



# Web Hosting Terms & Conditions

Issue Date: 10 June 2019

## 1. Definitions and Interpretation

These Terms are supplementary to the services agreement under which we provide products and services to you

## 2. Conditions of Use

- 2.1** You are responsible for any misuse of the Web Hosting Service, even if a colleague or employee has committed the inappropriate activity. Therefore, you must take steps to ensure that others do not gain access to your account.
- 2.2** You must not break or attempt to break security on any of our networks or systems, or access an account that does not belong to you. You may not use scripts or programs that interfere with or deny services to other users on any other server, host, network or channel.
- 2.3** You are entirely responsible for the content of your user data, including but not limited to your Web pages and associated databases.
- 2.4** If you exceed your specified bandwidth allocation your Web Hosting Service may be suspended and you will be charged for such excess usage in line with Zen's then current charges for excess usage.

## 3. Windows Web Hosting Service

- 3.1** The key features of the Windows Web Hosting Service are as follows:
  - (a) provision of web space;
  - (b) allocation of bandwidth;
  - (c) access to the Helm control panel;
  - (d) access to Livestats Web statistics;
  - (e) firewall protection; and
  - (f) access to Windows Web Hosting development tools.

## 4. LINUX Web Hosting Service

- 4.1** The key features of the Linux Web Hosting Service are as follows:
  - (a) provision of web space;
  - (b) allocation of bandwidth;
  - (c) webmail;
  - (d) access to the cPanel control panel;
  - (e) firewall protection; and
  - (f) access to Linux Web Hosting development tools.

## 5. Data Backup

- 5.1** We take regular backups of our Web Hosting Servers, however, these backups are strictly for our own use and must not be relied upon as an alternative to keeping your own backups.
- 5.2** You are advised to make local backups of your data. We will not be liable for any loss, claim or damage which is caused by a failed backup or by a failure by you to make regular backups.
- 5.3** You understand and acknowledge that we will not be responsible for the integrity of your data or the fact that such data may be or become corrupt.