

## Abuse & acceptable use policy

**For all our services we apply a few common rules, which are defined in our Acceptable Use Policy. In accordance with our general terms and conditions we act against activities that violate these rules.**

### Report abuse

In order to properly investigate abuse claims we kindly ask to send in all relevant information. If you have collected the required information, please send it over to [abuse@pcextreme.nl](mailto:abuse@pcextreme.nl).

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### Definitions

**Spam:** Unsolicited, undesired, or illegal email messages. **Spoofing:** Impersonate as someone or something. **Fraud:** Deliberate deception to secure unfair or unlawful gain. **Phishing:** An attempt to acquire sensitive information by masquerading as a trustworthy entity in an electronic communication. **DDOS:** A type of DOS attack where multiple compromised systems are used to target a single system causing a Denial of Service (DoS) attack. **E-mail bombing:** A form of net abuse consisting of sending huge volumes of email to an address in an attempt to overflow the mailbox or overwhelm the server. **Flooding:** A form of denial-of-service in which an attacker sends requests to a targets system in an attempt to consume enough server resources to make the system unresponsive to legitimate traffic. **Malicious Software:** Also known as malware, is any software that gives partial to full control of your computer to do whatever the malware creator wants. **Vulnerabilities:** A weakness which allows an attacker to reduce a system's security. **Hacking:** Attempting to gain access to computer or networks systems. **Exploiting:** Using a piece of software, a chunk of data, or a sequence of commands that takes advantage of a bug or vulnerability in order to cause unintended or unanticipated behavior to occur on computer software, hardware, or something electronic (usually computerized).

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## **1. General:**

### **1.1 Material**

The CUSTOMER may not send or offer any material (by e-mail, website, upload or otherwise) that infringes any copyright, trademark, patent, trade secret or other proprietary rights of a third party. Including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books or other copyrighted protected sources, and the unauthorized transmittal of copyrighted software.

The CUSTOMER may not send or offer any material (by e-mail, website, upload or otherwise) that threatens or encourages bodily harm, destruction of property, terrorism or compromises (someones personal) security.

The CUSTOMER may not send or offer any material (by e-mail, website, upload or otherwise) that harasses other user inconvenience.

### **1.2 Privacy**

The CUSTOMER is not allowed to go purposefully seeking information about others, such as files, other relevant data or passwords of others to copy, modify, or impersonate another user, except with the express consent of that user.

The CUSTOMER is not permitted to infringe on the privacy of individual users through viewing their data like email or other personal communication with other users.

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## **2. Email:**

### **2.1 Spam**

The CUSTOMER is not allowed to send unsolicited commercial email ("UCE") or unsolicited bulk email ("UBE") also known as Spam to any Internet user through a PCextreme account or via any other network connection that implies (spoofs) any relation to/from PCextreme.

### **2.2 Mailing Lists**

Any kind of mailing list usage within the network of PCextreme must meet the guidelines MAPS <https://tools.ietf.org/html/rfc5782> and RFC 3098

<http://www.faqs.org/rfcs/rfc3098.html>. Which includes but is not limited to, the consent of the receiver through "opt-in" ( subscribe) and "opt-out" (unsubscribe).

### **2.3 Spoofing**

The CUSTOMER is not permitted to alter the headers of e-mail messages with the intention to hide their e-mail address or impersonate another person by using forged headers or other identifying information.

### **2.4 Mail Servers**

The CUSTOMER is prohibited to temporarily or permanently connect an insufficiently secured mail server on the network of PCextreme. PCextreme expressly reserves the right to block insufficiently secured mail server.

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## **3. Website:**

### **3.1 Fraud**

The CUSTOMER is not authorized to promote, buy or sell, fraudulent offers for goods, subjects, services or any type of financial scam such as (but not limited to) "Pyramid schemes (Ponzi Scheming)", "quickly become rich systems" or counterfeit product or services.

The CUSTOMER is not allowed to perform any kind of deceptive online marketing practices.

### **3.2 Privacy Policy**

The CUSTOMER is not allowed to collect or attempt to collect personal information from third parties, without their knowledge or consent (for example, but not exclusively, in the form of "phishing").

### **3.3 (Inter) national laws and regulations**

The CUSTOMER is not permitted to offer any material that, intentionally or not, violates any applicable (inter)national law.

## **4. Server**

## **4.1 Abuse**

The CUSTOMER is not allowed to disrupt, systems in a network, network services or network communication, including, but not limited to, partaking in DDOS attacks, e-mail bombing, flooding or other deliberate attempts to overload a systems and services.

The CUSTOMER is not allowed to introduce viruses or other types of malicious software inside or outside the network of PCextreme or its systems.

The CUSTOMER is not authorized to gain unauthorized access to PCextreme or other computer systems, networks or programs.

The CUSTOMER is not allowed to gain (or attempt to gain) unauthorized access to systems or networks, including any attempt to probe a system or network, scan or test for vulnerabilities, or to breach security or authentication measures without express authorization of the owner of the system or network.

The CUSTOMER is not allowed to monitor or otherwise collect data or traffic of any network or system without the express permission of the owner of the system or network.

## **4.2 Hacking**

The CUSTOMER is not permitted to infringe (word missing) on the integrity of computer and network systems; For example: customers will not intentionally develop or use programs that harass other users or infiltrate a computer or network system. Infiltrate, damage and / or change a computer or network system and/or its (software) components.

## **4.3 Exploiting**

The CUSTOMER is not authorized to use the system to gain unauthorized access to other computer or networks systems and/or its (software) components in or out of the PCextreme network, using (existing) leaks or other (software) exploits.

## **4.4 Software**

The CUSTOMER is not permitted to infringe on copyright or other legal protection of licensed programs and data.

PCextreme b.v.

abuse-policy

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