



SAFETY AND CONDUCT

Enforcement, Warnings and Legal Action Policy

What happens when a rule is broken -- the graduated sanctions, the breaches that skip them entirely, and the circumstances in which we take or support legal action.

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AT A GLANCE

A plain-language summary. The numbered clauses below are what legally applies.

- Most enforcement is: content removed, and a notice telling you which rule it engaged.
- Repeat breaches escalate: warning, restriction, suspension, closure.
- Five categories skip every step and close the account immediately.
- Every decision can be appealed, and appeals are decided by someone who did not make the original decision.
- Legal action is a last resort, but it is available and we do use it.

1. Principles

- 1.1 Enforcement is proportionate to the harm caused, the intent behind the conduct, and the account's history.
- 1.2 The purpose of enforcement is to protect the people using the Service, not to punish.
- 1.3 Where removal of content is sufficient to end the harm, the account is not sanctioned.
- 1.4 A person is told what was removed and which rule it engaged, except where telling them would create a safety risk or prejudice an investigation.
- 1.5 Rules are applied consistently regardless of a person's contribution count, standing or leaderboard position.

Automated detection is used to find candidates for review, which is different from automated punishment. A wrongly flagged note costs a student their work.
- 1.6 A decision is made by a person. Automated systems may flag content, but they do not close accounts on their own.
- 1.7 We publish this policy so that enforcement can be predicted rather than experienced as arbitrary.

2. The graduated ladder

- 2.1 Stage one -- removal. The content is taken down and the account holder is told why. No further sanction.
- 2.2 Stage two -- formal warning. Recorded against the account and referred to if there is a further breach.
- 2.3 Stage three -- feature restriction. Uploading, posting, commenting or voting is disabled for a defined period, ordinarily seven to thirty days.
- 2.4 Stage four -- suspension. Access to the account is disabled for a defined period, ordinarily thirty days.
- 2.5 Stage five -- closure. The account is permanently closed and the person may not create a new one.
- 2.6 Stages are ordinarily applied in sequence, but we may move directly to a higher stage where the breach is serious.
- 2.7 A warning older than twelve months is not ordinarily counted towards escalation.
- 2.8 The stage applied, the date and the reason are recorded against the account.

3. Breaches that skip every stage

- 3.1 Child sexual abuse material, or any sexualised conduct towards a person known or suspected to be under 18. Reported to the authorities without notice to the account holder.
- 3.2 Uploading or requesting examination material that has not yet been sat by all candidates.
- 3.3 Credible threats of violence against any person.
- 3.4 Unauthorised access to, or attempted compromise of, any system or account.
- 3.5 Publication of another person's identity documents, or a coordinated campaign to expose a person.
- 3.6 Each of these results in immediate and permanent closure without a prior warning.
- 3.7 The material is removed on identification, before any assessment of authenticity or intent.
- 3.8 These are the only categories in which the graduated ladder does not apply.

4. What we do to content

- 4.1 Removal -- the content is withdrawn from public view.
- 4.2 Restriction -- the content remains but is excluded from listings, search and recommendations.
- 4.3 Reclassification -- the content is moved to a more appropriate category, subject or group.
- 4.4 Correction notice -- a note is displayed on the content identifying an inaccuracy.
- 4.5 Preservation -- removed content and its records are retained where a legal claim, investigation or audit requires it.
- 4.6 Preservation is not publication. Preserved content is not visible to any user.
- 4.7 We may act on content proactively, without a report, where we identify a breach ourselves.

5. Notice to the account holder

- 5.1 A notice states what was removed or restricted, which document and clause it engaged, and what stage has been applied.

- 5.2 A notice states how to appeal and the deadline for doing so.
- 5.3 A notice is sent to the email address on the account and shown in the account where the account remains accessible.
- 5.4 We do not give notice where doing so would create a safety risk, prejudice an investigation, or is prohibited by law.
- 5.5 We do not disclose the identity of the person who reported the conduct.
- 5.6 Where an account is closed, the notice also explains what happens to the content that account contributed.

6. Appeals

- 6.1 Every enforcement decision may be appealed within thirty days.
- 6.2 An appeal is decided by a person who was not involved in the original decision.

A review by the person who made the decision is not an appeal. This clause is what makes the process meaningful rather than procedural.
- 6.3 We acknowledge an appeal within three working days and decide it within fourteen.
- 6.4 Where an appeal succeeds, the content is restored, the sanction is lifted and the record is expunged from the account's history.
- 6.5 Where an appeal fails, we explain why in terms that engage with the points raised.
- 6.6 A sanction ordinarily remains in force while an appeal is considered, except where the decision is clearly wrong on its face.
- 6.7 A further appeal may be made under the Grievance and Complaints Policy where new evidence emerges.
- 6.8 Appeals are free and no representation is required.

7. Legal action by us

- 7.1 We reserve the right to take civil proceedings against a person whose conduct on the Service causes us loss.
- 7.2 We may seek an injunction, damages, an account of profits, delivery up and costs.
- 7.3 We will ordinarily take proceedings only where the conduct is deliberate, repeated, and where other remedies have failed or are inadequate.
- 7.4 We will take proceedings without hesitation in respect of unauthorised copying of the Service, its collection, its database or its brand.
- 7.5 We may issue a demand to an infringing party's host, registrar, application store, payment provider or advertising network.
- 7.6 We may report conduct to the police, to an examination body, to an educational institution or to a regulator where it appears to warrant it.
- 7.7 A criminal report is made on the facts as we understand them and is not a determination of guilt.
- 7.8 Our decision not to act on one occasion does not waive our right to act on another.

8. Legal action against you by others

- 8.1 Compliance with our policies is not a defence to a claim brought by a rights holder, an examination body or any other person.

- 8.2 A rights holder may pursue an uploader personally regardless of any action we take or decline to take.
- 8.3 Under the Terms of Use you indemnify us against claims arising from your content or your breach.
- 8.4 Where we receive a lawful order to disclose your identity in connection with a claim, we comply with it in accordance with the Law Enforcement and Legal Requests Policy.
- 8.5 We will ordinarily notify you before disclosing your identity in a civil matter, so that you may take your own advice, unless prohibited from doing so.
- 8.6 We do not provide legal advice or representation to users.

9. Transparency and records

- 9.1 We keep a record of every enforcement action: the account, the content, the rule engaged, the stage applied, the date and the decision maker.
- 9.2 Enforcement records are retained for five years, or longer where a matter remains live.
- 9.3 We may publish periodic aggregate statistics on enforcement, containing no personal data.
- 9.4 We do not publish the identity of a sanctioned account.
- 9.5 An account holder may request the enforcement record relating to their own account under the Privacy Policy.
- 9.6 Questions about a specific decision should go to abuse@lacsapace.com; questions about this policy to legal@lacsapace.com.

Version history

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- Initial publication.
- Published the five-stage ladder and the five categories that bypass it, so enforcement can be predicted.
- Committed to appeals being decided by someone uninvolved in the original decision.
- Committed to a person, not an automated system, making every account-closing decision.
- Added a commitment to notify before disclosing identity in a civil matter where permitted.

Publisher, contact and document control



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