

POLICY · PUBLIC DOCUMENT

Copyright Policy

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CODE

RLX-MZ-POL-DA

VERSION

v2026.09.17

COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.interweb.co.mz/en/copyright-policy>

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VERSION HISTORY

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v2026.09.17	17/09/2026	First publication

The version in force is the one published at [interweb.co.mz/en/copyright-policy](https://www.interweb.co.mz/en/copyright-policy). Printed copies are not controlled: always check the online version.

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Copyright and trademarks

On this page, the terms “we”, “us” and “our” refer to Interweb Moçambique, a trading name of RLX HOLDINGS, S.A. The terms “you”, “your”, “user” and “customer” refer to any individual or entity that accesses this website, contracts our services or uses them.

We respect the copyrights and trademarks of others and expect the same from everyone who uses our services. This Copyright Policy explains how to report content hosted by us that infringes your work or trademark, what we do with the report, and how the reported customer can respond. It complements the [Terms and Conditions](#) (RLX-MZ-CON-TC).

1. Scope

This policy applies to content stored or transmitted through Interweb Moçambique services: websites, e-mail, files, databases and servers.

We are a hosting provider: we do not review or approve customers’ content before it is published. Each customer is responsible for what they publish, as set out in the [Terms and Conditions](#) (RLX-MZ-CON-TC).

The [Terms and Conditions](#) (RLX-MZ-CON-TC) already forbid storing or distributing copyrighted material without permission, or material that infringes the property rights of others. This policy explains how we apply that rule when someone tells us.

If the website is not on our servers — for example, if the domain was registered with us but the site is hosted elsewhere — the report should go to that provider.

2. How to report

Reports are accepted only through the [Report abuse](#) page, choosing the “Copyright or trademark” type. We do not accept them by e-mail, phone or chat.

Reports may be made by the rights holder, or by someone authorised to act on their behalf.

So that we can review it, the report must state:

the work or trademark concerned and, if the trademark is registered, the registration number and office;

the exact address (URL) of each item that infringes it;

why that use is not authorised;

your name and an e-mail address where we can reply and, if you act for the rights holder, your relationship to them;

the declaration, in the form, that you are the rights holder or authorised, and that the information is true.

You can attach up to three files (screenshots or PDF) that help prove the rights or the infringement.

When you submit, you get a report number on screen. Keep it: we do not send a confirmation e-mail.

An incomplete report may be closed or put on hold until the missing information arrives.

3. What we do with a report

We review every report. We are not a court: we check that it is complete and that the content it points to exists on our services and matches the description.

If we need more information, we contact the person who reported, at the e-mail address they gave.

If the report is well founded, we send the responsible customer the content of the report, including the name of the person who reported, so that they can respond.

The customer has **48 hours** to reply: remove the content, show they are authorised to use it, or dispute the report (section 4).

If the customer does not reply in time, or if the infringement is obvious, we remove the content, disable access to it or suspend the service until the matter is resolved. In serious cases we may do so immediately, before contacting the customer.

We always tell the customer when and why we acted.

While a service is suspended, the website and mailboxes stop responding, but files, e-mail accounts and databases stay intact.

4. Counter-notice

If the customer believes the content was removed by mistake, or that they have the right to use it, they can dispute it with a support ticket in the client area, through the “Submit Ticket” link in the menu alongside.

The counter-notice must state:

the content removed or the service suspended, and where it was;

the grounds: a licence or permission, their own work, or a use the law allows;

the account holder’s name and contact details;

a declaration that the information is true, and permission for us to send the counter-notice, with their name, to the person who reported.

We send the counter-notice to the person who reported.

If the counter-notice is well founded, we restore the content or reactivate the service **within 10 to 14 business days** of receiving it, unless, within that time, the person who reported shows us that they have taken the matter to court or to another competent authority.

A counter-notice does not suspend an order from a court or an authority.

5. Repeat infringements

We decide case by case. Customers who repeatedly infringe the rights of others may have their services suspended or their account closed. We weigh the number of confirmed reports, their seriousness and the customer’s response.

As set out in the [Terms and Conditions](#) (RLX-MZ-CON-TC), accounts suspended for content violations are not refunded.

6. False reports

Before reporting, make sure the use was not authorised by you and is not allowed by law.

A false report or counter-notice, or one made to harm someone else, is an abuse. We may close it and stop handling reports from the same person. Whoever makes it is legally responsible for any damage it causes.

7. Domain names

Disputes over a domain name — for example, a domain identical to a trademark — are not handled under this policy. They follow the rules of the body that runs the extension; for generic domains such as .com, ICANN’s Uniform Domain-Name Dispute-Resolution Policy (UDRP).

8. Decisions and authorities

Interweb Moçambique is the sole judge of how this policy is applied. Removing or keeping content is not a legal opinion on who is right.

We comply with orders from courts and competent authorities, and share with them the information the law requires.

The data of people who report and of people who dispute a report is handled under our [Privacy Policy](#) (RLX-MZ-POL-PRIV).

We may update this policy; the date at the top shows the last change.

9. Relationship between these documents

The Terms & Conditions, the Payment Terms, the Service Agreement and the Privacy Policy together form the agreement between you and RLX Holdings, S.A.. Where they differ, the Terms & Conditions prevail, except in anything concerning personal data, where the Privacy Policy prevails.

What is written in these documents prevails over information given by any other means, including the chat, the automated assistant, email and the telephone. The version in force is the one published on this website on the date you contract the service, and the date each page was last changed is shown at the top of that page.

10. Changes to these documents

We may change these documents. Substantial changes take effect 30 days after publication and are notified to the email address registered on your account; corrections of typographical errors and clarifications that do not alter rights or obligations take effect on publication. If you do not agree with a substantial change, you may cancel your services before it takes effect.

11. Governing Law and Jurisdiction

This agreement is governed by Mozambican law. The courts of Mozambique have jurisdiction over any question arising from its interpretation or performance, to the exclusion of any other forum.

Annexes

Annex A — Related documents

Terms & Conditions	RLX-MZ-CON-TC	interweb.co.mz/en/terms-conditions
Payment Terms	RLX-MZ-CON-PAG	interweb.co.mz/en/payment-terms
SLA Agreement	RLX-MZ-CON-SLA	interweb.co.mz/en/sla-agreement
Privacy Policy	RLX-MZ-POL-PRIV	interweb.co.mz/en/privacy-policy
Support Policy	RLX-MZ-POL-SUP	interweb.co.mz/en/support-policy
Copyright Policy	RLX-MZ-POL-DA	this document

About Interweb Mozambique

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

Interweb is one of the pioneers and leading hosts of the global online industry

Founded in 2020

Interweb was founded in 2020 at the time of COVID-19 and we have been on an epic journey ever since. We had a simple idea to let you create a totally FREE website to take off your projects and with total freedom to express yourself online.

Over 37,000 clients

We have implemented a world-class website hosting infrastructure with more than 37,000 customers worldwide, with more than 130 subscriptions per day. We develop robust technology to help you learn, create and grow.

Driven company

We owe a huge thank you and respect to our community for joining us on this exciting dream journey, and we want you to continue to be part of our history for the efficient development of our community, culture, society and nation.

WHERE WE ARE

Interweb Mozambique

September 7th Nbhd, Vilankulo - 1304
Moçambique, Inhambane

RLX Holdings

1111 Olive St, Saint Louis, MO - 63101
United States, Missouri

WHAT WE DO

Hosting

Web Hosting
Business Hosting
WordPress Hosting
Reseller Hosting

Services

Website Creation
Professional E-mail
SSL Certificates
Website Security

Servers

VPS Server
Cloud Server
Dedicated Servers
Streaming Server

Domains

Register Domain
Transfer Domain
Renew Domain
Domains WHOIS

COMMITMENT TO SOCIAL DEVELOPMENT

I Want to be a Partner

We believe in the transformative power of social initiatives and mobilize to collaborate with projects that make a difference where they operate. We have created some guidelines to facilitate and join forces with partners. Share ideas by e-mail.

I Want Incentive

We vibrate by overcoming barriers through Education, Culture and Sports, and we support initiatives that seek social evolution. If you have an idea that has to do with our values and our guidelines, we are waiting for your contact by e-mail.



Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

Interweb Mozambique

RLX Holdings, S.A. • Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 • CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz • +258 84 635 1111 • +258 86 635 1111 • www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed