

# Acceptable Use Policy (AUP)

**Last Updated:** 14 March 2026

**Company Registration Number:** 17091516

**ICO Registration:** Pending

## 1. Purpose

This Acceptable Use Policy ("AUP") defines the rules governing the use of services provided by **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our").

The purpose of this policy is to:

- protect our infrastructure and network
- protect our customers
- prevent abuse of our services
- ensure compliance with UK and international law

Any use of Zentrix Hosting services must comply with this policy.

## 2. Scope

This AUP applies to all services provided by Zentrix Hosting, including but not limited to:

- Web hosting
- VPS hosting and virtual servers
- Game server hosting
- Bot hosting
- Infrastructure hosting services
- Managed hosting services
- Any applications, websites, or services hosted on Zentrix Hosting infrastructure

This policy applies to **all customers, users, and anyone accessing services through Zentrix Hosting infrastructure.**

## 3. Prohibited Activities

Users may not use Zentrix Hosting services for illegal, abusive, or harmful activities.

Prohibited uses include, but are not limited to:

### Illegal Content or Activities

Hosting, distributing, or facilitating any content that violates UK law or applicable international laws.

Examples include:

- child sexual abuse material (CSAM)
- terrorist content or propaganda
- fraud or scam operations
- identity theft or financial fraud

Any such activity will be reported to **law enforcement authorities.**

### Intellectual Property Infringement

Hosting or distributing content that infringes intellectual property rights, including:

- pirated software
- illegally distributed media
- unauthorised copies of copyrighted materials

## **Malware and Security Threats**

The distribution or operation of malicious software including:

- viruses
- trojans
- ransomware
- spyware
- exploit kits
- botnets or command-and-control infrastructure

## **Network Abuse**

Activities intended to disrupt or compromise systems or networks including:

- denial-of-service attacks (DoS / DDoS)
- traffic flooding
- brute-force attacks
- vulnerability scanning without authorisation
- attempting to compromise systems

## **Email and Messaging Abuse**

Using our services to send unsolicited or deceptive communications including:

- spam
- phishing messages
- mass unsolicited messaging
- fraudulent communications

## **Harassment or Harmful Behaviour**

Using Zentrix Hosting services to harass, threaten, intimidate, or harm individuals or organisations.

## Unauthorised Access

Attempting to gain unauthorised access to:

- Zentrix Hosting systems
- customer accounts
- third-party systems or services

## Cryptocurrency Mining

The use of any Zentrix Hosting service for **cryptocurrency or blockchain mining** is strictly prohibited unless explicitly authorised in writing.

This includes but is not limited to:

- CPU mining
- GPU mining
- ASIC mining
- mining pools
- staking operations
- proof-of-work or proof-of-stake activities

Accounts found to be engaging in mining activity may be **suspended or terminated immediately without notice or refund.**

## Tor Exit Nodes and Public VPN Services

The operation of the following services is prohibited unless explicitly approved:

- Tor exit nodes
- public VPN services
- anonymous proxy services

## 4. Resource Usage and Fair Use

Customers must use infrastructure resources responsibly.

This includes:

- CPU usage
- RAM usage
- storage usage
- network bandwidth

Excessive resource usage that negatively impacts other users or infrastructure may result in:

- resource throttling
- service suspension
- service termination

Zentrix Hosting reserves the right to enforce **fair use limits to maintain service stability**.

## 5. Infrastructure Protection

Zentrix Hosting services operate within shared infrastructure environments.

Customers must not engage in activities that threaten infrastructure stability, including:

- sustained resource abuse
- infrastructure exploitation
- deliberate system overloads
- automated attacks against services

Services that threaten platform stability may be **suspended immediately without prior notice**.

## 6. Security Responsibilities

Customers are responsible for maintaining the security of systems they operate on Zentrix Hosting infrastructure.

This includes:

- keeping operating systems and software updated
- using secure authentication credentials
- implementing appropriate access controls
- promptly addressing known vulnerabilities

Zentrix Hosting is not responsible for security incidents caused by misconfigured or vulnerable customer systems.

## 7. Abuse Monitoring and Detection

Zentrix Hosting may use **automated monitoring systems and manual reviews** to detect potential abuse or security risks.

Monitoring may include:

- network traffic analysis
- infrastructure performance monitoring
- abuse report investigations

This monitoring is conducted solely for the purpose of maintaining network security and service stability.

## 8. Reporting Abuse

Suspected abuse or security incidents involving Zentrix Hosting services should be reported to:

Email:

[contact@zentrrixhosting.com](mailto:contact@zentrrixhosting.com)

Reports should include sufficient information to allow investigation.

## 9. Enforcement and Consequences

Zentrrix Hosting reserves the right to take appropriate action when this Acceptable Use Policy is violated.

Actions may include:

- issuing warnings
- temporary suspension of services
- resource restrictions
- permanent service termination
- account termination
- reporting illegal activity to law enforcement

Certain violations may result in **immediate suspension without prior notice**.

## 10. Policy Changes

Zentrrix Hosting may update this Acceptable Use Policy periodically.

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

Continued use of our services after changes have been made constitutes acceptance of the updated policy.

# Contact Information

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## Authorised by

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