

Fair Use Policy

Last Updated: 2025-05-06 | Redeco Hosting | Fair Use Policy

This Fair Use Policy ('Policy') sets out acceptable and unacceptable practices for all customers of Redeco Hosting, a trade name of Redeco IT Group B.V. ('Redeco Hosting'). It is designed to ensure a fair, lawful, and high-quality experience for all users of our hosting services, including shared hosting, email hosting, VPS, dedicated servers, and colocation.

By purchasing or using any Redeco Hosting service, you agree to adhere to this Policy. Failure to comply may result in warnings, resource restrictions, additional fees, or service suspension or termination.

1. Purpose and Scope

1.1 Equitable Resource Usage

Many Redeco Hosting services run on shared infrastructure. This Policy ensures that no single customer's activity unfairly degrades service quality for others. We monitor resource usage to maintain overall performance and stability, in line with Section 2.5 ('Excessive Use') of our General Terms of Service.

1.2 Legal and Ethical Standards

You must use our services in accordance with Dutch law and applicable laws in your jurisdiction. This Policy supplements the General Terms of Service. In case of conflict, the General Terms of Service prevail.

2. Prohibited Uses and Content

2.1 Illegal or Harmful Activities

You may not use Redeco Hosting's services to engage in or promote unlawful, harmful, or malicious behavior, including:

- Malware / Phishing: storing, hosting, or distributing malware, viruses, ransomware, or phishing pages;
- Cyberattacks: conducting or facilitating DDoS attacks, port scanning, brute force attacks, or any form of network disruption (see Section 4.2 of the General Terms of Service);
- Criminal content: hosting content related to terrorism, child exploitation, human trafficking, or other criminal enterprises;
- Defamatory or hateful content: spreading defamatory, hateful, racist, or discriminatory messages.

2.2 Unsolicited Communications

- Sending bulk unsolicited emails or spam campaigns;
- Using open relays or other tools to circumvent spam filters, or forging email headers.

2.3 Intellectual Property Infringement

- Hosting copyrighted material without the rightful owner's permission;



RELIABLE, DEFENDED, CONFIDENTIAL

- Using Redeco Hosting domains, trademarks, or logos without written consent (see Section 6.3 of the General Terms of Service).

2.4 Resource Abuse

- Running applications, processes, or scripts that consume a disproportionately large share of CPU, RAM, disk I/O, or bandwidth on shared infrastructure;
- Cryptocurrency mining, data scraping, or other resource-intensive tasks that degrade the experience for other customers (unless you have a dedicated environment configured for such use).

3. Fair Use Criteria

3.1 Shared Hosting and Email Hosting

Shared hosting and email hosting plans include specific or 'reasonable use' caps for CPU, memory, bandwidth, and mailbox storage. Continuous or disruptive overuse may trigger system alerts or account suspension. Sudden or excessive traffic spikes may result in temporary throttling or additional fees.

3.2 VPS and Dedicated Servers

VPS and dedicated servers offer more isolated resources. Abusive usage that adversely affects the broader network or other customers (e.g. excessive outbound traffic, network flooding) may still result in intervention. We reserve the right to act if your activities jeopardize our infrastructure or other customers. Excess usage beyond agreed limits may be billed as overages per your plan.

3.3 Dedicated Racks and Colocation

For dedicated rack and colocation customers, adherence to data center regulations, power limits, and physical security protocols is mandatory. Any violation that endangers the facility or other customers is grounds for immediate service suspension.

4. Monitoring and Enforcement

4.1 Monitoring

Redeco Hosting uses automated tools to track resource consumption in real time (CPU load, memory usage, bandwidth, etc.) to identify and address potential misuse before it affects service performance. We do not routinely inspect the content of your data. However, if we suspect illicit activity or a breach of this Policy, we reserve the right to investigate as permitted by law (see Section 4.3 of the General Terms of Service).

4.2 Enforcement Actions

If we find or suspect a violation of this Policy, we may take the following actions at our sole discretion:

- Warning/Notice: a formal notice requesting immediate compliance;
- Resource Throttling: temporarily limiting CPU, memory, or bandwidth;
- Service Suspension: temporarily preventing access until the violation is remedied;
- Termination: permanently terminating your account for severe or repeated breaches;

- Additional Fees: imposing fees if excessive usage results in disproportionate costs to Redeco Hosting.

4.3 Liability and Indemnification

Customers who engage in misconduct that harms Redeco Hosting or other users may be liable for damages including legal fees, as outlined in Sections 4.4 and 15.1 of the General Terms of Service. Redeco Hosting reserves the right to remove or disable content that poses an immediate risk without prior notice.

5. Customer Responsibilities

5.1 Maintenance of Your Environment

- Keep websites, scripts, CMS installations, and applications updated to avoid vulnerabilities;
- Use secure passwords and enable multi-factor authentication where available;
- Follow best practices to safeguard your hosted data.

5.2 Backup Obligations

Redeco Hosting provides daily backups on a best-effort basis as described in Section 7.1 of the General Terms of Service. Final responsibility for data backup and recovery rests with you. Redeco Hosting is not liable for data loss unless caused by our gross negligence (Section 7.2 of the General Terms of Service).

6. Dispute Resolution

6.1 Appeals Process

If your account is suspended or terminated and you believe it was done in error, contact us at info@redecohosting.com with your account details and an explanation. We will review your case and respond within a reasonable timeframe.

6.2 Governing Law and Jurisdiction

In accordance with Section 13 of the General Terms of Service, disputes arising from this Policy are governed by the laws of the Netherlands and heard in the courts of Dordrecht, the Netherlands.

7. Policy Updates

We may update this Policy from time to time. Updates will be posted on our website and, where material, notified by email or in the Client Area. Continued use of Redeco Hosting's services after the effective date of an updated Policy constitutes acceptance of the revised terms.

Questions? Contact us at info@redecohosting.com or +31 85 060 46 71.