

Introduction

These WHOIS Privacy Terms govern the domain privacy protection provided by Pladinum Group SL ("Pladinum", "we", "us", "our") in connection with domain names registered through us.

They form part of the Domain Registration Agreement and supplement the General Terms and Conditions. In respect of domain privacy, these Terms prevail.

1. What the Service Does

1.1 Domain privacy withholds the registrant's personal contact details from publication in the public WHOIS and RDAP directories, where the registry responsible for the extension permits it.

1.2 Domain privacy is included at no additional charge on every extension that allows it. There is no separate fee and no separate line on the invoice.

1.3 Domain privacy is applied by default where available. It may be disabled by the Customer at any time through the customer portal.

2. What the Service Does Not Do

2.1 Not all extensions permit it. Some registries require registrant details to be published and do not allow privacy services. Where an extension does not permit privacy, the registrant's details will appear in the public record. Availability is indicated before purchase.

2.2 The registrant does not change. Domain privacy conceals contact details from public view. It does not transfer ownership of the domain name and does not make Pladinum the registrant. The Customer remains the registrant of record and retains full legal responsibility for the domain name.

2.3 The data is still held. Registration data continues to be collected, transmitted to the sponsoring registrar and the registry operator, and escrowed in accordance with the ICANN Registrar Accreditation Agreement. Privacy affects publication, not collection or retention.

2.4 It is not anonymity. Domain privacy does not prevent disclosure where disclosure is required under Section 4.

3. Eligibility and Conditions

3.1 Domain privacy is available only where the relevant registry permits it and only for the extensions listed as eligible at the time of registration.

3.2 Certain extensions restrict privacy to natural persons and require organisations to appear in the public record. Where this applies, it is stated before purchase.

3.3 Domain privacy may not be available on a domain name that is subject to a dispute, a court order, or a registry hold.

4. Disclosure and Suspension of Privacy

4.1 Pladinum and the sponsoring registrar may disclose the underlying registration data, or suspend domain privacy, without prior notice and without liability, where necessary:

- (i) to comply with applicable law, a subpoena, a court order, or a request from law enforcement or a competent authority;
- (ii) to comply with the UDRP, the URS, or an equivalent registry dispute procedure;
- (iii) to respond to a claim that the domain name infringes a third party's trademark, trade name, or other legal right;
- (iv) where the Customer is in breach of the Domain Registration Agreement or the Acceptable Use Policy;
- (v) to comply with the rules of the registry responsible for the extension;
- (vi) to avoid financial loss or legal liability on the part of Pladinum or the sponsoring registrar; or
- (vii) where there are reasonable grounds to believe domain privacy is being used to conceal involvement in unlawful activity.

4.2 Where privacy is suspended under this Section, the Customer will be notified where it is lawful and practical to do so.

4.3 Requests from third parties for access to non-public registration data are handled in accordance with the Registration Data Policy.

5. Correspondence

5.1 Where domain privacy is active, correspondence sent to a published proxy address may be forwarded to the Customer or discarded, depending on registry configuration. Pladinum does not guarantee delivery of correspondence sent to a proxy address.

5.2 The Customer must maintain accurate contact details in the customer portal regardless of whether privacy is active. Renewal reminders, verification requests, and dispute notices are sent to the address held there.

6. Obligations Are Unaffected

6.1 Domain privacy does not relieve the Customer of any obligation under the Domain Registration Agreement, including the obligation to provide accurate registration data, to update it within seven (7) days of a change, and to respond within fifteen (15) days to a request to verify contact details.

6.2 Wilfully providing inaccurate data remains a material breach whether or not privacy is active.

7. Termination

7.1 Domain privacy ends when the domain name expires, is deleted, or is transferred away from Pladinum.

7.2 Where a domain name is transferred to another provider, the receiving provider determines whether an equivalent privacy service is available. The Customer should confirm this before transferring.

8. No Charge, No Refund

8.1 As domain privacy is provided at no additional charge, no refund arises in respect of it, including where privacy is suspended or where an extension ceases to permit it.

9. Contact

Pladinum Group SL

Avenida de Manolete 3a

29660 Marbella, Malaga (ES)

Domains: domains@pladinum.com

Privacy: privacy@pladinum.com

Customer Portal: my.pladinum.com

Website: www.pladinum.com