gO Score Corrections, Complaints, Impersonation and De

Version 0.4 · In force since 2026-10-10

Text SHA-256 fingerprint: 23dfede25d8a2554bcd51c0b9dee114ec43ee0ec6a701890808f0a7fae5ca385

https://goscore-app.com/go-score/en/legal/corrections/v/0.4

Document: GOS-CORR · Version: 0.4 · Date: October 4, 2026

Relationship: supplements the gO Score Evidence, Evaluation and Correction Policy; on what this Policy specifically regulates, it prevails.

1. Who may submit a request

Any company or person mentioned in gO Score, whether or not they have an account, or their duly authorized representative. Also any user who detects improper content in Network.

2. What may be requested

Type	When	Possible outcome
Correction	A data point is inaccurate, outdated, incomplete, or belongs to another company or person.	Correct, complete, unlink, retain with a context note, or retain with an explanation of why.
Complaint	You believe that a profile card, a report, an allegation, or Network content unfairly harms you or infringes your rights (including copyright or trademark rights).	Remove, correct, add your response, or retain with a stated reason.
Impersonation	Someone created an account, profile, or connection by posing as you or your company, or uses your trademark to suggest an affiliation.	Suspend the responsible account, transfer or delete the profile, and notify affected recipients.
Deletion	You request that personal data or your company's profile card be erased.	Delete where appropriate; where not appropriate, explain the legal basis for retaining the data.
Privacy rights	Access, rectification, cancellation, objection, portability, or other rights.	As set forth in the Privacy Policy §11.

3. How to submit a request

- With an account: My gO Score › Request correction, or Network › the Organization's profile › Report.
- Without an account: https://goscore-app.com/go-score/en/correction (ES: /go-score/correccion).
- From a business directory profile card: the "Suggest a correction" button.
- By email: privacidad@goscore-app.com (personal data) or legal@goscore-app.com (copyright, trademarks, and impersonation).

Please state: which data or content, where it appears (reference number, profile card, or link), why, and, if you have it, the supporting evidence. You will receive a reference number and an access code to check the status.

4. Identification

We request only what is necessary given the risk involved: less to correct a telephone number, more to remove a document, unlink a file, or resolve an impersonation (for example, a document evidencing authority to act or an email from the company's domain). If you are acting on behalf of another person, you must provide evidence of your authorization.

5. What we do and within what time frames

1. Acknowledgment: within a maximum of 5 business days; the form issues the reference number when submitted.

2. "Under review" flag: the disputed data is shown as "under review" to the same audience that could see it. In cases of impersonation presenting an evident risk, we immediately suspend the identified account or profile while the matter is reviewed.

3. Human review: a person reviews the request, the original source, and the evidence; we may re-query the source or ask you for clarification.

4. Decision: within a maximum of 20 business days, extendable once with notice. We will communicate the decision to you in writing, with the reason and the source.

5. Second review: if you disagree, you may request a second review within 30 days after the decision. It is carried out by a person other than the one who made the first decision, and we communicate the result to you in writing within a maximum of 20 business days.

6. Notice to recipients: if we correct data included in reports or research reports issued within the last 90 days, we will notify identifiable recipients.

6. Specific rules

6.1 Public sources. If the error is in the official source, we will indicate this on the profile card and guide you on how to correct it there; we may add a context note in the meantime. We do not alter what the source states, but we may stop displaying it if its attribution to you is erroneous.

6.2 Same-name entities. If data belongs to another company or person, we will unlink it and review the reports already issued.

6.3 Business directory profile cards. A company may request that its profile card be hidden or deleted ("Deletion" type in the form). If the profile card contains data of an individual, we delete or anonymize it at that individual's request. If the company is a legal entity, we hide the profile card when it shows that the card is inaccurate, does not belong to it, or causes it harm, and we may keep an internal note of the reason. A hidden profile card is not shown again even if the source keeps publishing the record.

6.4 Data of individuals on profile cards (e.g., the officer published by FMCSA): the individual may request that their name not be displayed; we will honor the request unless a legal obligation requires otherwise.

6.5 Allegations by other users. These are displayed as a "third-party allegation," do not affect the Score until verified, and the affected party has a right of response before others can see them.

6.6 Impersonation and trademark use. An account that impersonates another company will be suspended; if the legitimate profile belongs to the affected company, it will be transferred to that company after verification. Reporting something as impersonation in bad faith when it is not violates the Terms.

6.7 Copyright and trademarks. Send your notice to legal@goscore-app.com identifying the affected work or mark, where the content is (folio, profile card, or link), your contact details, and a good-faith statement that the use is not authorized. Where appropriate, we remove or disable the content and notify whoever provided it, who may respond. The same procedure applies in Mexico and in the United States.

6.8 Removal cannot be purchased. No payment removes legitimate information or improves a

score.

6.9 What we cannot do. We cannot delete copies already downloaded or forwarded by third parties, or content published by other sources outside gO Score.

7. Authorities and orders

We comply with orders from competent authorities in accordance with the law. If a request comes from an authority, we may refrain from notifying the affected party where the law prohibits such notice.

8. Records

We keep a record of each request, decision, and reason for 5 years after it is closed, for accountability purposes and to defend against claims.