



**INNOVA I.T  
SOLUTIONS**

## **Abuse Policy**

## Policy

We only are a broker in the sense of providing the service and/or network and due to this have no responsibility neither have the control or liability over the content that is hosted on our systems. Due to this we only have the ability for the EU (End User) to host and then therefore distribute their content.

We take any misuse, abuse and therefore any legal issues seriously. Due to this we work with our partners and other intermediaries in order to keep a clean network (where possible) and make sure any abuse is dealt with appropriately.

We take the approach of monitoring our network proactively and make sure to combat abuse on the point of contact. This keeps our network, infrastructure, services and IP address space as clean as we can possibly have.

Our abuse reporting systems follow industry standards and our team is always contactable and dedicated to dealing with any complaints, reports or concerns. Once we receive a report we aim to respond to this within 4 working hours in order to complete our investigations and act on the report. Sometimes, due to unforeseen circumstances we may choose to extend this without any notice. This for example could be due to abuse report backlog.

## Requirements for Abuse Report

In order to guarantee a successful report and respect legal rights alongside following our internal standard and policies, we will outline below what the reporter must do in the event that a abuse report must be raised.

- (a) An abuse report must be either sent to our abuse mailbox ([abuse@innovacomunications.co.uk](mailto:abuse@innovacomunications.co.uk)) or submitted with our abuse department as a ticket in our client area (<https://portal.innova-hosting.com/submitticket.php?step=2&deptid=3>)
- (b) The abuse report must be in English. In order to guarantee a fast and accurate response to the reported content.
- (c) Include the type of abuse that is happening (Examples are welcomed in order to accurately let our internal teams know what the abuse is; this could include infringement on copyright/trademarks, illegal content, CSAM content, hacking, malware originating from the network, spam and/or phishing.
- (d) In order to verify the report please include the following details whilst reporting the content: Legal Name, Address, email and Company name (if report on behalf of one).
- (e) Please provide us with what you want us to do with the content and if you are requesting deletion then explain why and we'll take action accordingly.
- (f) Make sure to include evidence within your report to backup your complaint/claim, such as:
  - Log files with dates and times of the alleged abuse;
  - IP Addresses and/or URL of the alleged content's location which is on our network;
  - In case of content right (copyright) infringements, include a clear and consise description of the allegedly copyright infringed work(s); this must also include a copy of the infringed work(s), or else an IP address where your copyrighted work(s) can be found.
  - In case of 'trademark infringement,' include the official trademark registration number and accompanying details with a description of your trademark being infringed upon.
- (g) In case of hacking or scanning include a clear description of the alleged illegal activities; next to log files with an exact date and timestamp, as well as an IP address of the server concerned, this notification must also include the source port and destination port.
- (h) In case of phishing websites provide a link to the original website, where applicable.