

# **HostNodex**

## **Acceptable Use Policy (AUP)**

Version 1.0 – Effective September 2025

## **1. Introduction & Purpose**

1.1 This Acceptable Use Policy ("AUP") forms part of the binding agreement between HostNodex and its customers.

1.2 The purpose of this AUP is to ensure that HostNodex's Services are used responsibly, lawfully, and without disruption to other users or the internet as a whole.

1.3 Customers are required to comply with this AUP at all times. Violations may result in suspension or termination of Services without refund.

## **2. General Principles**

2.1 Customers must use the Services only for lawful purposes.

2.2 Customers are solely responsible for the content they store, transmit, or make available through the Services.

2.3 HostNodex reserves the right to investigate any suspected violation of this AUP.

## **3. Network Abuse**

3.1 Customers must not engage in activities that disrupt or degrade the normal functioning of networks, servers, or other infrastructure.

3.2 Prohibited actions include:

- Distributed Denial of Service (DDoS) attacks.
- Port scanning, packet flooding, or traffic amplification.
- Interference with other users' access to Services.

3.3 Customers must not impersonate network services or manipulate identifying headers in TCP/IP packets.

## **4. Email & Messaging Abuse**

4.1 Customers must not send unsolicited bulk messages (spam) through the Services.

4.2 Customers must not use open mail relays or compromised accounts to distribute spam.

4.3 The following are prohibited:

- Sending phishing emails or fraudulent communications.
- Harvesting or collecting email addresses without consent.
- Using Services for unsolicited marketing campaigns.

4.4 Violations may result in blacklisting of IP addresses and immediate suspension.

## **5. Security Violations**

5.1 Customers must not attempt to gain unauthorized access to accounts, systems, or networks.

5.2 Prohibited actions include:

- Exploiting vulnerabilities in HostNodex or third-party systems.
- Deploying malware, viruses, or ransomware.
- Running penetration tests or security scans without prior written authorization from HostNodex.

5.3 Customers are responsible for promptly patching and securing their own applications and operating systems.

## **6. Illegal Content & Activities**

6.1 Customers must not use the Services to create, store, or transmit illegal content.

6.2 Prohibited content includes:

- Child sexual abuse material (CSAM).
- Content infringing copyright, trademarks, or other intellectual property rights.
- Material promoting terrorism, hate speech, or violence.
- Content violating privacy or data protection rights.

6.3 Customers must not use Services to facilitate fraud, identity theft, or financial crime.

## **7. Resource Usage**

7.1 Customers must use resources fairly and not in a way that degrades performance for others.

7.2 HostNodex may impose reasonable usage limits on CPU, memory, disk, and bandwidth.

7.3 Customers must not run mining software (e.g., cryptocurrency mining) unless explicitly permitted by HostNodex.

7.4 Abuse of shared infrastructure may result in throttling, suspension, or termination.

## **8. Intellectual Property & Licensing**

8.1 Customers must ensure that any software they run is properly licensed.

8.2 HostNodex is not responsible for ensuring compliance with third-party software licensing.

## **9. Enforcement & Remedies**

9.1 HostNodex may take action if this AUP is violated, including:

- Issuing warnings to customers.
- Temporarily suspending Services.
- Terminating accounts without refund.

9.2 HostNodex reserves the right to cooperate with law enforcement authorities in investigating suspected criminal activity.

9.3 Customers remain liable for any costs incurred by HostNodex due to their violations, including legal fees, fines, and damages.

## **10. Reporting Violations**

10.1 Suspected violations of this AUP should be reported to [abuse@hostnodex.com](mailto:abuse@hostnodex.com).

10.2 HostNodex will investigate reports and take appropriate action.

## **11. Amendments to the AUP**

11.1 HostNodex may update this AUP from time to time.

11.2 Customers will be notified of changes via email or dashboard notification.

11.3 Continued use of Services constitutes acceptance of updated AUP terms.

## **12. Contact Information**

HostNodex

Malmö, Sweden

Email: [support@hostnodex.com](mailto:support@hostnodex.com)

Abuse Reporting: [abuse@hostnodex.com](mailto:abuse@hostnodex.com)

Website: <https://hostnodex.com>

