

Appeals against Moderation Decisions

Version: 1.0

Effective date: 25 September 2026

Last updated: 25 September 2026

Controlling language: Français / French / Frans

The French version is controlling. In case of any discrepancy between language versions, the French version prevails unless mandatory law provides otherwise.

SPEC CONSTRUCTION TECHNOLOGIE SRL

Chaussée de Roodebeek 206, 1200 Woluwe-Saint-Lambert, Belgique

Entreprise / Ondernemingsnummer / Enterprise No.: 0844.731.626

TVA / BTW / VAT: BE 0844.731.626

E-mail: sct@sctwebcare360.com

Web: sctwebcare360.com

Sommaire / Inhoud / Contents

1. 1. Scope
2. 2. Appeal contents
3. 3. Effect
4. 4. Review and timing
5. 5. Decision
6. 6. External remedies

1. Scope

A business or affected user may request review of a moderation decision, including rejection, hiding, removal or suspension of an ad, video, review, profile or account.

This mechanism is offered as an internal contractual policy of SCT WebCare 360, without prejudice to external remedies that may apply under the DSA or other law.

2. Appeal contents

- Decision/case reference.
- Affected content or account.

- Reasons for the appeal.
- New evidence where available.
- Contact information for the outcome.

3. Effect

An appeal does not automatically reverse the original decision. Content may remain hidden during review where there is a legal, fraud, security or third-party harm risk.

4. Review and timing

Acknowledgement is normally immediate or within 24 business hours. The Platform aims to decide within 14 calendar days; complex cases may take up to 30 days with notice.

5. Decision

The appeal may confirm, vary or overturn the initial decision. The final outcome gives the main reasons and applicable measure. Actions are recorded in the audit trail.

6. External remedies

Where the DSA or another law provides for it, affected persons may use external mechanisms, including a competent authority or certified out-of-court dispute settlement body. In Belgium, BIPT/IBPT is the national Digital Services Coordinator.