

Fair Use Policy

This Fair Use Policy applies to hosting services and other shared server services provided by Technorama LLP.

By **fair use**, we mean reasonable and responsible use of our services. As a general principle, we do not impose unnecessarily strict limitations. As long as the use of a hosting account does not cause excessive load, disruption, security risks or inconvenience to other users, the service may be used normally.

Reasonable Use

A website, script, email account or other application may occasionally use an unexpectedly high amount of server capacity. This may occur, for example, because software contains an error, a process continues running unexpectedly, or an infected device attempts to send large amounts of email.

Where such use causes, or threatens to cause, problems, we will normally contact the customer to discuss the cause and an appropriate solution.

Server capacity includes, among other things:

- processor usage (CPU);
- memory;
- disk space and disk activity;
- network traffic and bandwidth;
- database usage;
- the number of processes or connections;
- email traffic;
- other technical resources shared between multiple users.

Where substantially more capacity is structurally required than can reasonably be provided within the relevant hosting service, we may propose an alternative package or another technical solution.

Abuse and Disruption

Technorama LLP reserves the right to take measures where the use of an account threatens the operation, security, availability or reputation of our systems or services.

In cases of serious overload, security issues, abuse or unlawful use, we may, where necessary, terminate processes, temporarily restrict access, or block an account in whole or in part.

Where circumstances allow, we will first contact the customer about the issue. In the event of an urgent security risk, serious disruption or clear abuse, immediate action may be necessary.

Prohibited Use

A hosting account may in any event not be used:

- as general file storage for files that have no reasonable connection with the website, databases, email or other agreed hosting services;
- to make hosting capacity publicly available or to offer it as a shared hosting environment to third parties without permission;
- to store, distribute or make available material in violation of applicable laws, regulations or third-party rights;
- primarily for general file storage, file sharing or download hosting, unless this is expressly part of the service purchased;
- for streaming services or large-scale distribution of audio, video or other data, unless expressly agreed;
- for software or scripts which, because of errors, inefficient operation or their nature, place an unreasonable burden on shared server capacity;
- for cryptomining, cryptocurrency mining or similar computationally intensive applications;
- for other computationally intensive processes that have no reasonable connection with the agreed hosting service;
- for spam, malware, attacks on computer systems or other harmful or unlawful activities.

Reasonableness Comes First

The basic principle of this Fair Use Policy is that normal use should not be unnecessarily restricted.

An occasional peak in visitor numbers, data traffic or server load does not in itself constitute a breach of this Fair Use Policy.

We assess usage based on factors including its nature, scale, duration, frequency and the effects on our systems and other users.

Where reasonably possible, our first approach is to work with the customer to find an appropriate technical or commercial solution.

Relationship with Other Terms

This Fair Use Policy supplements the General Terms and Conditions of Supply and any additional terms that apply to the relevant service.

Where any provision of this Fair Use Policy conflicts with mandatory applicable law, the remaining provisions of this Fair Use Policy will remain in effect as far as possible.

Contact

If you have any questions about our Fair Use Policy, please contact us.

Technorama LLP

Energieweg 32 F
2382 NK Zoeterwoude Rijndijk
The Netherlands

Telephone: +31 (0)71 781 0001

Email: info@technorama.nl

Website: www.technorama.nl

Chamber of Commerce number: 53468589

VAT number: NL850891486B01