**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; anonymized if necessary] 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].

The corresponding letter from the sender of the complaint can be found [anonymized] in the enclosure. [If the DSA is applied, the letter from the sender must potentially be anonymized, see CoC Hosting, Sections 2 and 5.3(a)].

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 the identity of the sender of the notice has been communicated to the customer:] 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.

[If the identity of the sender of the notice **has not been** disclosed to the customer:] If you do not acknowledge the allegations, you can send us a statement, which will be forwarded to the sender of the complaint in anonymized form. Any statement can be sent to [contact details of the responsible hosting provider]. We reserve the right to analyze the allegations again based on your statement (or if this is not received within a reasonable period of time) and to proceed in accordance with Section 6.1 of the Code of Conduct Hosting.

Sincerely,

[Signature]

[First name, surname]