

## **Safe Harbour Investments Ltd**

### **Service Contract Advice and Policies**

The following clauses form part of the Service and form part of the contract.

We are a Channel Partner of Nominet and our Tag is “Safeharbour”.

We comply with the Systems Instructions including all obligations on Certification and Test Bed Processes;

We comply, without undue delay, with all lawful requests of UK law enforcement agencies.

We provide complete and accurate Registrant data in line with the Contract and data quality policy;

We act promptly on reasonable requests from Registrants to make changes to their domain name registration.

We reserve the right to pass over to Nominet any documentation or information in our possession that nominet requires, that does not contravene the law of England and Wales.

We aim to make Registrants aware of our Terms and Conditions of Domain Name Registration before the contract is made and before renewal.

All clients must acknowledge the terms and conditions provided either by email (or via our website) to [admin@safeharbourinvestments.co.uk](mailto:admin@safeharbourinvestments.co.uk)

Customers will receive a minimum of 30 notice of any substantive changes that relate to a .uk domain (including the Key Terms) in advance of those changes coming into effect unless such changes are required to be made due to a legal requirement.

We will endeavour to act in good faith at all times to both our clients and to Nominet, the UK domains registry.

We will issue an expiry notice to Your Customer no more than 30 days prior to expiry of the domain. We will always allow a Registrant to renew a domain name (and maintain the registration in their own name) at any point up to the point at which we would otherwise have cancelled and deleted that domain name, provided that such renewal does not breach any of the terms of this Agreement or of the Terms and Conditions of Domain Name Registration.

Any client should advise Safeharbour at least 7 days in advance of the cancellation date by to confirm a renewal request.

This does not apply where we have formally notified our Customer that we are no longer providing them with Registrar Services, or where we and / our Customer has agreed that we are no longer providing Registrar Services. In these circumstances, we will take commercially reasonable steps to assist our Customer in transferring their domain name(s) to a new Registrar, should they wish to do so. 30 days notice will be required.

We will not transfer domain names from or to a Tag or a particular Tag Classification, or use a Tag of a particular Tag Classification, as a means of avoiding an obligation or restriction which should properly apply in the circumstances.

We will comply with all applicable laws (in particular, the Data Protection Legislation) applicable to our activities, as well as distance selling regulations or equivalent including relevant cooling off periods; and

We agree to maintain a website, accessible to the public, which provides contact postal address(es), email address(es) and telephone number(s).

We will respond to any query as soon as possible and in all cases within 5 working days of receipt.

We have a Complaints and escalation procedure published on our website.

Our charges associated with .uk domain name registration, renewal and maintenance will be notified by e mail to all our clients prior to a contract being entered into.

Any changes to our ongoing charges or other charges that will affect our Customers will be notified to them 30 days prior to a renewal or implementation.

We will notify all clients as to how long we will take to carry out any and all services.

We will make clear to customers our policy on renewal and expiry of domain names, which will be compliant with this Contract, including the basis on which we charge for renewal of a .uk domain name.

Please find an email contact point on [www.safeharbourinvestments.co.uk](http://www.safeharbourinvestments.co.uk) to report any abuse complaints.