforcement action.

12. Data Retention

Information relating to reports, investigations, enforcement actions, and appeals may be retained for as long as reasonably necessary to:

- Investigate policy breaches.
- Protect users.
- Prevent fraud.
- Comply with legal obligations.
- Defend legal claims.
- Improve moderation processes.

Retention periods may vary depending on the circumstances and applicable legal requirements.

13. Limitation of Liability

To the fullest extent permitted by law, IMIJS shall not be liable for losses arising from enforcement actions taken reasonably and in good faith to:

- Protect users.
- Maintain Platform security.
- Enforce Platform policies.
- Comply with legal obligations.

Nothing in this Policy excludes liability that cannot legally be excluded.

14. Changes to This Policy

IMIJS may update this Policy from time to time.

The latest version will always be available through the Platform and on the official IMIJS website.

Continued use of the Platform after changes take effect constitutes acceptance of the updated Policy.

15. Contact

Questions regarding this Account Suspension & Appeals Policy or requests to appeal an enforcement decision should be directed to IMIJS using the contact details published within the Platform or on the official IMIJS website.

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