

Abuse Reporting and Legal Requests Policy

Last Updated: 14 March 2026

Company Registration Number: 17091516

ICO Registration: Pending

1. Purpose

This policy explains how **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our") handles:

- abuse reports
- security incidents
- copyright complaints
- legal requests from authorities

The purpose of this policy is to ensure that reports are handled **fairly, consistently, and in accordance with applicable laws**.

2. Reporting Abuse

Anyone who believes Zentrix Hosting services are being used for abusive or illegal purposes may submit an abuse report.

Examples of abuse include:

- phishing websites
- malware hosting
- spam campaigns
- botnet activity
- denial-of-service attacks
- intellectual property infringement

illegal content distribution

Reports should include:

the IP address, domain, or service involved
a description of the issue
relevant evidence or logs where possible

Abuse reports can be submitted to:

Email:

abuse@zentrrixhosting.com

3. Investigation Process

When an abuse report is received, Zentrrix Hosting will:

Review the report and available evidence
Identify the affected customer account or service
Assess whether the activity violates our **Terms of Service or Acceptable Use Policy**

Depending on the severity of the issue, Zentrrix Hosting may:

contact the customer requesting remediation
temporarily suspend the affected service
block network traffic
terminate the service

4. Immediate Suspension

Certain activities may result in **immediate suspension without prior notice**, including:

malware distribution
phishing operations
botnet command infrastructure

- child exploitation content
- active network attacks
- serious infrastructure abuse

Immediate action may be required to protect other users and the wider internet.

5. Copyright Complaints

Zentrix Hosting respects intellectual property rights.

Copyright complaints should include:

- identification of the copyrighted work
- location of the allegedly infringing material
- proof of ownership or authority to act
- contact information of the complainant

Where appropriate, Zentrix Hosting may:

- notify the customer
- remove the infringing content
- suspend services for repeat violations

6. Cooperation with Law Enforcement

Zentrix Hosting may cooperate with law enforcement authorities when legally required.

Requests for information must:

- come from authorised law enforcement agencies
- include valid legal authority (such as a court order or warrant where applicable)

Zentrix Hosting may disclose information where required by law or necessary to:

- prevent criminal activity

protect network security
comply with legal obligations

7. Data Preservation Requests

Law enforcement agencies may request that Zentrix Hosting preserve data relating to an investigation.

Where legally permitted, Zentrix Hosting may temporarily preserve relevant logs or records while awaiting formal legal process.

8. False or Malicious Reports

Submitting intentionally false or malicious abuse reports may result in:

- rejection of the report
- blocking of the reporting party
- legal action where applicable

All reports must be made in good faith.

9. Customer Cooperation

Customers must cooperate with reasonable requests relating to abuse investigations.

Failure to respond to abuse notifications may result in:

- service suspension
- service termination
- account termination

10. Policy Updates

Zentrix Hosting may update this policy periodically.

The most recent version will always be published on our website.

Continued use of our services constitutes acceptance of the updated policy.

Contact Information

Zentrix Hosting Ltd

3rd Floor
86–90 Paul Street
London
England
United Kingdom
EC2A 4NE

Email:

abuse@zentrixhosting.com

Authorised by

Alex Cheetham
Chief Executive Officer
Zentrix Hosting Ltd