



Hosting delivered with passion and expertise

Introducing a service-focussed
Cloud hosting **partner**

Abuse Policy

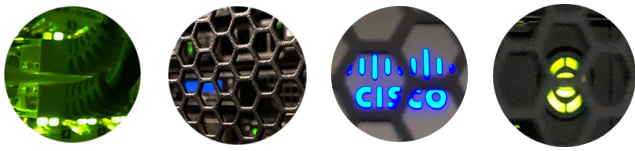
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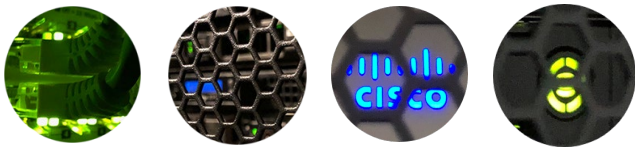
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1.0 - BACKGROUND

For many years, FyfeWeb has been trusted by hundreds of customers to provide high-speed, resilient web hosting infrastructure, scalable and secure public and private cloud services, data centre co-location services and network connectivity. Running off our private infrastructure located in geographically-separate data centres around the UK, our business is built on strong, global, customer-focused relationships.

2.0 – POLICY

We are an intermediary with respect to providing a service and therefore bear no responsibility, control or liability for any content hosted on our network -- we only provide the ability for a user to host and distribute their content and the like (legally known as “mere conduit”).

We take misuse and abuse of our network and services seriously. For this reason, we work with industry partners and have a clear and concise abuse policy in-place to ensure any and all abuse is swiftly addressed.

We take a unique approach (in comparison to other providers) to proactively monitor for and combat abuse on our network. This helps keep our infrastructure and IP Address space as clean as we can and free from abuse.

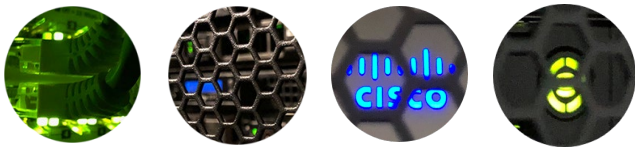
Our abuse reporting procedure is in line with industry standards and our team are always on-hand and are dedicated to dealing with any concerns, complaints or reports you may have. When FyfeWeb receives an abuse report, we aim to respond and action it within one working hour (where possible). Please note that this timeframe may be extended at any time, without any advance notice or adaptations to this policy, by our team for reasons which include without limitation: influx of reports (creating a backlog), force majeure etc.

3.0 – ABUSE REPORT REQUIREMENTS

In order to respect everyone’s legal rights and ensure that our standards and conditions are met, we have outlined below what you should do in the event you need to report abuse to us:

- (a) An abuse report must be either sent to our abuse mailbox (abuse@fyfeweb.com) or submitted with our Abuse Team as a ticket in our client area (<https://portal.fyfeweb.com/submitticket.php?step=2&deptid=3>)
- (b) The abuse report must be in English. (Whilst we endeavour to do our best to action any reports we receive that aren’t in English, we may be unable to translate your report and subsequently unable to action it)
- (c) Include the type of abuse being exhibited. Examples include: copyright infringements, illegal or offensive content, trademark infringements, child abuse, hacking/scanning, spam, phishing, or malware.
- (d) Include your full legal name, your company name (if applicable), as well as your address, telephone number and email address.
- (e) Provide us with a clear description of why the content mentioned needs to be removed
- (f) Include evidence within your report to substantiate your complaint, such as:
 - Log files with exact dates and times of the alleged abuse;
 - IP Addresses and/or static URL of the alleged content’s location which is on our network;
 - In case of content right (copyright) infringements, include a clear description of the allegedly copyright infringed work(s); this must also include a copy of the infringed work(s), or else an IP address where your copyrighted work(s) can be found.
 - In case of ‘trademark infringement,’ include the official trademark registration number and accompanying details with a description of your trademark being infringed upon.

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- In case of hacking or scanning include a clear description of the alleged illegal activities; next to log files with an exact date and timestamp, as well as an IP address of the server concerned, this notification must also include the source port and destination port.
- In case of phishing websites provide a link to the original website, where applicable.

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PUBLIC DOCUMENT CONTROL

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