



**Effective Date 25/09/2023**

**Gander Web LTD Registered Company No: 14990387**

## **Terms Of Service**

Gander Web LTD  
**Support@ganderweb.co.uk**  
0330 2294495  
Company No: 14990387



**Welcome to Gander Web LTD! We appreciate your trust in our services. Before using our hosting services, please carefully read and understand the following Terms of Service ("TOS"). By accessing or using any of our services, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please do not use our services.**

## **1. Account Creation and Usage**

**1.1. To utilize our hosting services, a customer account must be created at [ganderweb.co.uk](http://ganderweb.co.uk). Account creation requires adherence to our registration process, including providing accurate and complete information.**

**1.2. You are responsible for maintaining the confidentiality of your account information, including your username and password. Any activity that occurs under your account is your responsibility.**

## **2. Service Level Agreement (SLA)**

**2.1. Gander Web LTD aims to provide a 99.9% uptime service level agreement (SLA) for its hosting services. This SLA covers the availability of our services, excluding scheduled maintenance, force majeure events, or actions taken at your request.**

### **3. Dedicated Servers**

**3.1. When renting or leasing bare metal or physical servers from Gander Web LTD, you agree not to engage in any activities that may cause damage to our property or violate industry standards. Prohibited activities on dedicated servers include but are not limited to:**

#### **3.1.1. Malicious Activities:**

**Running any form of malware, viruses, or exploits that may compromise the security or integrity of our network, other users, or external networks.**

**Participating in denial-of-service (DoS) or distributed denial-of-service (DDoS) attacks, whether against our infrastructure or other targets on the internet.**

#### **3.1.2. Unlawful Content:**

**Hosting, distributing, or transmitting any content that violates local, national, or international laws, including but not limited to copyrighted materials without proper authorization, child pornography, or hate speech.**

**Storing or sharing sensitive or personally identifiable information (PII) without proper security measures or compliance with data protection regulations.**

#### **3.1.3. Resource Abuse:**

**Excessive use of server resources (CPU, memory, bandwidth) that negatively impacts the performance and availability of our services or other users' services.**

**Running resource-intensive applications or services that degrade server performance and disrupt the experience for other users.**

#### **3.1.4. Network Abuse:**

**Engaging in activities that harm the reputation of Gander Web LTD, such as spamming, phishing, or conducting fraudulent activities.**

**Exploiting network vulnerabilities to gain unauthorized access to our infrastructure or other users' data.**

#### **3.1.5. Unauthorized Access:**

**Attempting to gain unauthorized access to dedicated servers, user accounts, or any part of our infrastructure.**

**Unauthorized port scanning, penetration testing, or other security assessments without prior written consent from Gander Web LTD.**

#### **3.1.6. Infringement of Intellectual Property:**

**Hosting or distributing copyrighted materials, software, or digital content without the appropriate licenses or permissions.**

**Failing to promptly respond to copyright infringement notices and take appropriate action as required by law.**

#### **3.1.7. Violation of Industry Standards:**

**Ignoring or violating industry-specific standards and regulations related to dedicated server usage, including those set forth by relevant authorities or organizations.**

**Gander Web LTD reserves the right to monitor dedicated servers and investigate any reports of misuse or abuse. In the event of a violation of these terms, we may take**



corrective actions, including suspending or terminating your dedicated server account, without refund, and cooperating with law enforcement authorities as necessary.

We encourage users to report any suspicious or abusive behavior promptly to our support team to maintain a safe and secure hosting environment for all customers.

#### **4. Refund Policy**

**4.1. Gander Web LTD operates under a strict no-refund policy, except in cases where a refund is expressly approved by a director of Gander Web LTD.**

#### **5. Refusal of Service**

**5.1. Gander Web LTD reserves the right to refuse service to any individual or entity at our discretion, without the need for providing a specific reason.**

#### **6. Acceptable Use**

**6.1. You agree to use our services in accordance with all applicable laws and regulations, as well as industry standards. You shall not engage in any activities that violate our Acceptable Use Policy, which may include, but is not limited to, engaging in illegal activities, sending spam, or infringing upon intellectual property rights.**

#### **7. Suspension or Termination**

**7.1. Gander Web LTD may suspend or terminate your account and access to our services, with or without notice, for any breach of these terms or any other reason deemed appropriate by Gander Web LTD.**

#### **8. Data Privacy**



**8.1. Your use of our services is subject to our Privacy Policy, which outlines how we collect, use, and protect your personal data.**

## **9. Changes to Terms of Service**

**9.1. Gander Web LTD reserves the right to modify these terms at any time. Any changes will be posted on our website, and it is your responsibility to review these terms periodically. Continued use of our services after changes are made constitutes your acceptance of the updated terms.**

## **10. Contact Information**

**10.1. For inquiries or concerns related to these terms or our services, please contact us at 03302294495**

**By using our services, you acknowledge that you have read, understood, and agreed to these Terms of Service. These terms represent the entire agreement between you and Gander Web LTD and supersede any prior agreements or understandings.**