

Library Services Take Down Policy for video content

April 2020

We have sought to ensure that the content of our video recordings complies with UK copyright law. Most readings are taken from items that to the best of our knowledge are in the public domain.

Please note that we reserve all rights to the usage of our video recordings.

If you feel that your copyright has been infringed in any way, please notify us by email immediately at library-enquiries@bristol.ac.uk using the subject line 'copyright enquiry.'

All complaints made under this policy must contain the following information:

- the complainant's full name, address, telephone number and email address
- a full description of the material about which the complaint is made
- the grounds of complaint
- Any other relevant information in support of the complaint

On receipt of a complaint we will:

- Acknowledge receipt of your complaint
- Temporarily remove the video from public display
- Assess the validity and plausibility of the complaint, seeking legal advice from the University of Bristol Secretary's Office as required.
- Respond to your complaint within 10 working days.

There are two potential outcomes:

- If the complaint is judged invalid or unproven, then the video will be restored unchanged
- If the complaint is judged valid, the video will not be restored

An email or letter of notification will be sent to the complainant to confirm the final decision

A record will be kept of the complaint, the review and the final decision.