

Acceptable use and moderation policy

What is an Acceptable Use and Moderation Policy?

This policy outlines the "Content Standards" that apply when you upload content to our platform, interact with other users, link to our site, or engage with Lyra in any way. It also details the circumstances under which we may remove or disable content you've uploaded, and what steps you can take if you disagree with our decision. This policy is part of our User Terms and should be read alongside them.

Prohibited Uses

You may not use our site:

If you are under 18.

In any way that violates local, national, or international laws or regulations.

For unlawful or fraudulent purposes or effects.

To harm or attempt to harm minors in any way.

To bully, insult, intimidate, or humiliate anyone.

To send, receive, upload, download, or reuse any material that does not comply with our [Content Standards](#).

To send unsolicited advertising, promotional material, or spam.

To transmit any data or upload materials containing viruses, malware, or other harmful code designed to disrupt software or hardware.

To engage in activities related to child sexual exploitation or abuse.

To exploit people in a violent or sexual manner.

To engage in commercial activities (such as contests, sweepstakes, advertising, or pyramid schemes) without Lyra's prior written consent.

To upload any content related to terrorism.

You also agree:

Not to reproduce, duplicate, copy, or resell any part of our site in violation of our User Terms.

Not to access, interfere with, damage, or disrupt:

Any part of our site.

Any equipment or network storing our site.

Any software used in providing the site.

Any third-party equipment, network, or software.

Content Standards

These Content Standards apply to all material you contribute to our platform ("Content"). Content must comply with both the letter and spirit of these standards.

Lyra reserves the right to determine, at our discretion, whether any Content violates these standards.

All Content must:

Be accurate (where it states facts).

Reflect genuinely held opinions.

Comply with the law in any country from which it is posted or where the website is targeted.

If it pertains to products being sold, be genuine and non-counterfeit, and relevant to music-related content.

Content must not:

Be defamatory, obscene, offensive, hateful, or inflammatory

Bully, insult, intimidate, or humiliate others.

Encourage or promote self-harm, suicide, or eating disorders.

Promote sexually explicit material or pornographic content

Exploit people in a violent or sexual manner or contain child sexual abuse material.

Incite violence or hatred against groups based on race, religion, gender, or other characteristics.

Promote discrimination based on race, gender, religion, nationality, disability, sexual orientation, or age.

Spread spam, viruses, or scam links

Infringe on any intellectual property rights, including copyrights and trademarks.

Be deceptive, breach legal duties, contain illegal content, or encourage illegal activities.

Threaten, abuse, or invade another's privacy, or cause unnecessary anxiety or inconvenience.

Impersonate others or misrepresent your identity.

Advocate or incite criminal acts, including terrorism.

Contain advertising without Lyra's permission.

For video content, you must not upload material containing:

Criminal activity (e.g., terrorism, sexual exploitation of children).
Graphic or harmful content
Advertising or sponsorships (unless approved)

Actions We Can Take

When a breach of this Acceptable Use Policy occurs, we may take any action we deem necessary. While we respect freedom of expression, we prioritize maintaining a safe platform for all users. Decisions are made by human reviewers, not algorithms.

Failure to comply with this policy constitutes a material breach of our User Terms, and may result in:

Temporary or permanent removal of your right to use our site.
Immediate or permanent removal of your Content.
Issuance of a warning.
Legal action against you, including reimbursement of legal and administrative costs.
Further legal action as necessary.
Disclosure of information to law enforcement if required by law.

If we remove or disable your Content or suspend your Lyra account, we will provide a statement explaining the reason for our action. If we decide not to remove Content despite receiving a complaint, we will provide a statement explaining why.

Your Rights and Actions You Can Take

If you identify Content that violates this policy, you can submit a "Take Down Request" through our platform by selecting "report" on the poster's page or by contacting us at info@lyramusic.com. Provide the URL of the offending material and the policy you believe it violates. A team of humans will review the request and, if we agree the content is in breach, we will remove it and provide all affected parties with a statement explaining our decision.

Reporting Violations:

- Hit "Report" on a user's page or email: info@lyramusic.com
- Include a link to the content and why it breaks the rules.

- If we agree, we'll remove it and notify all parties.

If your Content is removed or your account is suspended and you disagree with the decision, or if your take-down request was denied, you can escalate the matter as follows:

If you are an EU citizen, you can email us at terms-eu@lyramusic.com within 6 months of our decision. A member of our legal team will review your case and respond within 8 weeks.

If you still disagree with our decision, you may email terms@lyramusic.com for senior management review. Senior management will reply within 8 weeks.

If you are an EU citizen and disagree with senior management's decision, you may refer the matter to an out-of-court dispute settlement body. We will update our website with relevant information as it becomes available.

If you choose not to use the out-of-court process, you may pursue legal options in court. Consulting with legal counsel is recommended if you have further questions about your rights.