

**From:** Support busopsips@ingramcontent.com  
**Subject:** Re: Re: [External] Theft of thesis  
**Date:** 6 November 2024 at 9:15 AM  
**To:** Christoph Bartneck christoph.bartneck@canterbury.ac.nz  
**Cc:** Publicrelations publicrelations@ingramcontent.com

S



**Carla (IngramSpark Support)**

Nov 5, 2024, 2:15PM CST

Dear Christoph,

- 1) Account names and emails were provided. This is the extent of information we provide for infringement claims.
- 2) We are an internet based service provider and under the DMCA are not responsible for any infringing materials provided by users of the service, provided we take swift action to remove content if we are made aware - which we did. You would need to request apology and/ or compensation from the content providers.
- 3) We will not share this information.



**Reach More Readers**  
Take our *Metadata for Books* course



**Christoph Bartneck**

Oct 28, 2024, 6:44PM CDT

This is a follow-up to your previous request [#3837655](#) "[External] Theft of thesis"  
This Message originated outside your organization use caution when interacting with this sender

...reason: their increasing number of contacts.

Dear Carla,

Thank you for your response and your swift action. We notice that you only partially fulfilled our requests.

1. The contact emails you provided are obviously scams with a clear pattern. The domain names were registered during the same time period as the books were published. There are no websites with those domain names. It is unlikely to receive any response from them. I am certain that your customers will need to provide additional information, such as their names, addresses and bank details. This information will be essential for us to approach the offenders. Could you please send them to us?

2. You neither offered an apology nor compensation to the authors for their losses. We would like you to rectify this immediately. You copied and distributed the manuscripts.

3. It is unclear to us what changes you are going to take to prevent similar incidents in the future. We asked you to report this back to us. Could you please inform us of your strategy?

All the best,  
/c

> On 24/10/2024, at 8:16 AM, Support  
<busopsips@ingramcontent.com> wrote:

>

> You don't often get email from  
busopsips@ingramcontent.com. Learn why this is important

>

> Carla (IngramSpark Support) Oct 23, 2024, 2:16 PM CDT  
Dear Dr. Bartneck,

>

> Thank you again for bringing this alleged infringement to our attention. At Ingram, we take the intellectual property rights of authors very seriously. We have had the opportunity to review the list of titles and have found the following:

>

> • Each title you listed was uploaded to our internet-based, self-publishing service by a handful of different content

providers. Each content provider certified to us that they had the full right and title to the title(s) they upload to our services. As such, they are fully responsible for that content and any infringement claims should be directed to them.

> • That said, we have promptly removed each ISBN from our catalog and have notified the content provider(s) of your infringement claim in accordance with our obligations under the DMCA. We will also provide you with the contact information for each of these content providers below so that you can address your concerns with them directly. Should we receive a DMCA counter-notice from the content provider, we will promptly pass that to you.

>

> Content provider information:

> • ISBNs: 9798868957130; 9798868957369;  
9798869003096; 9798869003157; 9798869019684;  
9798869019707

> • Content Provider: Pradeep Kandimalla

> • Contact Email: dannyflakes@dannyflakes.cloud

> • ISBNs: 9798869032195; 9798869032270

> • Content Provider: Irfan Mohammed

> • Contact Email: mohd@mohd.store

> • ISBNs: 9798868926853

> • Content Provider: Hina Trivedi

> • Contact Email: author@authorblog.info

> • ISBNs: 9798868956089

> • Content Provider: Nilesh Kumar

> • Contact Email: clarencebegay@clarencebegay.site

> • ISBNs: 9798869003201

> • Content Provider: Ramachandra Reddy

> • Contact Email: debrasdavenport@debrasdavenport.info

> • ISBNs: 9798869042620; 9798869058829

> • Content Provider: Charlene T. Horton

> • Contact Email: amaalm@amaalm.info

> • ISBNs: 9798869058942; 9798869035462;  
9798869037350; 9798869042897; 9798869042910;  
9798869058959

> • Content Provider: Dr, Shraddha

> • Contact Email: shraddha@shraddha.cloud

> • ISBNs: 9798869034151; 9798869042859

> • Content Provider: Dr, Tiwari

> • Contact Email: tiwari@tiwari.store

> • ISBNs: 9798869051615

> • Content Provider: Dr, Chopra

> • Contact Email: chopra@chopra.store

> • ISBNs: 9798869052007

< - ISBNs: 9798869052007

- > • Content Provider: Dr, Shakeel
- > • Contact Email: shakeel@shakeel.cloud
- > • ISBNs: 9798869058621

- > • Content Provider: Dr, Midhun
- > • Contact Email: midhun@midhun.store
- > • ISBNs: 9798869083098

- > • Content Provider: OP, Gajendra
- > • Contact Email: gajendra@gajendra.store
- > • ISBNs: 9798869083128

- > • Content Provider: IK. Ghoshal
- > • Contact Email: ghoshal@ghoshal.cloud

>

> Should you become aware of any additional titles, please submit a claim through our infringement claims process which can be found here:

<https://www.ingramcontent.com/page/copyright-infringement-instructions>.

>

>

>

>

>

>

>

>

> Christoph Bartneck

> Oct 13, 2024, 4:32 PM CDT This Message originated outside your organization use caution when interacting with this sender.

> Hello,

> I am contacting you on behalf of a group of authors who's PhD thesis has been stolen. They have been uploaded to your platform and are being sold worldwide through resellers such as Amazon.

> This is not an isolated incident. I only focused on the short period around November 2023 and there will be most likely many more cases. Given the scale of the problem, we decided to contact you directly instead of using your online form. Please find attached our letter of complaint, which includes our expectations regarding how you need to address the problem.

> Could you please confirm the reception of this email? We are looking forward to your swift response.

> All the best,

> Christoph Bartneck

- > University of Canterbury
  - > This email may be confidential and subject to legal privilege, it may not reflect the views of the University of Canterbury, and it is not guaranteed to be virus free. If you are not an intended recipient, please notify the sender immediately and erase all copies of the message and any attachments.
  - > Letter of complaint.pdf
  - > Attachment(s)
  - > Letter of complaint.pdf
  - > To respond, reply to this email.
  - > View Full ConversationDid you know you have access to IngramSpark's Help Center?
  - > For a quicker response, try searching your question here.
  - >
  - > © 2021 IngramSpark by Lightning Source LLC
  - > 14 Ingram Boulevard, La Vergne, TN 37086
  - > Privacy Policy
  - > This email is a service from IngramSpark Support.
- [GVWZ77-VXEKL]

**To respond, reply to this email.**

[View Full Conversation](#)