Fair Use Policy

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This is an automatic translation of the Dutch original. In case of any discrepancy, the Dutch version is legally binding.

FAIR USE POLICY (FUP)

JAAN applies a Fair Use Policy, abbreviated as FUP, to its hosting services.

Fair use stands for reasonable use. A Fair Use Policy describes precisely what is understood by fair use.

1. SHARED HOSTING: TAKING OTHER USERS INTO ACCOUNT

Our Fair Use Policy is particularly important for our Shared hosting packages. Shared hosting is considerably cheaper than a dedicated server, because you share the server with other users. This makes web hosting affordable, allowing you to host your website and e-mail at a favourable rate.

Because you share the server with others, it is possible that you cause a nuisance to other users on the server. Such nuisance arises when you use your hosting package in a manner other than that for which it is intended. Naturally, we wish to prevent this. That is why we apply a Fair Use Policy. In this way, everyone can enjoy a fast website and e-mail.

You are not permitted to deliberately misuse your hosting package. If you use your hosting package for its intended purpose, there is no issue whatsoever.

2. WHAT IS NOT PERMITTED?

We are very flexible, but of course not everything is permitted with your hosting package. The following practices are not permitted:

- Using the storage space of your hosting package for purposes other than hosting a website;
- Using your hosting package for file storage or file sharing (e.g. as an alternative to Dropbox / cloud storage);
- Placing copyright-protected content on your hosting package;
- Publicly sharing your hosting package with others;
- Mailboxes containing many large files or an extremely large number of e-mail messages;
- Using your hosting package for streaming;
- Storing more than 2 full back-ups on your hosting package in Interworx or in your own back-up tool;

In addition, JAAN itself makes daily back-ups of the hosting servers, which are retained for sixty (60) days. These back-ups serve to restore the service in the event of a failure and are not an archive: whatever you delete yourself will also disappear from the back-ups once the rotation has run its course. More information at jaan.be/data-retentie.

- Using more than one back-up tool (e.g. creating back-ups in both Interworx and your own back-up tool);
- Excessively inefficient or heavy code that places an unreasonable demand on the server's CPU or RAM.

3. FUP FOR E-MAIL AND DATA TRAFFIC

Our new hosting packages come with unlimited data traffic. Convenient, as you do not need to concern yourself with limits. Only if you go well beyond reasonable bounds and consume considerably more data traffic than our average customers will we contact you.

We also apply a FUP to e-mail storage. If you use an extreme amount of storage compared with other customers, you will receive a warning from us. The same applies if you cause a nuisance in any other manner, for example mailboxes containing many large files, an extremely large number of e-mail messages or an excessively high sending frequency. By regularly deleting your old e-mail messages or storing them elsewhere, you keep your mailbox clean.

4. WHAT CAN I DO TO REMAIN WITHIN THE FAIR USE POLICY?

We have a number of useful tips to help you remain within our FUP.

- Regularly delete unnecessary files or back-ups from your hosting package;
- Regularly empty the trash and the sent items of your e-mail accounts;
- Delete old e-mail or store it somewhere other than on your hosting package;
- Sort your e-mail by size so that e-mails with large attachments appear at the top and can be deleted where appropriate;
- Engage a professional programmer to write the code for your website or webshop. JAAN can also do this for you on the basis of a quotation;
- Regularly check how much data traffic and storage space your website and e-mail consume.

If, despite following these tips, you still encounter difficulties due to our Fair Use Policy, or if you wish to have complete freedom, then consider a VPS, so that you do not need to take other customers into account. We recommend a VPS if you have a very large or heavy website, operate a business that sends a very large volume of e-mails, or have a website with a very large number of visitors.

5. IN CONCLUSION

You need not worry: we do not simply send an invoice, nor do we suddenly cut off your hosting package. If you cause a nuisance or fail to comply with our FUP, we will always contact you first. Should the problems not be resolved thereafter, JAAN reserves the right to charge costs or to (temporarily) block or terminate your hosting package.