

Privacy Complaint Policy

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The BBM Channels Content Guidelines and the BlackBerry Online Community Standards emphasize the importance of respecting the privacy rights of others. Users must ensure that any content that is made available through BBM Channels does not violate those rights.

Any BBM Channel that posts, or any individual post within a BBM Channel that contains, private or confidential information, without the appropriate authorization may be removed under BBM Channel's Privacy Complaint Policy. Such channels may also be subject to further legal sanctions. Examples of the type of information which may be considered private or confidential include, without limitation:

- non-public, personal phone numbers
- non-public, personal email addresses
- images or videos that are considered and treated as private or personal information of other individuals under applicable laws and were posted without the consent of the individual(s) or their legal guardians

Please note that even though you may think that a posting contains information that you consider private, those postings may not be a violation of this policy. We will consider the context of the complaint and the nature of the information posted, as well as local privacy laws, to make a determination about whether this policy has been violated.

It is always good to communicate with the person you have an issue with! If you have an issue with a particular Channel, please be sure you notify the Channel owner directly. We may forward your complaint to the owner and we may also disseminate and publish your complaint, or the information contained in it, to the extent necessary to process your complaint.

If you have a good faith belief that a BBM Channel has posted private or confidential information about you (or another person for whom you are authorized to act) without your permission please let the BBM Channel owner know. You may also let us know, and if doing so please provide us with as much information as possible to assist us in reviewing and evaluating your complaint, including the following information:

1. ***The name and PIN of the BBM Channel(s) at issue.*** We need your help to enable us to readily locate and identify the private or confidential information that you believe has been posted without permission. If possible, send us pictures/screen shots.
2. ***Details about the personal or confidential information.*** The more information we have, the easier it is for us to process your complaint.
3. ***Description of how the post is private or confidential information about you or another person for whom you are authorized to act.*** If the private or confidential information that you identify is not your own, please include documentation to substantiate: (a) who the other individual(s) are, and (b) that you are authorized to act on behalf of the person(s) or entity(ies) whose information is posted. Photos and videos of other adults with legal capacity to act will need to be reported by

those individuals themselves.

4. **A declaration that this personal or confidential information is posted without authorization.** Please include the following statement: "I believe in good faith that [content] infringes [my privacy rights, or the rights of the person or entity on whose behalf you are submitting the complaint], and that the posting of this content is not authorized by [me or the rights holder], its agent or the law. The information in this notification is accurate and I swear under penalty of perjury or other legal penalties that I am [the owner /or/ authorized to act on behalf of the owner] of an exclusive right that is allegedly to be infringed, and I hereby request that BlackBerry and its affiliated companies and service providers ("BlackBerry") remove such content from BBM Channels.
5. **Identify who you are and provide us with your contact information.** This should include your full name, address, telephone number, and email address.

Your complaint should be sent via email and addressed to BBMprivacycomplaints@blackberry.com.

You don't need a lawyer to file a complaint, but please be aware that BlackBerry cannot provide you with legal advice. In addition, please bear in mind that intentionally alleging that legitimate content is illicit in order to obtain its removal or withdrawal may be sanctioned and that you may incur liability for such actions.