HUNTR - Complaints and Content Removal Policy & Procedures

Platform Operator: RFYNE (RFYNE PTY LTD, ACN: 695 701 501)

Website: www.huntr.net.au

Effective Date: 27 October 2026

1. Purpose and Scope

1.1 HUNTR ("HUNTR", "we", "us" or "our") is an adult digital content platform owned and operated by RFYNE.

1.2 This Policy establishes the procedures for receiving, investigating, resolving and recording complaints concerning content or activities associated with HUNTR.

1.3 HUNTR is committed to maintaining a lawful and responsible platform and addressing reports of illegal, non-consensual, prohibited or otherwise violating content promptly and fairly.

1.4 This Policy applies to all content made available through HUNTR, including purchased content, previews, Creator profiles, promotional materials and other publicly or privately accessible content.

1.5 This Policy operates alongside HUNTR's Terms of Service, Content Management Policy & Procedures and Child Sexual Abuse and Exploitation Prevention Policy.

2. Who May Submit a Complaint

2.1 Any individual may submit a complaint or content removal request concerning material published through HUNTR, regardless of whether they are a registered customer.

2.2 Complaints may be submitted by:

a) customers or website visitors;

b) Creators featured on HUNTR;

c) any person depicted or identifiable in published content;

d) individuals acting with appropriate authority on another person's behalf; or

e) third parties reporting suspected unlawful or prohibited activity.

2.3 Complainants are not required to purchase content, pay a fee or register for an account to submit a complaint.

3. Grounds for Complaints and Content Removal

3.1 HUNTR accepts complaints concerning:

a) illegal or otherwise prohibited content;

b) child sexual abuse or exploitation material;
c) content published without legally required consent;
d) disputed, invalid or withdrawn consent;
e) material involving trafficking, coercion, exploitation or physical abuse;
f) unauthorised use of a person's image, likeness or intellectual property;
g) fraudulent, misleading or materially misrepresented content;
h) material that violates applicable Segpay or payment card network requirements; and
i) any other content or activity that may breach HUNTR's policies or applicable law.

3.2 HUNTR may remove or restrict material that presents a material legal, safety, contractual or payment provider compliance concern, even where the content has not been conclusively determined to be unlawful.

4. Submitting a Complaint

4.1 Complaints and content removal requests may be submitted through HUNTR's designated reporting channel:

Email: rfyneco@gmail.com

4.2 Complainants should provide sufficient information to enable HUNTR to identify and assess the matter, including where reasonably available:

a) the relevant webpage URL, Creator profile or content title;
b) a description of the concern;
c) the nature of the complainant's connection to the content; and
d) contact information where the complainant wishes to receive updates.

4.3 HUNTR may request additional information where reasonably necessary to investigate a complaint or establish the complainant's authority to request particular action.

4.4 HUNTR will provide an accessible complaints mechanism without requiring users to disclose unnecessary personal information.

5. Complaint Review and Response Timeframes

5.1 RFYNE will review complaints promptly, with priority given to matters involving suspected unlawful content, exploitation, non-consensual material or immediate safety concerns.

5.2 HUNTR will aim to acknowledge complaints within one business day of receipt.

5.3 Complaints will be investigated and resolved within five business days, unless an overriding legal obligation requires faster action.
5.4 Where an investigation cannot reasonably be completed within five business days due to circumstances beyond RFYNE's control, HUNTR will provide the complainant with an explanation, an update and details of any interim protective measures. Such circumstances do not remove any applicable mandatory response deadline.
5.5 Every complainant who provides a functioning contact method will receive a response explaining the outcome of their complaint and, where appropriate, the action taken.

6. Immediate Removal of Illegal Content

6.1 Where content is confirmed to be illegal, HUNTR will immediately remove or disable access to the material.
6.2 Where a credible report raises a serious concern regarding child sexual exploitation, non-consensual intimate material, trafficking or comparable unlawful conduct, HUNTR will promptly restrict access pending investigation.
6.3 RFYNE will assess applicable obligations to notify Segpay, law enforcement agencies or relevant regulatory authorities.
6.4 Relevant information will be preserved only where lawful and necessary for compliance, investigations or evidence-handling purposes.
6.5 Material confirmed to be prohibited must not be republished without a lawful basis and any necessary compliance review.

7. Removal Requests by Depicted Individuals

7.1 Any individual depicted or identifiable in content published through HUNTR may request the removal of that content.
7.2 This right extends to individuals who are not registered users of HUNTR and to individuals whose participation was arranged through a Creator or other third party.
7.3 Where a depicted individual disputes having consented to the publication or commercial distribution of content, RFYNE will review the relevant consent and authorisation records.
7.4 If appropriate consent cannot be established, the affected content will be removed immediately.

7.5 Where a depicted individual demonstrates that previously obtained consent is void under applicable law, the affected content will be removed immediately.
7.6 Where the validity of consent remains disputed and RFYNE disagrees that consent is legally void, the disagreement may be referred to an independent neutral body at RFYNE's expense, consistent with applicable payment provider requirements.
7.7 During a serious unresolved consent dispute, HUNTR may restrict access to the affected content pending resolution.
7.8 A contractual agreement between RFYNE and a Creator does not prevent an individual from raising a legitimate legal objection to the publication of their intimate content.

8. Appeal and Reconsideration Procedure

8.1 Individuals dissatisfied with the outcome of a complaint or removal request may request reconsideration of the decision.
8.2 Appeals may be submitted through the same reporting channels used for the original complaint.
8.3 Where reasonably practicable, appeals will be reviewed by an RFYNE representative who was not responsible for the initial decision.
8.4 RFYNE will consider any additional information, legal requirements, consent records and relevant payment provider rules before reaching a final internal determination.
8.5 Nothing in this Policy prevents a person from seeking assistance from law enforcement, a regulator, an independent dispute resolution body or a court of competent jurisdiction.

9. Removal of Previously Purchased Content

9.1 Where content is removed due to an applicable legal obligation, invalid consent, regulatory direction or material violation of this Policy, the removal may extend to content previously purchased by customers.
9.2 The ongoing access arrangements contained in HUNTR's Terms of Service do not override applicable laws, valid removal obligations or the legal rights of individuals depicted in content.
9.3 Where removal affects a customer's purchased content, HUNTR will assess and provide any remedy required under applicable Australian consumer law.

10. Internal Complaint Handling Procedures

10.1 RFYNE will designate an individual responsible for administering complaints and content removal requests.

Responsible Officer: Benjamin Hamilton

10.2 Upon receiving a complaint, the responsible officer must:

a) record the date and time of receipt;
b) assign the complaint a reference number;
c) identify the relevant content or activity;
d) assess the urgency and potential safety implications;
e) restrict access immediately where necessary;
f) examine the relevant content, consent and verification records;
g) document the findings and decision;
h) implement any required corrective action; and
i) notify the complainant of the outcome where contact information is available.

10.3 RFYNE will maintain records of complaint outcomes, content restrictions, removals and any external reports made.

10.4 Complaint records will be stored securely and made accessible only to authorised personnel with a legitimate compliance or operational requirement.

11. Reporting to Segpay

11.1 RFYNE will comply with Segpay's applicable content complaint and removal reporting requirements.

11.2 All relevant complaints and content removal requests will be recorded and reported through the Segpay Merchant Portal.

11.3 RFYNE will submit the relevant complaint and content removal information by the fifth day of the month following the reporting period, or earlier where required by Segpay.

11.4 Where no complaints or content removal requests were received during the relevant reporting period, RFYNE will submit a Zero Incident Report through the Merchant Portal by the same deadline.

11.5 Serious violations: confirmed illegal material and other matters requiring urgent notification will be escalated to Segpay in accordance with applicable reporting requirements, without waiting for the ordinary monthly reporting cycle.

11.6 RFYNE will retain appropriate records demonstrating the completion of applicable Segpay reporting obligations.

12. External Reporting and Regulatory Cooperation

12.1 HUNTR will cooperate with lawful requests and directions from relevant Australian regulatory and law enforcement authorities.

12.2 Suspected child sexual exploitation, trafficking, non-consensual intimate image distribution and other serious unlawful conduct may be referred to appropriate authorities where required or permitted by law.

12.3 Individuals may independently report unlawful or harmful online material to the Australian eSafety Commissioner through www.esafety.gov.au/report.

12.4 Complainants are not required to exhaust HUNTR's internal complaints procedure before exercising rights to report directly to authorities where such direct reporting is available under applicable law.

13. Policy Administration and Review

13.1 RFYNE management is responsible for the implementation, administration and periodic review of this Policy.

13.2 Personnel responsible for content management or complaint handling must receive appropriate instructions concerning reporting, escalation, content restriction, consent disputes and recordkeeping.

13.3 This Policy will be reviewed at least annually and following any material changes to applicable law, payment provider requirements or HUNTR's operations.

14. Contact Information

Platform: HUNTR

Operator: RFYNE PTY LTD

Complaints and Removal Email: rfyneco@gmail.com

Website: huntr.net.au

Responsible Officer: Benjamin Hamilton

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