

PRIVACY POLICY

1. Background

- i. The Alt.So Network Information Center (“Alt.So NIC” or “NIC.ALT.SO” or “we” or “us”) is dedicated for safeguarding the privacy of personal information during the operation and management of the open domain name registry (“Registry”). Along with the WHOIS Policy, in line with this commitment, we have established this Privacy Policy to detail how we collect, use, disclose, and handle personal information under our control.
- ii. We are accountable for the proper and legal handling of personal information under our control. If there is a need to transfer data to others, we will try our best to maintain similar/acceptable levels of protection to safeguard the personal information.

2. Collection and Use

- i. The personal information we maintain is collected to support our role as the administrator of the “.alt.so” domain and to provide the necessary services to fulfill our objectives.
- ii. We may collect personal information when you:
 - (a) Register “.alt.so” domain name (including 3rd, 4th, and 5th levels)
 - (b) Visit our website(s)
 - (c) Contact or reach us with a comment, question, offer, quote, proposal, or complaint
 - (d) Seek employment with us
 - (e) Apply to be accredited as a registrar
 - (f) Provide services to us (including as a vendor or contractor)
- iii. We restrict the collection of personal information to what is necessary for the functions outlined above. By visiting our website(s) or contacting us, you agree to the collection, use, and disclosure of personal information for the specified purposes.

Domain Name Registration

- iv. When registering for any “.alt.so” domain name through us or your registrar, you must agree to our policies outlined in various documents such as the Rules of Registration (“RoR”) and Domain Name Registration Agreement (“DNRA”). Those agreements authorize us and/or your registrar to collect, use, and disclose information about you, including your name, personal identification number (e.g., NRIC/FIN), residential address, telephone number, fax number, and email address. This information is essential for us to manage and administer the registry database accurately and to enforce the applicable policies, rules, and procedures.
- v. We may use your registration information to communicate about your domain name related matters. Additionally, we may occasionally send you promotional materials and/or updates

about our services. For the promotional materials, you have the option to opt-out of receiving promotional materials at any time.

- vi. If you are not an individual, you acknowledge and consent to us contacting you with information about goods and services that we believe may be of interest to you, whether provided by us or a third party. Your acknowledgement and agreement will also serve as your consent under the relevant Spam Control Act (or similar) provisions.

Website

- vii. By using Google®¹ Analytics, we get a report of your visits to our website(s), which include your IP address and details of the pages you access. This information is used to compile general statistics on website usage and to prevent and detect bugs or criminal activity. Some of this data may be collected through the use of “Cookies”, which are small pieces of information stored automatically on a web browser and retrieved by visited websites or computer systems. You may be prompted to enable cookie settings in your web browser. Our use of this technology does not grant us automatic access to any personal information about you, and your acceptance of our cookie policy does not provide us with access to your phone or computer. Please refer to the policies related to Google® Analytics for more details.
- viii. Our website(s) may feature links to other websites, and we are not responsible for the content and privacy practices of such websites. However, we welcome concerns, which we may action.
- ix. Some features/services of our website(s) may not be available without accepting our policies.
- x. Our website(s) may feature option(s) to remove cookies you accepted previously. Any data collected between your acceptance of any of our cookie notices and your use of the cookie removal feature(s) cannot be reversed.

Contact

- xi. When you contact us with a comment, quote, offer, proposal, question, or complaint, you may be asked for information that identifies you along with additional information we need to help us provide support, answer your question, or respond to your comment or complaint. We may retain this information to assist you in the future and to improve our services.

Employment

- xii. We advertise employment opportunities on our website(s) and/or third-party job portals. In connection with a job application or related inquiry, you may provide us with information that identifies you in detail. We use your information for the purpose of processing and responding to your application for employment, including future employment.

¹ Google is a registered trademark of Google LLC

- xiii. In those circumstances where we use third parties to receive employment applications (job portals), always refer to their relevant policies and you may raise any concerns with us.

3. Disclosure

- i. We will not disclose, share, transfer, sell, or rent your personal information to any third-party other than as set out in our policies or as required by Law.

WHOIS Information

- ii. In our role as administrators of the “.alt.so” domain name registry, we manage an electronic lookup service known as “WHOIS”, which is intended to provide details about the “.alt.so” domain names. For further details, please refer to our latest WHOIS Policy.

Domain Name Dispute Resolution Policy (DNDRP)

- iii. We may take complaints and action on the concerns of any party as we deem necessary.
- iv. We may provide your information to the Domain Name Dispute Resolution Policy (DNDRP) secretariat to facilitate domain name disputes concerning your domain name.

Service Provider Arrangements

- v. We may transfer or otherwise make available your personal information to third parties who provide services on our behalf. For example, we may use service providers to host our website(s), send e-mails, conduct customer research, and/or manage and/or analyze data.
- vi. Before transferring or sharing any personal information with third party service providers, we will establish an agreement with the service provider. This agreement mandates that the personal information be used exclusively for the purpose of providing the service and requires the maintenance of security and privacy measures to protect the information. We provide our service providers with only the necessary information to fulfill their assigned tasks and may not permit them to use or disclose personal information for their own marketing or other purposes.

Legal

- vii. We may disclose your personal information in response to a search warrant, legal inquiry, legal order, valid complaint, or as required by applicable law. Additionally, we may share your personal information when necessary to establish, exercise, or defend claims. These disclosures are made in compliance and to ensure the protection of our and others’ rights.

4. Accuracy

We will make our best effort to ensure all personal information collected is accurate and kept up to date. We will make a request to users for updates of personal information if the update is

necessary to fulfil the purposes for which the information was collected.

5. Safeguards

We implement appropriate security safeguards to protect personal information against unauthorized access, misuse, disclosure, copying, alteration, accidental loss or theft, destruction, or damage. These safeguards include technical protection on our systems, periodic safeguarding checkup, training of our staff, and the use of data protection by Google®.

6. Retention

The personal information you provide will be retained for as long as necessary to fulfill the purposes outlined in our policies, or as indicated at the time of collection, or as outlined in this policy. This retention period ensures that we can effectively manage and administer the “.alt.so” domain names and provide related services. After this period, we may securely dispose or anonymize your personal information in accordance with applicable laws.

7. Access and Corrections

If you are requesting access, update, or correction of information related to your domain name registration, you will need to do so via us and/or your registrar. We and/or your registrar may need further information from you to verify your identity before providing you with the personal information we hold.

8. Protection of Minors

Children (users under the age of 13 years) are not eligible to use our services. We request that children do not submit any personal information to us online. If you are under the age of 13 years, you may surf our website(s) only if you have obtained consent from your parents/legal guardian or if you are under the supervision of your parent or legal guardian.

9. Changes

This Privacy Policy may be updated unannounced to reflect changes to our personal information practices and objectives. The revised Privacy Policy will be posted on one of our websites. We encourage you to refer to the Privacy Policy often for the latest information about our personal information practices.

10. Openness

- i. Our Privacy Policy is displayed on our website(s) and presented in English language. We encourage all users to read our Privacy Policy to understand the aim and purpose of collecting their personal information.**

- ii. For issues regarding our Privacy Policy, please contact:
Support Team,
Alt.So Network Information Center (Alt.So NIC)
Web Address: <https://nic.alt.so/>**