

## **Acceptable Use Policy**

Please read this acceptable use policy (AUP) carefully before using or signing up for a web hosting packages provided by Cypronix. The AUP describes activities that are not allowed on the Cypronix Web Hosting Services. The use of 'we', 'us' refers to Cypronix and 'policy' refers to the acceptable use policy.

Services provided by Cypronix may only be used for lawful purposes. You agree to comply with all applicable laws, rules, and regulations in connection with your use of the services.

Any material or conduct that violates this policy in any manner, we may, in our discretion and without notice:

- Immediately remove any content which we view inappropriate or that violates our policy.
- Stop providing you with the services and suspend or terminate your accounts.
- In serious cases such as illegal activity, report you to the appropriate authorities.

Cypronix will not be held liable for any violation of our services and you may be held responsible for the cost of damages incurred to Cypronix, both monetary and in reputation.

## **Prohibited use:**

### **SPAM and Unsolicited Email**

You may not use our services for unsolicited commercial communication/ SPAM in any of the following forms, email, instant messaging, SMS, chat rooms, discussion boards and newsgroups.

What is considered as unsolicited communication/ SPAM:

- Any communication to an individual or group without the explicit consent of the receiving party or where the origins of the communication are unclear or that originates from a 3<sup>rd</sup> party/ affiliate.
- Collecting and storing email addresses without the consent of the recipient of the email address.
- Sending of emails, which have not been requested or accepted by the recipient.
- The use of other services or programs for the purpose of sending SPAM is not allowed to be used along with our services.

In the event that we receive a complaint, we may request that you provide verification of the recipient's agreement to receive communications from you. Records of the recipient requests and their consent to receive email communications should be stored along with information relating to when and how you obtained their email address. There should be an unsubscribe option for recipients receiving mail from you.

## **Offensive/ Illegal content**

You may not use our services to publish/promote content or engage in activity that is illegal under applicable law, that is harmful to others, or that would harm or subject Cypronix to liabilities, including, without limitation, in connection with any of the following:

- Distributing pornographic, sexually explicit content or any adult related content or services.
- Illegal activities/ content or other purposes that is not accepted by law. This includes but not limited to, stolen copyrighted material, theft, fraud, drug-trafficking, money laundering, terrorism, pirated content and illegal gambling sites.
- Violence/ hateful content that support or condone hate speech, violence or discrimination towards a race, ethnicity, religion, disability, age, gender, nationality, sexual or gender identity.
- Content that infringes on the rights of others or violates their privacy.
- Distributing malicious code or software.

## **Misuse of account features**

- Offering or selling our services to third parties that allow access to accounts and features is not allowed.
- You cannot use any services that allow anonymous access or abusive behaviour by third parties or that affect the performance of services and other user's accounts.
- Multiple Domains cannot be resold to third parties.

## **Resource Usage**

You may not use our services in a way that negatively affects operations, performance or resources such as excessive server hits, excessive bandwidth usage, excessive disk usage, scripts or database queries that may affect other user accounts.

You may not run any program, script or command that exceed the following:

- Any process that requires more than 50MB of memory space.
- Any program that requires more than 30 CPU seconds.
- Run more than 10 simultaneous processes.
- Send mail to more than 500 recipients/email addresses within one hour.
- Send or receive, any file larger than 20MB through mail.

Your account will be deactivated if bulk mail runs are being performed that exceeds the limits listed above.

You may not run scripts that are for external sites or services. Interactive Web applications such as chat systems are not allowed.

MySQL databases:

- Each hosting package have a set limit of available databases
- A database is set to a limit of 500 MB disk space.
- Websites may not be stored in databases for the purpose of avoiding the set disk usage limit.
- External access to a database is prohibited
- Only 10 concurrent MySQL connections per database user are allowed.
- Databases may not be used to store binary files such as images and application files.

We reserve the right to request changes, move or disable any databases that impact a database server or affects the performance of a database server.

The use of “cron jobs”, are subject to the following conditions and restrictions:

- May only be executed once every two hours.
- If a cron job consumes excessive CPU usage, a CPU limit should be placed.

### **Internet Abuse**

You may not use our network to engage in illegal, abusive, or irresponsible behaviour, including:

- Unauthorised access to or use of data, services, systems or networks.
- Attempt to probe, scan or test the vulnerability of a system or network or to break security or authentication measures.
- Monitoring data or traffic on any network or system without authorisation.
- Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks;
- Use of an Internet account or computer without the owner’s authorisation.
- Using deceitful methods to collect information, including, but not limited to Internet scamming, password robbery, phishing, security hole scanning, and port scanning.
- Distributing software that secretly gathers information about a user or that transmits information about a user.
- Any activity or conduct that is likely to result in retaliation against our network.
- Any activity or conduct that is likely to be in breach of any applicable laws, codes or regulations including the Electronic Communications and Transactions Act 25 of 2002 which renders you liable to a fine or imprisonment.
- Uploading or Distributing viruses or other contaminating/ malicious software.
- Not to using an up to date virus-scanning program on all material downloaded from the Web.
- Forging email or other messages, port scanning or the use of similar tools.
- Trafficking in pirated software, you may not use our services to publish or share information about the availability of pirated software or other material that is being made available illegally, including the publication of a list of links to such material, regardless of disclaimers.

Compliance with the acceptable use policies of any network or system with which you connect through our service is required

## **Security**

The customer's responsibilities when using our services:

- Ensure that scripts/programs installed are secure, up to date and permissions of directories are set properly, regardless of installation method.
- Customers are responsible for all actions taken under their account. This includes the compromise of credentials such as user name and password.
- Customers are required to use a secure password. You may receive a request to change/update your password if it is found to be weak. Failing to strengthen a password that leads to a breach could result in your account being suspended / terminated.
- Passwords should consist of at least 11 mixed alpha and numeric characters with case variations.
- Do not use common words as a password and change your passwords regularly. In the event of abuse we reserve the right to reset a password.

## **Disk usage**

The following limits apply regarding disk usage:

- A limit of 200 000 files (i.e. an email, webpage, image file, directory etc.) per account or 50 000 files per directory
- Only website content can be stored, the servers are not to be used as a personal storage facility.
- Mailboxes, including catchall mailboxes or bounce message mailboxes should not be allowed to build up large volumes of emails without being accessed.
- Emails older than five years may not be stored on the server.
- Individual emails that are 5 MB or larger may not be stored on the server for more than 1 month.
- All Web Hosting packages have a disk usage quota in place, exceeding the allocated quota may result in additional charges for over-usage. Customers can monitor their disk usage in the konsoleH by clicking on 'Disk Usage' under Statistics & Reports.
- Our services do make use of an automated system that tracks, notifies and charges for over-usage.

## **Traffic Usage**

The following limits apply regarding traffic usage:

- All Web Hosting packages have a disk usage quota in place, exceeding the allocated quota may result in additional charges for over-usage. Customers can monitor their traffic usage in the konsoleH by clicking on 'traffic Usage' under Statistics & Reports.
- You may not use our Web Hosting packages for online file storage, archiving electronic files or streaming excessive videos or hosting music.

Our Web Hosting packages are not suitable for the following:

Very popular Websites (eg. news24.com)

Large SaaS implementations

Servers used for mass download purposes or caching proxies

Mass mail services (eg. a free Webmail service)

Shared hosting

Cloud hosting platforms

### **Reporting violations**

To report a violation of this policy, please contact us at [support@cypronix.co.za](mailto:support@cypronix.co.za)

### **AUP Changes and Updates**

We reserve the right to change this policy at any given time, we advise you to frequently visit this page to ensure that you are up to date with the latest changes.