

Introduction

This Fair Use Policy explains how shared resources are managed across Pladinum Group SL ("Pladinum", "we", "us", "our") hosting plans, what constitutes reasonable use, and what happens when an account consumes more than its share.

It supplements the General Terms and Conditions and the Acceptable Use Policy, and prevails over them in respect of resource usage.

1. Why This Policy Exists

1.1 Shared hosting, managed WordPress, and reseller plans place multiple accounts on shared infrastructure. Fair use exists so that no single account can degrade performance for the others.

1.2 This Policy is applied consistently and is not used to penalise growth. Where an account genuinely needs more resources, the answer is a larger plan, not a restriction.

2. Scope

2.1 This Policy applies to shared hosting, managed WordPress hosting, WooCommerce hosting, reseller hosting, email hosting, and business email.

2.2 VPS and dedicated server plans have dedicated resources and are governed by their plan specification rather than by this Policy, save for Sections 6 and 7.

3. Resource Allowances

3.1 Each plan carries defined allowances for CPU, memory, input and output operations, concurrent processes, database connections, and inodes (file counts). These are stated in the plan specification and enforced at account level.

3.2 Allowances are enforced automatically. Where an account reaches a limit, requests are queued or throttled rather than the account being suspended.

3.3 Current usage is visible in the control panel. We recommend reviewing it before traffic peaks rather than after.

4. What Is Reasonable Use

4.1 Reasonable use means running a website, application, or mailbox of the kind the plan is sold for, with resource consumption proportionate to that purpose.

4.2 Short spikes, including a campaign landing or a seasonal peak, are expected and are not a breach of this Policy.

4.3 Sustained consumption at or near plan limits indicates the account has outgrown the plan.

5. What Is Not Reasonable Use

5.1 The following are not permitted on shared, managed WordPress, or reseller plans:

(i) public file-sharing services, torrent trackers, or file dumps;

- (ii) large-scale media streaming or video hosting;
- (iii) open proxies or anonymising services;
- (iv) cryptocurrency or digital-asset mining;
- (v) using storage as a backup target for systems hosted elsewhere;
- (vi) bulk data processing, scraping, or crawling operations;
- (vii) sustained automated request volumes unrelated to genuine visitor traffic; and
- (viii) running software with known unbounded resource consumption.

5.2 Cryptocurrency mining is permitted on VPS and dedicated server plans only, within the plan's resource limits and applicable law.

6. Email Sending

6.1 Email sending is subject to per-account and per-server limits, in accordance with Section 5.3 of the Acceptable Use Policy.

6.2 Limits exist to protect deliverability for all accounts on shared mail infrastructure. Large or recurring campaigns should be sent through a dedicated mail or newsletter service.

6.3 Sustained high bounce or complaint rates may result in restriction of sending, as set out in Section 5.4 of the Acceptable Use Policy.

7. Storage and Inodes

7.1 Storage allowances apply to the account as a whole, including files, databases, mailboxes, and locally held backups.

7.2 Inode limits apply because file count affects backup and filesystem performance as much as total size does. An account within its storage allowance may still exceed its inode allowance.

7.3 Accounts approaching an inode limit should review session files, cache directories, and log retention before requesting an increase.

8. What Happens When an Account Exceeds Fair Use

8.1 Where usage is sustained above plan limits, we will contact the Customer, explain what is consuming resources, and propose a remedy. That may be a configuration change, a caching improvement, or an upgrade.

8.2 Where a remedy is agreed, no further action is taken.

8.3 Where usage continues unaddressed after a reasonable opportunity to correct it, we may throttle the account, require an upgrade, or suspend the account in accordance with Section 8 of the Acceptable Use Policy.

8.4 Where usage poses an immediate threat to the stability of shared infrastructure, we may act without prior notice. Where we do, we will explain the action taken as soon as practicable.

9. Support Fair Use

9.1 Support is provided within the response and resolution targets in the Service Level Agreement, and is sold as support for the Services rather than as an unlimited development or consultancy resource.

9.2 Requests that amount to development work, custom configuration, or third-party application support fall outside included support and may be quoted separately.

10. Contact

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