

# Hub Hosting - Acceptable Use Policy

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## PREAMBLE

This Acceptable Use Policy ("AUP") defines acceptable and prohibited behaviors related to the use of Hub Hosting's infrastructure and services. This Policy ensures responsible, lawful, and secure use of Hub Hosting's network in accordance with Irish and European Union laws, including the General Data Protection Regulation (GDPR – EU 2016/679), the NIS2 Directive (EU 2022/2555), and aligned with the principles of ISO/IEC 27001:2022 (Information Security Management).

## 1. DEFINITIONS

- "Client" – any individual or entity using Hub Hosting services.
- "Service" – hosting, VPS, domain, SSL, or related managed infrastructure.
- "Content" – all data, software, and digital materials transmitted or stored.
- "Abuse" – any use of services that violates law, third-party rights, or Hub Hosting policies.
- "Applicable Law" – all relevant Irish and EU regulations.

## 2. PURPOSE AND SCOPE

This AUP applies to all Clients, users, and third parties accessing Hub Hosting's systems. By using Hub Hosting services, the Client agrees to comply with this AUP and all referenced policies.

## 3. GENERAL PRINCIPLES

Users shall use Hub Hosting services responsibly, ethically, and in compliance with applicable laws. Any activity that may impair the security, performance, or integrity of Hub Hosting's infrastructure is strictly prohibited.

## 4. PROHIBITED USES

The following activities are strictly prohibited:

- Sending spam or unsolicited bulk communications.
- Hosting or promoting illegal, defamatory, or infringing content.
- Conducting phishing, fraud, or social engineering.
- Attempting unauthorized access, hacking, or network scanning.
- Engaging in denial-of-service (DoS/DDoS) attacks.

- Violating copyright or intellectual property rights.
- Running open proxies, relays, or unauthorized crypto-mining.
- Distributing malware, botnets, or ransomware.
- Hosting content related to child sexual abuse material (CSAM), hate speech, violence, terrorism, human trafficking, or non-consensual acts.
- Operating blockchain validators, smart-contract nodes, DeFi or token generation systems, or crypto-payment gateways without prior written authorization.
- Hosting adult entertainment, erotic, or sexually explicit material.

## **5. NETWORK AND SYSTEM SECURITY**

Users must not attempt to circumvent authentication mechanisms, exploit vulnerabilities, or disrupt other systems. Hub Hosting actively monitors network integrity and reserves the right to investigate any suspected violations.

## **6. EMAIL AND MESSAGING RULES**

Hub Hosting enforces a zero-tolerance spam policy. Users shall not send unsolicited bulk messages, harvest email addresses, or engage in phishing. Violations result in immediate suspension.

## **7. RESOURCE USAGE AND FAIR USE**

Clients must use shared resources fairly. Excessive CPU, RAM, or bandwidth consumption that impacts other users may lead to throttling or suspension. Fair usage thresholds are defined internally by Hub Hosting.

## **8. MONITORING AND ENFORCEMENT**

Hub Hosting reserves the right to monitor network and service activity for compliance, security, and operational integrity. Violations may result in service suspension, content removal, or legal action.

## **9. REPORTING VIOLATIONS**

Violations of this AUP must be reported to [abuse@hub-hosting.com](mailto:abuse@hub-hosting.com). Reports should include timestamps, logs, and relevant evidence.

## **10. COMPLIANCE STATEMENT**

Hub Hosting maintains a documented Security and Compliance Framework aligned with the principles of GDPR, the NIS2 Directive, and ISO/IEC 27001:2022. While Hub Hosting is not formally certified under ISO or SOC programs, its policies, monitoring, and incident handling processes are modelled on international best practices and reviewed annually through internal assessments.

## **11. GOVERNING LAW & JURISDICTION**

This AUP is governed by the laws of Ireland and applicable EU regulations. Any disputes shall fall under the exclusive jurisdiction of the courts of Cork, Ireland.

## **12. ANNEX REFERENCE**

Annex A: Hub Hosting Spam & Abuse Policy

Annex B: Data Processing Agreement (DPA)

Annex C: Security & Compliance Statement