



## Abuse Policy – Gander Web LTD

07/08/2023

Hosting with Resilience and passion



## 1. Introduction and Commitment to Resilient Hosting

Gander Web LTD is a leading hosting company based in the UK, dedicated to providing a safe, secure, and resilient hosting environment for all our valued customers and users. We are committed to fostering a positive online experience by upholding the highest standards of ethical behavior and ensuring the utmost integrity of our services.

In addition to delivering reliable and high-performance hosting solutions, Gander Web LTD places a strong emphasis on maintaining resilience across our infrastructure. Our commitment to resilient hosting means implementing robust security measures, regularly updating and maintaining our systems, and proactively monitoring our networks to prevent and address potential abuse incidents promptly.

## 2. Definition of Abuse

Abuse encompasses any activity that violates our terms of service, infringes on the rights of others, or is deemed illegal or unethical. The following list provides examples of abusive behavior:

- a) **Spamming**: Sending unsolicited and bulk emails, messages, or communications of any nature. This includes promotional content, advertisements, or links to external sites.
- b) **Phishing**: Attempting to obtain sensitive information such as login credentials, financial details, or personal data through fraudulent means. This may involve the creation of fake websites or emails designed to mimic legitimate sources.
- c) **Malware Distribution**: Hosting or distributing harmful software, viruses, Trojans, worms, or any other malicious code that can cause harm to computers or networks.
- d) **Copyright Infringement**: Unauthorized use or distribution of copyrighted material, including but not limited to text, images, videos, and software.

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## WEB HOSTING

- e) **Hacking**: Unauthorized access to systems, accounts, or data. This includes attempting to exploit vulnerabilities or conducting brute force attacks.
- f) **Fraud**: Engaging in deceptive practices, financial scams, or identity theft.
- g) **Harassment**: Engaging in any form of online harassment, threats, or intimidation, targeting individuals or groups based on their race, ethnicity, religion, gender, sexual orientation, or any other characteristic.
- h) **Child Exploitation**: Hosting, sharing, or distributing explicit content involving minors, as defined by the relevant laws and regulations.
- i) **Network Abuse**: Consuming excessive resources, launching denial-of-service (DoS) attacks, or engaging in any activity that negatively impacts the network's stability and performance.
- j) **Unlawful Content**: Hosting or distributing content that is illegal, incites violence, promotes hate speech, or encourages illegal activities.



### 3. Reporting Abuse

Gander Web LTD encourages users and the general public to report any observed or suspected abusive activities originating from a Gander Web LTD hosting account, domain, or IP address. Timely reporting helps us take appropriate actions to address abuse promptly and efficiently. To report abuse, follow these guidelines:

A) **Abuse Report Format:** All abuse reports must be submitted in English and should include the following information:

- Domain name or IP address involved in the abusive activity.
- A detailed description of the abusive behaviour, including any relevant timestamps.
- Any evidence or supporting documentation, such as email headers, URLs, or screenshots.
- Your contact information, including your name and email address, for follow-up communication.

b) **Reporting Channels:** You can submit abuse reports through the following channels:

- Email: Send your abuse reports to [abuse@ganderweb.co.uk](mailto:abuse@ganderweb.co.uk).
- Phone: Contact our Abuse Team directly at 0330 2294495 during business hours.

c) **Language Requirement:** All abuse reports must be submitted in English to ensure clarity and efficient communication.

d) **IP Address or Domain Information:** It is essential to provide the specific domain name or IP address involved in the abusive activity. This information helps us accurately identify and address the reported issue.

e) **Timely Reporting:** We recommend reporting abuse as soon as it is detected to minimize potential damage and prevent the recurrence of abusive behavior.

f) **Anonymous Reporting:** While we encourage providing your contact information for follow-up communication, anonymous reports are also accepted. However, providing contact information can help expedite the investigation process and enable us to seek additional information if required.

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#### 4. Handling of Abuse Reports

Upon receipt of an abuse report, our dedicated Abuse Team will initiate a thorough investigation promptly. Our team of experts will carefully review the provided information, including the nature of the abuse, any evidence provided, and the affected parties. We may contact the reporter for additional details or clarification during the investigation process.

#### 5. Actions Taken for Verified Abuse

If the reported abusive activity is verified, Gander Web LTD will take appropriate actions to mitigate and address the issue. The actions may include, but are not limited to:

- Issuing warnings to the responsible account holder, and educating them about the abuse policy and its implications.
- Temporarily suspending or permanently terminating the offending account or service, based on the severity and recurrence of abuse.
- Blocking access to the abusive content to prevent further harm.
- Cooperating with relevant authorities, including law enforcement agencies, if required by law or for further investigation.

#### 6. Confidentiality and Privacy

Gander Web LTD treats all abuse reports with the utmost confidentiality. The identity of the reporter will not be disclosed to the parties involved, unless required by law or with the reporter's explicit consent.

#### 7. False Reporting

Submitting false or malicious abuse reports is strictly prohibited and may result in the suspension or termination of your account with Gander Web LTD.

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## 8. Review and Updates

This abuse policy will be reviewed periodically to ensure its effectiveness and compliance with the evolving online landscape and legal requirements. Updates will be made as necessary, and any changes will be communicated to our customers and users.

## 9. Conclusion

Gander Web LTD appreciates your commitment to helping us maintain a safe and secure online environment. By adhering to this comprehensive abuse policy and promptly reporting any abusive behavior, we can collectively create a better online experience for all our users.

**Effective Date:** 07/08/2023

### **Gander Web LTD Abuse Team Contact Information:**

- Email: [abuse@ganderweb.co.uk](mailto:abuse@ganderweb.co.uk)
- Phone: 0330 2294495 (Business hours only)