

# Durham Research Online [DRO]

## Takedown Policy

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If you are a rights owner and are concerned that you have found material, for which you are the rights owner, on the DRO website and you have not given permission, please contact us in writing stating the following:

- Your contact details.
- The full bibliographic details of the material.
- The URL of the DRO item: <http://dro.dur.ac.uk/XXXX/>
- A statement that, under penalty of perjury, you are the rights owner or are authorised to act for the rights owner.

**Please send to:**

Durham University Library  
Stockton Road  
DURHAM  
DH1 3LY  
United Kingdom

**or email:** [dro.admin@durham.ac.uk](mailto:dro.admin@durham.ac.uk)

The 'Notice and Takedown' procedure is then invoked as follows:

1. Durham University will acknowledge receipt of your complaint by email or letter and will make an initial assessment of the validity and plausibility of the complaint.
2. The material will be temporarily removed from the Durham Research Online website pending an agreed solution.
3. Durham University will contact the contributor who deposited the material. The contributor will be notified that the material is subject to a complaint, under what allegations, and will be encouraged to assuage the complaints concerned.
4. The complainant and the contributor will be encouraged to resolve the issue swiftly and amicably and to the satisfaction of both parties, with the following possible outcomes:
  - The material is replaced on the Durham Research Online website unchanged.
  - The material is replaced on the Durham Research Online website with changes.
  - The material is permanently removed from the website.
5. If the contributor and the complainant are unable to agree a solution, the material will remain unavailable through the Durham Research Online website until a time when a resolution has been reached.