

Acceptable Use Policy

Introduction

Raggedstaff Internet have created this Acceptable Use Policy (AUP) to protect our resources, and the resources of our customers and peering networks in order to provide a high speed network, high availability services and to ensure that as an ISP, we comply with all relevant UK laws. Compliance with this AUP is a condition of the provision of services by Raggedstaff Internet.

It is the responsibility of all users of the Raggedstaff Internet network and services to ensure that they comply with the latest edition of the AUP at any given time.

This AUP may be revised, without notice, at any time, at the sole discretion of Raggedstaff Internet. The use of any Raggedstaff Internet service at any time is deemed to be agreement to our Terms and Conditions and to this AUP.

In the event of a breach of this policy, Raggedstaff Internet reserve the right to terminate all or part of any service with immediate effect, without recompense, and to delete any files held on our servers.

Legal use

All use of Raggedstaff Internet's services must at all times comply with the law of England. This includes, but is not limited to:

- You must process personal data only in accordance with Data Protection Act 1998. You should be aware that publishing data on the Internet will potentially involve transferring it to outside of the European Economic Area (EEA). The law requires particular care to be taken when transferring data out of the EEA.
- You must not use our services to infringe copyright in any work
- You must comply fully with the Privacy and Electronic Communications (EC Directive) Regulations 2003
- You must not use our services to distribute any image or other document that is illegal
- You may not use our service to attempt to gain unauthorised entry to any computer system.

Responsible use

You must use Raggedstaff Internet's services only in a responsible manner. This includes, but it not limited to:

- You may not send unsolicited commercial email (sometime known as Spam) using our systems.
- You may not use unsolicited commercial email to advertise any service hosted on Raggedstaff Internet's systems
- You may not install or run programs or scripts on our system which use an excessive amount of our resources and so cause a reduction in service to other customers
- You may not install or run programs or scripts on our system which contain vulnerabilities which could be exploited by a third party to breach any of our Terms and Conditions or any provision of this AUP
- You may not run any program that monitors network packet data or any program that compromises the privacy of network traffic
- You must take care to protect your passwords and must not pass them to any third party. Raggedstaff Internet provide secure means of transmitting passwords for most services (eg using SSL or TLS) and you are encouraged to make use of these.

Further specific provisions for certain services are provided below.

In the event that a customer's connection is used for any purpose that Raggedstaff Internet deem irresponsible then we reserve the right to suspend service while the usage is investigated in consultation with the customer. Should investigation determine that the connection has been used irresponsibly we reserve the right to terminate the customer's account with immediate effect and without recompense.

Email

The use of opt-in mailing lists is permitted provided you can demonstrate that all subscribers have opted in and that you provide opt-out instructions in every mail sent. The 'From:' address in any such email must be a valid email address reaching you. The SMTP reverse path must be either a valid email address reaching you or an address within a domain in your control which carries out automatic bounce processing.

The requirements of this AUP are in some respects more stringent than the requirements of the Privacy and Electronic Communications (EC Directive) Regulations 2003. In particular you should note that:

- No unsolicited commercial email at all may be sent. This includes unsolicited commercial email sent to businesses.
- The opt-in requirement is absolute. There are no exceptions.

Raggedstaff Internet exercise a zero-tolerance policy towards unsolicited commercial email. Any breach of this policy will result in immediate termination of your account without recompense.

Websites

You will be responsible for the content of your site, including obtaining the legal permission for any works they include and ensuring that the contents of these pages do not violate English law. We reserve the right, without notice or explanation, to remove material which does not comply with this AUP or our Terms and Conditions, such as material of an adult nature or pirated software.

You will be held solely responsible for any defamatory, confidential, secret or other proprietary material made available via your website. We reserve the right to suspend any sites containing such material.

We reserve the right to suspend any or all of a site, if it is deemed to be causing excessive load or traffic, is adversely affecting the performance of other sites on the server, or is being abused by an external entity. It is the customer's responsibility to ensure that their scripts are not vulnerable to these problems.

You may not advertise your Website via unsolicited commercial e-mail. We reserve the right to suspend a site which has been 'spamvertised' at any time.

You are ultimately responsible for ensuring that your site is suitably backed-up. Raggedstaff Internet do not guarantee to be able to recover your site in the event of data loss.

On closing an account, the data on your Web space will be deleted.

DNS

You may not use Raggedstaff Internet's DNS systems to provided DNS for any domain which is involved in activities that breach this AUP. You may not, for example, use our services to provide DNS for a website hosted elsewhere that contains illegal material, nor may use our services to provided DNS for use in sending unsolicited commercial email.

Raggedstaff Internet is a trading name of Chris Hastie.