

# Fraud Prevention and Identity Verification Policy

**Last Updated:** 14 March 2026

**Company Registration Number:** 17091516

**ICO Registration:** Pending

## 1. Purpose

This Fraud Prevention and Identity Verification Policy explain how **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our") identifies and prevents fraudulent transactions, abuse of services, and unauthorized account activity.

This policy is designed to protect:

- our infrastructure and services
- our customers
- payment processors and financial institutions
- the wider internet community

This policy forms part of our **Terms of Service**.

## 2. Fraud Prevention Measures

Zentrix Hosting uses a combination of **automated fraud detection systems and manual reviews** to identify potentially fraudulent orders or activities.

Fraud prevention checks may include:

- IP address analysis

- geolocation verification
- VPN or proxy detection
- payment risk scoring
- unusual ordering patterns
- mismatched billing details

Orders flagged as suspicious may be **held for manual review** before services are activated.

### 3. Identity Verification (KYC)

In certain circumstances, Zentrix Hosting may require customers to verify their identity before activating services.

Verification may be requested if:

- an order is flagged as high risk
- payment details appear inconsistent
- unusual activity is detected
- required by payment processors or regulatory requirements

Verification may involve providing documentation such as:

- a government-issued photo ID
- proof of address
- confirmation of payment method ownership

All identity verification documents are handled securely and only used for fraud prevention purposes.

### 4. Service Activation Delays

Orders may be temporarily delayed while verification checks are completed.

Zentrix Hosting reserves the right to:

- delay activation of services
- request additional verification information
- cancel orders that cannot be verified

## 5. Refusal of Service

Zentrix Hosting reserves the right to refuse or cancel orders where fraud is suspected.

Reasons may include:

- use of stolen payment methods
- false or misleading registration information
- repeated failed verification attempts
- previous fraudulent activity associated with the customer

Refunds for cancelled fraudulent orders may be processed in accordance with payment processor policies.

## 6. Monitoring for Fraudulent Activity

Zentrix Hosting may monitor account activity and infrastructure usage for signs of abuse or fraud.

Examples include:

- spam campaigns
- malware hosting
- botnet activity
- denial-of-service attacks
- fraudulent financial activity

Accounts engaged in fraudulent behaviour may be **immediately suspended or terminated**.

## 7. Cooperation with Payment Providers

Zentrix Hosting works with payment processors and financial institutions to prevent fraudulent transactions.

Where necessary, information may be shared with:

- payment providers
- fraud prevention services
- financial institutions
- law enforcement authorities

This is done in accordance with applicable laws and our **Privacy Policy**.

## 8. Data Protection

Any personal data collected for fraud prevention or identity verification purposes is processed in accordance with:

- the **UK General Data Protection Regulation (UK GDPR)**
- the **Data Protection Act 2018**
- our **Privacy Policy**

Verification documents will be stored securely and retained only for as long as necessary for fraud prevention or legal compliance.

## 9. Policy Updates

Zentrix Hosting may update this policy periodically to reflect changes in fraud prevention practices or regulatory requirements.

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

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

## Contact Information

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## Authorised by

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