

Introduction

This Registration Data Policy explains what data is collected when a domain name is registered through Pladinum Group SL ("Pladinum", "we", "us", "our"), what is published, what is withheld, how long it is kept, and how a third party may request access to registration data that is not published.

It forms part of the Domain Registration Agreement and supplements the Privacy Policy. In respect of domain registration data, this Policy prevails.

Part A — Registration Data

1. Data Collected

1.1 The following data is collected for every domain name registration, in accordance with ICANN's Registration Data Policy and the rules of the relevant registry:

- (i) the full name, postal address, email address, and telephone number of the registrant;
- (ii) the name of an authorised contact person where the registrant is an organisation;
- (iii) the name, postal address, email address, and telephone number of the administrative contact;
- (iv) the name, postal address, email address, and telephone number of the technical contact; and
- (v) the names of the primary and secondary nameservers.

1.2 Additional data may be required by particular registries, including identification or eligibility documents for restricted extensions. Where this applies, it is requested at the point of order.

1.3 Fields not marked as required at the point of collection are voluntary.

2. Purposes

2.1 Registration data is processed in order to: register and administer the domain name; comply with the policies of ICANN and of the registry responsible for the extension; meet Pladinum's obligations to the sponsoring registrar; verify the accuracy of contact details; enable resolution of technical problems and disputes; and comply with legal obligations.

3. Recipients

3.1 Registration data is transmitted to:

- (i) the sponsoring registrar of record;
- (ii) the registry operator responsible for the extension;
- (iii) ICANN, where applicable;
- (iv) an escrow agent appointed under the ICANN Registrar Accreditation Agreement; and

(v) any other party to whom disclosure is required under applicable policy, law, or a decision of a competent authority.

3.2 The sponsoring registrar may be identified at any time by performing a WHOIS or RDAP lookup at <https://lookup.icann.org>.

4. Publication

4.1 By default, personal contact details of registrants are withheld from the public WHOIS and RDAP directories where the registry responsible for the extension permits it. See the WHOIS Privacy Terms.

4.2 Data typically published regardless of privacy settings includes the domain name itself, its creation, updated, and expiry dates, its status codes, its nameservers, and the identity of the sponsoring registrar.

4.3 Some registries require the publication of registrant details and do not permit them to be withheld. Availability is indicated before purchase.

5. Accuracy Obligations

5.1 The registrant must provide accurate, complete, and reliable data, and must correct and update it within seven (7) calendar days of any change.

5.2 In accordance with the ICANN Whois Accuracy Program Specification, the registrant's email address must be verified within fifteen (15) days of any registration, transfer, or change to contact information. Failure to verify within that period will result in suspension of the domain name.

5.3 Failure to respond for more than fifteen (15) calendar days to an enquiry concerning the accuracy of contact details is a material breach of the Domain Registration Agreement and grounds for suspension or cancellation.

6. Retention

6.1 Registration data is retained in accordance with the ICANN Data Retention Specification and the rules of the relevant registry, and is escrowed as required under the Registrar Accreditation Agreement.

6.2 Where required under those specifications, Pladinum will disclose registration data to the sponsoring registrar or to ICANN within seven (7) calendar days of a request.

6.3 Retention periods applicable to other categories of personal data are set out in the Privacy Policy.

7. Rights of the Data Subject

7.1 Registrants may access and correct their registration data through the customer portal, or by contacting privacy@pladinum.com.

7.2 The rights described in Section 9 of the Privacy Policy apply to registration data, subject to the limits imposed by ICANN policy and registry rules. In particular, a request to erase registration data cannot be given effect while the domain name remains registered, because the data is necessary for the provision of the service; exercising that right will result in cancellation of the domain name.

Part B — Requests for Non-Public Registration Data

8. Who May Request

8.1 A third party with a legitimate interest may request disclosure of registration data that is not published. Legitimate interests include the investigation of intellectual property infringement, of unlawful activity, of consumer harm, and the conduct of legal proceedings.

8.2 Requests from law enforcement, courts, and competent authorities are handled separately and are not subject to the process in Section 9.

9. How to Request

9.1 Requests must be submitted to privacy@pladinum.com and must include:

- (i) the domain name or names concerned;
- (ii) the full identity and contact details of the requesting party, and of any party they represent;
- (iii) the specific data fields requested;
- (iv) a clear statement of the legitimate interest relied on, and why the requested data is necessary and proportionate to that interest;
- (v) the legal basis relied on; and
- (vi) an undertaking that the data will be used only for the stated purpose and will be processed in accordance with applicable data protection law.

9.2 Incomplete requests will not be processed.

10. How Requests Are Handled

10.1 Each request is assessed individually. Pladinum weighs the legitimate interest asserted against the fundamental rights and freedoms of the registrant, in accordance with Article 6(1)(f) GDPR.

10.2 Pladinum will acknowledge a complete request within five (5) business days and will respond substantively within thirty (30) calendar days. Complex requests may take longer, in which case the requesting party will be informed.

10.3 Disclosure is limited to the minimum data necessary for the stated purpose.

10.4 Where disclosure is refused, reasons will be given unless providing them would itself be unlawful.

10.5 Pladinum may notify the registrant that a request has been received, unless prohibited from doing so by law or by a competent authority.

11. Abuse of the Process

11.1 Pladinum may decline to process requests from parties who repeatedly submit manifestly unfounded or excessive requests, and may charge a reasonable fee where a request is manifestly unfounded or excessive.

11.2 Submitting a request on false pretences, or using disclosed data for a purpose other than the one stated, is a misuse of this process and may be reported to the competent supervisory authority.

12. Contact

Pladinum Group SL

Avenida de Manolete 3a

29660 Marbella, Malaga (ES)

Data requests: privacy@pladinum.com

Domains: domains@pladinum.com

Abuse: abuse@pladinum.com

Website: www.pladinum.com