Bureau de Protection Digitale
Aoufi Ventures LLC
BPD-LEG-03

General terms of engagement

Version of 20 November 2026

These terms govern the relationship between the client and Aoufi Ventures LLC, a company formed in the State of Wyoming (United States), with its registered office at 30 N Gould St, Ste N, Sheridan, WY 82801, United States, registration number 2025-001698191, trading as Bureau de Protection Digitale (the “office”). Each engagement is also set out in a written proposal, which prevails in case of conflict.

Article 1. Definitions

- Client: the individual or legal entity that engages the office.
- Business client: a client acting in the course of its business, including on behalf of its executives.
- Private individual: a client acting for personal purposes.
- Proposal: the written document setting out the scope, duration and fees of an engagement.

Article 2. Services

The office provides exposure assessments, brand monitoring, takedown and delisting, executive protection, evidence files, incident response, support for private individuals, content and broadcast rights protection, and technical support for law firms. The content of each service selected is described in the proposal.

The services also cover content fabricated or altered with artificial intelligence: videos, voices, images and montages.

The work runs on the Content Removal Desk (CRD) infrastructure, which automates the search for, documentation and follow-up of content. Every removal request is approved by an analyst of the office.

Article 3. Exposure assessment

The assessment is free and does not bind the client. It is based on publicly accessible information. Its results are shared only with the requester and may not be distributed without the office’s agreement.

Article 4. Proposal, order and confidentiality agreement

Every engagement is set out in a written proposal. The engagement starts after written acceptance of the proposal and the signature of a confidentiality agreement. No action is taken on the client’s behalf without this acceptance.

Article 5. Right to act and client warranties

The client warrants that it:

- holds the rights concerned (trademark, copyright, image rights), is the person depicted, or holds valid authority to act;
- has the power to instruct the office to act on its behalf;
- provides accurate, complete and non-misleading information and evidence;
- will inform the office without delay if its rights or authority end.

The client authorises the office to communicate on its behalf with platforms, hosts, registrars and search engines for the purposes of the engagement. It acknowledges that a knowingly false statement in a removal request may make it liable, in particular under 17 U.S.C. § 512(f) for notices based on US law.

Article 6. Verification and cooperation

The office may request the necessary supporting documents (identity, trademark registration certificate, power of attorney). The client cooperates in good faith and keeps the list of its official accounts and domain names up to date; these are excluded from any action. Inaccurate or missing information may lead to the engagement being suspended.

Article 7. Performance and best-efforts obligation

The office deploys the reasonable means the engagement requires: identifying content, building evidence, reporting through official procedures, following up and escalating.

Removal depends on third parties (platforms, hosts, registrars, search engines), which remain the sole decision-makers. The office does not guarantee the removal of any given content and is not liable for third parties that refuse, ignore or delay a request, or for time frames specific to foreign jurisdictions. Content that reappears at another address is handled again within an ongoing engagement. Time frames communicated relate to handling, not to actual removal.

Article 8. Urgent requests

Requests marked as urgent (blackmail, threat of publication, fraud in progress) are reviewed first, under the office's crisis management procedure. No removal time is guaranteed.

Article 9. Tracking space and API

Where the proposal provides for it, the client accesses a secure tracking space and, where applicable, an application programming interface (API). It designates the authorised users, keeps their credentials confidential and informs the office without delay of any unauthorised access.

Article 10. Partnership with law firms

Support for law firms (P-09) is governed by a separate partnership agreement. The firm keeps the client relationship and the legal strategy; the office acts on its instructions, within the limits of these terms.

Article 11. What the office refuses

The office refuses any engagement aimed at accessing an account, website or system without authorisation; removing criticism, a genuine review or content of legitimate public interest; removing a press article or verified information, including reports of corruption, bribery or fraud; monitoring people; concealing an offence or obstructing proceedings; or filing a report without legal grounds. It may stop an engagement that falls under any of these cases.

Article 12. Fees and payment

Fees are those of the accepted proposal. Unless agreed otherwise, invoices are payable on receipt, under the terms stated on them. Monitoring is billed at the frequency set in the proposal. Specific escalation costs require the client’s prior agreement.

Article 13. Term and termination

The commitment period and notice period for monitoring are set in the proposal. Failing that, monitoring may be terminated at the end of each period with thirty days’ notice. A one-off intervention ends with the final report. Requests in progress on the termination date are taken to a reasonable conclusion.

Article 14. Withdrawal right of private individuals

A private individual contracting at a distance has the withdrawal right provided by the law of their country of residence, in particular fourteen days in the European Union and seven days in Morocco under Law No. 31-08. If they expressly ask for the engagement to start before that period ends, they remain liable for the services already provided if they withdraw.

Article 15. Confidentiality

Each party keeps the non-public information received from the other confidential, during the engagement and after it ends, unless the law requires otherwise. Evidence and documents provided are used only to carry out the engagement. Personal data is processed in accordance with the privacy policy (ref. BPD-LEG-02).

Article 16. Intellectual property

The office retains all rights to its methods, tools and documents. The client may use the reports and files delivered for its own needs and those of its advisers. The client retains its rights to the material it provides.

Article 17. Suspension and termination by the office

The office may suspend or terminate an engagement, after notice where possible, in the event of a false statement, unlawful instruction, non-payment or serious breach of these terms by the client.

Article 18. Limitation of liability

To the extent permitted by law, the office’s total liability for an engagement is limited to the fees paid by the client in the twelve months before the event giving rise to the claim. The office is not liable for indirect damage such as loss of revenue, data or reputation.

Nothing limits liability for fraud, gross negligence or personal injury, or the mandatory rights of private individuals.

Article 19. Business client indemnity

The business client indemnifies the office against any claim, loss or expense, including reasonable defence costs, resulting from an inaccurate statement, an unlawful instruction or an infringement of third-party rights attributable to it.

Article 20. Force majeure and general provisions

- Force majeure: the office is not liable for a failure caused by an event beyond its reasonable control.
- Assignment: the client may not assign the contract without the office's written consent.
- Severability: the invalidity of one clause does not affect the others.
- Communications: exchanges and acceptance may take place electronically, which the parties accept as valid.
- Language: in case of discrepancy between versions, the French version prevails.

Article 21. Governing law and disputes

These terms are governed by French law, without prejudice to more protective mandatory provisions of the private individual's country of residence. The parties first seek an amicable solution. Failing that, a dispute with a business client is brought before the court named in the proposal; a private individual may bring proceedings before the courts of their place of residence.

Article 22. Contact

For any question about these terms: contact@bureauprotectiondigitale.fr.