LEGAL

Legal Notice

Last updated: November 4, 2026

Information provided in accordance with the EU E-Commerce Directive (2000/31/EC) and Article 3:15d of the Dutch Civil Code.

1. Service provider

PollsLive is operated by **A Plus Apps** (eenmanszaak), registered with the Dutch Chamber of Commerce (KVK) under number **42117052**. The visiting address may be shielded in the public KvK register (afschermen bezoekadres); the statutory details we publish below use our postal or contact address and direct electronic contact, not a private home address.

Operator	A Plus Apps
Trade name	PollsLive
Chamber of Commerce (KvK)	42117052
Location	Rotterdam, Netherlands
Postal / contact address	Rotterdam, Netherlands
Direct electronic contact	support@pollslive.com · contact form
VAT / BTW-ID	NL005506889B28
Single point of contact (EU DSA)	legal@pollslive.com

2. Company & ownership

PollsLive is a product of A Plus Apps, the studio that also builds FileClipSync. See aplusapps.net for the full company and product family.

3. VAT

VAT identification number (BTW-identificatienummer): NL005506889B28. A Plus Apps is the seller of PollsLive plans and is responsible for your purchase, refunds and consumer rights.

Payments are processed by Whop, which acts as merchant of record for VAT and sales tax on sales to buyers in the EU, the United Kingdom and the United States: it charges the tax due at checkout and pays it to the tax authorities.

4. Responsible for content

A Plus Apps (KVK 42117052), Netherlands, is responsible for the content of this website.

5. Digital Services Act contact points

Single Point of Contact (DSA Articles 11 and 12). A Plus Apps designates legal@pollslive.com as the single electronic point of contact for Member State authorities, the European Commission, the European Board for Digital Services, and recipients of the service. General support remains at support@pollslive.com. We accept DSA communications in **English** and **Dutch**. A human reads and answers: neither route relies solely on automated tools.

Point of contact for authorities (Article 11). Competent authorities may use the single point of contact above for any Digital Services Act matter.

Point of contact for users (Article 12). Recipients of the service may use the same address or our contact form.

Reporting illegal content (Article 16). Anyone can flag a poll through our report form or the report link on any public poll page. We review every report, act where content breaches the law or our Acceptable Use Policy, and give the reporter and, where we hold their details, the person who posted it a statement of reasons together with the routes of redress available.

6. Accessibility

PollsLive is operated by a micro-enterprise as defined in Commission Recommendation 2003/361/EC (fewer than 10 staff and turnover at or below €2 million) and is therefore exempt from the service obligations of the European Accessibility Act (Directive (EU) 2019/882). We publish an accessibility statement anyway: it records how the product is tested against WCAG 2.1 AA, what the last audit fixed, and which barriers we know are still there. If something blocks you, tell us at support@pollslive.com. We are extending our testing to WCAG 2.2 level AA, the current version of the standard.

7. Dispute resolution

For out-of-court dispute resolution, EU consumers can contact the European Consumer Centre. We are not obliged to, and do not currently commit to, participate in proceedings before a consumer arbitration board.

8. Grievance redressal (India)

For users in India, and in accordance with the Consumer Protection (E-Commerce) Rules, 2020: the Grievance Officer for PollsLive is the proprietor of A Plus Apps, reachable at support@pollslive.com or through our contact form. We acknowledge a complaint within **48 hours** of receiving it and aim to resolve it within **one month**. Purchases are processed by Whop as Merchant of Record; our published refund and cancellation terms are set out in the refund policy.

9. Contact

For any legal or company matter, email support@pollslive.com or use our contact form.