

Take Down Notice Procedure

If you encounter any computer data that falls within the scope of illegal computer data as defined under **Section 14 of the Computer - Related Crime Act B.E. 2550 (2007)** (as amended B.E.2560 (2017)), you may submit a complaint requesting **Bitazza Co., Ltd.** to suspend or remove such data from the computer system under the Company's control, in accordance with the procedures prescribed by the Company as outlined below.

Step 1: Verify the type of information

Please verify that the reported content falls under “illegal computer data” as defined in Section 14:

- 1.1 Distorted or falsified computer data (not constituting defamation)
- 1.2 False computer data affecting national security or public order
- 1.3 Computer data affecting national security or terrorism
- 1.4 Obscene data accessible to the public
- 1.5 Disseminating or forwarding the computer data 1.1 - 1.4 above

Step 2: Download and complete the Form

- 2.1 Download the **Take Down Notice Form**.
- 2.2 Complete the form accurately and in full detail.

Step 3: Prepare supporting documents

- 3.1 In case the complaint is signed personally.
 - If the complainant has previously completed the identity verification (KYC) process with the Company, it is not necessary to submit a copy of the ID card or any other government-issued identification document (e.g., Passport).
 - If the complainant has not completed KYC, please attach a copy of the ID card or any other government-issued identification document (e.g., Passport) with a signed certification of true copy.
- 3.2 In case the signature is an authorized representative. Please provide the following documents:
 - The original Power of Attorney, duly signed by both the complainant and the representative, affixed with stamp duty as required by law.
 - A certified true copy of the complainant's ID card or any other government-issued identification document (e.g., Passport).
 - A certified true copy of the authorized representative's ID card or any other government-issued identification document (e.g., Passport).
- 3.3 If a police report has been filed (If applicable) Please provide the following documents:
 - A certified true copy of the Daily Record or Complaint Report filed with the police.
 - Document or evidence submitted to the investigator or police officer with a signature certifies that the copy is correct.
- 3.4 Other documents or evidence.
 - Any documents or evidence demonstrating a violation of Section 14 of the Computer-Related Crime Act.
 - Any evidence showing damage suffered by the complainant or third parties (If applicable)

Important Note: Please redact or obscure sensitive personal data (e.g., religion and blood type) from ID card copies before submission. If not the Company reserves the right to redact such information on your behalf.

Step 4: Submit the form

- Submit the **Take Down Notice Form** and supporting documents via email to: support@bitazza.com
(This is the only submission channel)
- Email Subject: “**Complaint on Illegal Computer Data**”

Step 5: Review and Consideration

The company will review and verify the completeness and correctness of the submitted documents.

- If documents are complete and the matter falls within the scope of the law, the Company will take action within the timeframe required by law.
- If documents are incomplete or the matter falls outside the legal scope the Company reserves the right not to proceed.

For any inquiries, please contact us via email: support@bitazza.com