

Ban Appeal Process

Users may be banned from Batocera's official social platforms for violating the rules posted on that platform. Each platform has specific wording of the rules but they are generally the following:

1. **No sharing or asking for copyrighted materials.** This include ROMs, BIOS files and basically anything copyrighted.
2. **Be excellent to each other.** No racism, sexism, homophobia, insults, etc.
3. **No offensive, pornographic or political content.** We are here to discuss retro-gaming and the Batocera operating system.

There may be additional rules depending on the exact platform, and all of these stack *on top of* the ordinary rules that the platform itself enforces (such as no spamming, phishing, harassment, cyber-crime, etc.). Be sure to read them.

But it wasn't me, someone hacked my account!

As the internet matures so to do the bots and phishing attempts. If you were a victim of a phishing attempt, your best recommended course of action is to create new accounts such that all your old information becomes irrelevant.

But there may be users who regain control of their account and wish to appeal a ban received because of the actions of the phisher. [Contact](#) the Batocera team explaining:

- Who you are
- Your original account details, including username and hash # tag ID number
- The date of your last legitimate post
- The date of when you discovered that you received your ban

If a user is found to be asking for an appeal after being banned twice, it is unlikely to be given again.

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