

Terms of Services

Revision date: 1st July 2024

All services provided by CCSW ("Custom Computer Services (Wales) Ltd") may be used for lawful purposes only.

Transmission, storage or presentation of any information, data or material in violation of any law of the United Kingdom or the client member country, county or city. This includes, but is not limited to: copyrighted material, material we judge to be threatening or obscene, or material protected by trade secret and other statute. The subscriber agrees to indemnify and hold harmless CCSW from any claims resulting from the use of service which damages the subscriber or any other party.

Prohibited are sites that promote any illegal activity or present content that may be damaging to CCSW' servers, or any other server on the Internet. Links to such materials are also prohibited.

Examples of unacceptable content or links:

- Pirated software
- Hacker programs or archives
- Warez sites
- Pornography of any kind

NOTICE: IF YOUR ACCOUNT IS FOUND TO CONTAIN ILLEGAL ACTIVITY, ILLEGAL MP3 FILES, PIRATED SOFTWARE, HACKER PROGRAMS, WAREZ PROGRAMS, PORNOGRAPHY, OR ANY OTHER ILLEGAL FILES, YOUR ACCOUNT WILL BE TERMINATED IMMEDIATELY, WITHOUT NOTICE, AND A £50.00 (GBP) CANCELLATION FEE WILL APPLY. ADDITIONALLY, CCSW WILL NOTIFY THE PROPER AUTHORITIES OF YOUR ACTIONS WHERE APPLICABLE.

Traffic Usage

All account plans are offered with unlimited usage, however this is provided on a fair-usage basis. If usage affects other clients or services then we reserve the right to restrict usage on a case by case basis.

IRC

We currently do not allow IRC or IRC bots to be operated on our servers.

Server Abuse

Any attempt to undermine or cause harm to a server or customer of CCSW is strictly prohibited. As our customer you are responsible for all your accounts. Should you violate the Terms of Services outlined within, your account will be cancelled without chance of refund.

Refusal of Service

We reserve the right to refuse, cancel or suspend service, at our sole discretion.

All sub-networks, distributive hosting sites and dedicated servers of CCSW must adhere to the above policies, with the exception of system resources in respect to dedicated servers.

Billing

By the Account Activation Date of each month, CCSW shall either:

- (1) debit the client's credit card (when such information has been provided by the client); or
- (2) deliver, by e-mail, an invoice in accordance with the applicable Service Fees for services rendered for the current month. When an invoice is delivered to the client, payment shall be remitted to CCSW by no later than the specified payment due date. CCSW shall be entitled to immediately terminate this agreement for client's failure to make timely payments. You will be provided with an invoice on a monthly basis. All credit cards are billed automatically on a monthly basis. It is the client's responsibility to ensure that they have sufficient credit to cover this transaction. In the event that there is insufficient credit, we will send an e-mail notification, at which point we will need to be provided with another credit card account number within 24 hours. If we do not receive a response within 24 hours, the account, and all accounts under that account plan, will be suspended.

Service Fees

Certain services carry a setup fee charged by CCSW to client, which must be paid by client in order to have use of said services. If client terminates this agreement, client shall be responsible for any and all outstanding fees owed to CCSW and agrees to pay any and all fees incurred by client. Because the services are provided on a monthly basis, the client will be responsible for service fees incurred each month, regardless of when client provides notice of termination. Thus, for example, if the client provides notice of termination on the 15th day of a particular month, the client will be responsible for service fees for the entire month, and such fees will not be pro-rated or refunded.

Refund policy

Client may cancel any order made on this website within seven days of making the order by either using the online contact form found on CCSW, sending an email to ticket@ccsw.co.uk or calling **029 2167 0150** quoting the original order number. We will respond to your request within one business day.

In the case of domain registrations or SSL certificates, we reserve the right to refund the original order amount minus any charges incurred from our registration providers.

All refunds will be credited to the payment card used to make the order.

All refunds are subject to security controls and customers will need to give correct answers to security questions before refunds are made.

Cancellation Refunds

We DO NOT refund partial monthly fees to accounts. We require 30 days' notice for a cancellation which will only be accepted if submitted via the client control panel.

Limitation of Liability

CCSW shall not be responsible for any claimed damages, including incidental and consequential damages, which may arise from CCSW' servers going off-line or being unavailable for any reason whatsoever. Furthermore, CCSW shall not be responsible for any claimed damages, including incidental or consequential damages, resulting from the corruption or deletion of any web site from one of CCSW ' servers. All damages shall be limited to the immediate termination of service.

Violations

Violations of these Acceptable Use Policies should be referred to **ticket@ccsw.co.uk**. All complaints will be investigated promptly. Failure to follow any term or condition will be grounds for immediate account deactivation.

Disclaimer

CCSW cannot be held liable for system down time, crashes or data loss. We cannot be held liable for any predicated estimate of profits which a client would have gained if their site was functioning. Certain services provided by CCSW are resold. Thus, certain equipment, routing, software and programming used by CCSW are not directly owned or written by CCSW. Moreover, CCSW holds no responsibility for the use of our clients' accounts. Failure to comply with any terms or conditions will result in the automatic deactivation of the account in question. We reserve the right to remove any account, without advance notice for any reason without restitution, as CCSW sees fit.

Account Activation

By activating your account with CCSW, you agree to the above policies and disclaimer. Upon requesting activation of an account, you are required to accept these policies, guidelines and disclaimer, and a copy of your acceptance is forwarded along with your activation request to be maintained with your account information.

NOTICE: If you sign up for an account and fail to comply with these terms, no refunds will be given. We will, however, advise you by e-mail or phone prior to taking any action to provide you with an opportunity to correct the problem.

Server Uptime Guarantee

Although CCSW has an excellent record for reliability, we do not offer an uptime guarantee. However, our network and servers are monitored continuously, and are rarely down except for scheduled maintenance and hardware and software upgrades.

CCSW reserves the right to amend any or all of the above policies, guidelines and disclaimer without notification. We also retain the right to increase any pricing and make changes to our account plans without notification.

Privacy

Revision date: 1st July 2024

CCSW has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses the information gathering and dissemination practices for this Web site.

Information Automatically Logged

We use your IP address to help diagnose problems with our server and to administer our Web site. We use this information for no other reason.

Order Forms

Our site uses an order form for customers to request services. (128 bit encryption).

Contact information from the order forms will be used to get in touch with the customer when necessary.

Billing information that is collected is used to bill the user for services. Billing is handled via our secure payment partner, WorldPay. Please refer to their terms and conditions for payments.

Unique identifiers are collected from Web site visitors to verify the user's identity.

Demographic and profile data is also collected at our site.

We use this data to tailor our visitor's experience at our site showing them content that we think they might be interested in, and displaying the content according to their preferences.

We will however not pass your information on to any third party unless required to do so under law or court order.

Security

This site has security measures in place to protect the loss, misuse, and alteration of the information under our control. We use strong SSL encryption to ensure your privacy.

Third Parties

Information collected on this site is strictly for our use, NO OTHER OUTSIDE PERSONS MAY VIEW YOUR PERSONAL INFORMATION SUCH BILLING INFORMATION, ETC. We will not pass your information on to any third party unless required to do so under law or court order.

Contacting Us

If you have any questions about this privacy statement, the practices of this site, or your dealings with this Web site, you can contact: [**ticket@ccsw.co.uk**](mailto:ticket@ccsw.co.uk)

Acceptable Use Policy

Revision date: 1st July 2024

As a provider of web site hosting and other Internet-related services, CCSW offers its customer (also known as "Subscribers") and their customers and users the means to acquire and disseminate a wealth of public, private, commercial and non-commercial information. CCSW respects that the Internet provides a forum for free and open discussion and dissemination of information. However, when there are competing interests at issue, CCSW reserves the right to take certain preventive or corrective actions. In order to protect these competing interests, CCSW has developed an Acceptable Use Policy ("AUP"), which supplements and explains certain terms of each customer's respective service agreement, and is intended as a guide to the customer's rights and obligations when using CCSW' services. This AUP will be revised from time to time.

One important aspect of the Internet is that no one party owns or controls it. This fact accounts for much of the Internet's openness and value, but it also places a high premium on the judgment and responsibility of those who use it, both in the information they acquire and in the information they disseminate to others. When subscribers obtain information through the Internet, they must keep in mind that CCSW cannot monitor, verify, warrant or vouch for the accuracy and quality of the information they acquire. For this reason, the subscriber must exercise his or her best judgment in relying on information obtained from the Internet, and also should be aware that some material posted to the Internet may be sexually explicit or otherwise offensive. Because CCSW cannot monitor or censor the Internet, and will not attempt to do so, CCSW cannot accept any responsibility for injury to its subscribers resulting from inaccurate, unsuitable, offensive or illegal Internet communications.

When subscribers disseminate information from the Internet, they must keep in mind that CCSW does not review, edit, censor or take responsibility for any information its subscribers may create. When users place information on the Internet, they have the same liability as other authors for copyright infringement, defamation and other harmful speech. Also, because the information created is carried over CCSW' network and may reach a large number of people, including both subscribers and non-subscribers of CCSW, subscribers' postings to the Internet may affect other subscribers and may affect CCSW' goodwill, business, reputation or operations. For these reasons, subscribers violate CCSW policy and the Service Agreement when they, their customers, affiliates or subsidiaries engage in the following prohibited activities:

Spamming:

Sending unsolicited bulk and/or commercial information over the Internet is not only harmful because of its negative impact on consumer attitudes toward CCSW, but also because it can overload CCSW' network and disrupt service to CCSW' subscribers. Also, maintaining an open SMTP relay is prohibited. When a complaint is received, CCSW will investigate and shutdown the account that is at fault for spamming. A £250 charge for violating this policy will be charged to the person initiating the

SPAM. Furthermore CCSW reserves the right to prosecute for this violation. A £1.00 charge will be assessed PER EMAIL sent should CCSW choose to pursue and prosecute.

Audio/Video Streaming:

Audio/Video Streaming is not hosting friendly. As such, CCSW does not allow any streaming of audio or video content. Offending accounts will be suspended without noticed or terminated.

Adult-Oriented Content:

CCSW does not allow adult content and will suspend/terminate any offending account.

Large File Policy:

CCSW is not for file hosting and distribution - as such, customers may not host any files larger than 50MB in size that are observed to be available for the sole purpose of download. Such files include but are not limited to .ISO, audio/video files, .EXE files. If you are unsure whether your file is against this policy, please e-mail ticket@ccsw.co.uk.

Obscene Speech or Materials:

Using CCSW' network to advertise, transmit, store, post, display, or otherwise make available child pornography or obscene speech or material is prohibited. CCSW is required by law to notify law enforcement agencies when it becomes aware of the presence of child pornography on or being transmitted through its network.

Defamatory or Abusive Language:

Using CCSW' network as a means to transmit or post negative, defamatory, harassing, abusive or threatening language.

Forging of Headers:

Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.

Illegal or Unauthorised Access to Other Computers or Networks:

Accessing, illegally or without authorisation, computers, accounts or networks belonging to another party, or attempting to penetrate security measures of another individual's system (often known as "hacking"). Also, any activity that may be used as a precursor to an attempted system penetration (i.e., port scan, stealth scan or other information-gathering activity).

Distribution of Internet Viruses, Worms, Trojan Horses or Other Destructive Activities:

Distributing information regarding the creation of and sending Internet viruses, worms, Trojan horses, ping, flooding, mail bombing or denial of service attacks. Also, activities that disrupt the

use of or interfere with the ability of others to effectively use the network or any connected network, system, service or equipment.

Facilitation a Violation of this AUP:

Advertising, transmitting or otherwise making available any software, program, product or service that is designed to violate this AUP, which includes the facilitation of the means to spam, initiation of pinging, flooding, mail bombing, denial of service attacks and piracy of software.

Export Control Violations:

Exporting encryption software over the Internet or otherwise, to points outside the United States.

Usenet Groups:

CCSW reserves the right not to accept postings from newsgroups where we have actual knowledge that the content of the newsgroup violates the AUP.

Other Illegal Activities:

Engaging in activities that are determined to be illegal, including, but not limited to, advertising, transmitting or otherwise making available ponzi schemes, pyramid schemes, fraudulently charging credit cards and pirating software.

Other Activities:

Engaging in activities, whether lawful or unlawful, that CCSW determines to be harmful to its subscribers, operations, reputation, goodwill or customer relations.

As we have pointed out, the responsibility for avoiding harmful activities just described rests primarily with the subscriber. CCSW will not, as an ordinary practice, monitor the communications of its subscribers to ensure that they comply with CCSW' policy or applicable law. However, when CCSW becomes aware of harmful activities, it may take any action to stop the harmful activity, including, but not limited to, removal of information, shutting down a web site, implementing screening software designed to block offending transmissions, denying access to the Internet, or any other action deemed appropriate by CCSW.

CCSW is also aware that many of its subscribers are themselves providers of Internet services and that information reaching CCSW' facilities from those subscribers may have originated from a customer of the subscriber or from another third party. CCSW does not require its subscribers who offer Internet services to monitor or censor transmissions or web sites created by customers of its subscribers. CCSW reserves the right to directly take action against a customer of its subscribers. Also, CCSW may take action against the CCSW' subscriber because of activities of a customer of the subscriber, even though the action may affect other customers of the subscriber. Similarly, CCSW anticipates that subscribers who offer Internet services will cooperate with CCSW in any corrective or preventive action that CCSW deems necessary.

Failure to cooperate with such corrective or preventive measures is a violation of CCSW policy.

CCSW will not intentionally monitor private electronic mail messages sent or received by its subscribers, unless required to do so by law, governmental authority or when public safety is at stake. CCSW may, however, monitor its service electronically to determine that its facilities are operating satisfactorily. Also, CCSW may disclose information, including, but not limited to, information concerning a subscriber, a transmission made using our network, or a web site, in order to comply with a court order, subpoena, summons, discovery request, warrant, statute, regulation or governmental request. CCSW assumes no obligation to inform the subscriber that subscriber information has been provided and, in some cases, may be prohibited by law from giving such notice. Finally, CCSW may disclose subscriber information or information transmitted over its network where necessary to protect CCSW and others from harm, or where such disclosure is necessary to the proper operation of the system. However, CCSW will never sell information to other services or outside companies.

CCSW expects that its subscribers who provide Internet services to others will comply fully with all applicable laws concerning the privacy of online communications. A subscriber's failure to comply with those laws will violate CCSW policy. Finally, CCSW wishes to emphasize that, in signing the Service Agreement, subscribers indemnify CCSW for any violation of the Service Agreement, law or CCSW policy resulting in loss to CCSW or the bringing of any claim against CCSW by any third party. This means that, if CCSW is sued because of a subscriber's or customer of a subscriber's activity, the subscriber will be responsible for payment of any damages awarded against CCSW, plus costs and reasonable attorney's fees.

We hope this AUP is helpful in clarifying the obligations of Internet users, including CCSW and its subscribers, as responsible members of the Internet. Any complaints about a subscriber's violation of this AUP should be sent to **ticket@ccsw.co.uk**.