

Terms of Service

Last updated: January 2026

1. Introduction

These Terms of Service (“Terms”) govern and regulate the legal relationship between **NetLir LTD**, a company registered in England and Wales under company number **16465349**, having its registered office at **71–75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ** (“NetLir”, “we”, “our”, or “us”), and any individual or entity that purchases, subscribes to, accesses, or uses our services (“Client”, “you”, or “your”).

These Terms apply to all services provided by NetLir, including but not limited to IPv4 and IPv6 leasing, Local Internet Registry (LIR) services, ASN registration and sponsorship, RIPE NCC object management, and any related consultancy, support, or compliance services (collectively referred to as the “Services”).

By visiting our website at <https://netlir.pro>, creating an account, placing an order, or using any of our Services, you acknowledge that:

- you have read, understood, and agreed to be bound by these Terms;
- you agree to comply with the following related policies, incorporated herein by reference:
 - Privacy Policy: <https://netlir.pro/privacy>
 - Acceptable Use Policy (AUP): <https://netlir.pro/aup>
 - Legal Notice: <https://netlir.pro/legal-notice>
 - Disclaimer: <https://netlir.pro/disclaimer>
 - Terms of Service: <https://netlir.pro/terms>

Business-to-Business Services Only

The Services are provided **exclusively to business customers acting in the course of trade or professional activity**.

By entering into this Agreement, the Client confirms that it is **not acting as a consumer** under applicable law.

Accordingly, **consumer rights legislation, including the UK Consumer Rights Act 2015**, does not apply to the Services.

If you do not agree with these Terms or any part thereof, you must not use our website or Services.

NetLir reserves the right to modify, amend, or update these Terms at any time. Any changes will take effect immediately upon publication on our website, unless otherwise stated. You are responsible for reviewing the latest version regularly. Continued use of the Services after any update constitutes acceptance of the modified Terms.

2. Services

NetLir provides comprehensive **Internet resource management and related network infrastructure services** within the **RIPE NCC service region**, designed for Internet Service Providers (ISPs), data centers, hosting providers, and corporate clients that require reliable and compliant IP resources.

Our Services include, but are not limited to, the following:

2.1. IPv4 and IPv6 Leasing and Sponsorship

NetLir facilitates the allocation and sponsorship of IPv4 and IPv6 address space on a temporary lease basis.

This includes the assignment of clean, globally routable prefixes (e.g., /24, /23, /22 for IPv4 and /48, /32, /29 for IPv6), accompanied by full administrative and technical setup.

Each allocation is subject to RIPE NCC policies and must be used in accordance with our Acceptable Use Policy (AUP).

2.2. Local Internet Registry (LIR) Support and Maintenance

As a recognized **RIPE NCC LIR**, NetLir provides ongoing support and compliance services to ensure that clients maintain good standing within the RIPE community.

This includes:

- creation and management of RIPE database objects;
- assistance with annual LIR membership obligations;
- portal management and updates;
- compliance monitoring and documentation audits.

2.3. ASN Registration and RIPE Object Management

NetLir assists clients with obtaining and maintaining **Autonomous System Numbers (ASN)** and related RIPE database objects, including inetnum, route, and domain records.

Our team ensures that all objects remain up to date and compliant with RIPE NCC guidelines, preventing potential suspensions or policy breaches.

2.4. LOA, ROA, rDNS and WHOIS Configuration

NetLir offers full configuration and maintenance of essential routing and validation elements, including:

- **LOA (Letter of Authorization)** for IP announcement via third-party ASNs;
- **ROA (Route Origin Authorization)** to establish route validity in RPKI systems;
- **Reverse DNS (rDNS)** setup and delegation;
- **WHOIS** records management to ensure transparency and regulatory compliance.

2.5. Compliance and Advisory Support

NetLir ensures that all services adhere to **RIPE NCC policies, UK and EU regulatory frameworks**, and international Internet governance standards.

Our compliance team provides ongoing advisory services, helping clients maintain lawful and transparent network operations.

All Services are provided **subject to technical feasibility**, applicable **RIPE NCC policies, UK law**, and the Client's adherence to these Terms of Service and the Acceptable Use Policy. NetLir reserves the right to verify client eligibility, usage justification, and network purpose prior to resource allocation or renewal.

3. Account and Eligibility

3.1. General Eligibility

To access and use the Services, you must:

- be at least **18 years of age** and legally capable of entering into binding agreements under the laws of your jurisdiction;
- have full legal capacity and authorization to represent the entity or organization on whose behalf you are acting; and
- agree to comply with these Terms, the Acceptable Use Policy, and all applicable laws and RIPE NCC regulations.
- The Services are provided exclusively to business customers. Consumer rights and remedies do not apply.

3.2. Account Registration and Verification

To obtain access to the Customer Portal or to place an order, you must complete the registration process by providing accurate and complete information, including but not limited to:

- full legal name or company name;
- registered address and billing information;
- contact person's name, position, and verified email address.

NetLir reserves the right to perform **identity and compliance verification (KYC/KYB)** prior to service activation.

This may include validation of company registration documents, proof of address, government-issued identification, and network usage justification in line with **RIPE NCC policies**.

3.3. Account Credentials and Security

You are solely responsible for maintaining the confidentiality of your account credentials, passwords, and API keys.

All actions performed through your account, whether by you, your employees, or third parties, shall be deemed authorized by you.

NetLir shall not be liable for any unauthorized access or actions resulting from compromised credentials.

You must immediately notify NetLir at **support@netlir.pro** in case of:

- suspected unauthorized account use;
- loss, theft, or disclosure of login details; or
- any other security incident affecting your account or network.

3.4. Account Accuracy and Updates

You agree to keep your account information accurate and up to date at all times.

Failure to maintain valid contact or billing details may result in suspension or termination of services.

3.5. Account Ownership and Transfer

Accounts are **non-transferable**. Any attempt to assign, sell, or transfer your account or IP lease rights without prior written consent from NetLir is strictly prohibited.

NetLir reserves the right to require formal documentation to verify account ownership in case of disputes.

4. Orders, Fees and Payment

4.1. Service Orders

All service orders are placed via the official website <https://netlir.pro> or through written confirmation by email.

By placing an order, the Client agrees to the pricing, billing period, and specific service terms as outlined at the time of purchase.

NetLir reserves the right to accept or decline any order at its discretion, including cases where compliance verification or technical feasibility is pending.

4.2. Service Fees and Currency

All service fees are published on our website or specified in individual quotations.

Unless stated otherwise, fees are denominated in **EUR (€)** or **GBP (£)** and are **exclusive of VAT or applicable taxes**, which will be added where required by law.

Prices may change periodically to reflect market conditions, RIPE NCC fees, or operational adjustments; however, existing subscriptions will remain valid until renewal.

4.3. Payment Terms

All payments must be made **in advance** for the chosen billing period — monthly, quarterly, or annually — unless otherwise agreed in writing.

Accepted payment methods include bank transfer, credit/debit card, or cryptocurrency (where applicable).

The Client is responsible for any bank fees, transfer charges, or currency conversion costs.

4.3A. Cryptocurrency Payments

For cryptocurrency payments, the amount shall be deemed received upon the required number of network confirmations (typically [3–6], depending on the blockchain).

The applicable exchange rate shall be determined at the time of invoicing based on the reference rate published by [Coinbase / Binance / Kraken / another exchange], unless otherwise agreed in writing.

Any refunds (if applicable) will be issued in the original cryptocurrency at the then-current market rate, less any applicable network, exchange, or processing fees.

All cryptocurrency transactions are subject to KYC/AML screening. NetLir reserves the right to decline, delay, or reverse any payment that fails verification or presents compliance concerns.

4.4. Non-Refundable Payments

Once the IP resources, ASN sponsorship, or LIR services have been provisioned or activated, **all payments become strictly non-refundable**.

Refunds will not be issued for early termination, service suspension due to breach, or non-compliance with RIPE NCC policies.

4.5. Invoices and Receipts

Invoices are issued electronically upon order confirmation and must be paid within the period specified on the invoice (typically **7 calendar days**).

Receipts will be provided upon successful payment.

Failure to receive an invoice does not exempt the Client from payment obligations.

4.6. Late or Missing Payments

If payment is not received by the due date:

- a reminder notice may be sent via email;
- a finance charge of **1.5% per month (18% per annum)** or the **statutory interest rate under the Late Payment of Commercial Debts (Interest) Act 1998** (whichever is higher) may apply to the outstanding amount; and
- NetLir reserves the right to suspend or terminate the affected Services immediately without further notice.

Suspension due to non-payment does not release the Client from the obligation to pay outstanding balances.

4.7. Service Renewal

Subscriptions and recurring services renew automatically for the next billing period unless the Client provides written notice of cancellation at least **30 days** prior to the renewal date.

It is the Client's responsibility to ensure timely renewal to avoid interruption or deallocation of IP resources.

4.8. Pricing Adjustments

NetLir reserves the right to update service prices, terms, or payment methods at any time. Any price changes will apply to new orders or renewals only.

Material price changes for recurring Services will be notified to the Client at least thirty (30) days before the renewal date and will take effect from the next renewal term.

Clients with active contracts will be notified in advance of any material changes affecting their ongoing service.

4.9. Payment Disputes

If you believe an invoice is incorrect, you must notify **billing@netlir.pro** within **5 business days** of receipt.

NetLir will review and respond to all billing inquiries promptly.

Disputed amounts do not exempt the Client from paying undisputed charges on time.

5. Service Term and Termination

5.1. Service Duration

Each service is provided for the duration specified in the corresponding order form or invoice — monthly, annual, or for a fixed contractual period.

The service term begins on the **activation date** (the date IP resources or LIR access are provisioned) and continues until terminated in accordance with these Terms.

5.2. Renewal and Continuity

Unless otherwise agreed in writing, all recurring services automatically renew for the same billing period at the then-current pricing.

The Client may opt out of renewal by providing written notice of cancellation at least **30 days prior** to the next renewal date.

Failure to submit timely notice will result in automatic renewal and continued billing obligations.

5.3. Termination by Client

The Client may terminate a service by written request to **support@netlir.pro**, subject to the following conditions:

- no refund shall be issued for unused portions of the current billing period;
- the Client remains responsible for any outstanding fees, taxes, or penalties incurred prior to termination;
- early termination of fixed-term services may result in additional administrative or recovery fees if specified in the service order.

5.4. Termination or Suspension by NetLir

NetLir reserves the right to **suspend or terminate** any service, account, or resource immediately, with or without prior notice, if the Client:

- violates these Terms or the Acceptable Use Policy (AUP);
- uses the services for abuse, spam, phishing, malware, or any illegal activity;
- causes blacklisting, routing issues, or reputational damage to NetLir or its upstream providers;
- fails to comply with RIPE NCC policies, data validation requests, or documentation requirements;
- fails to pay due fees within the stated deadlines.

NetLir may, at its sole discretion, reinstate suspended services once the cause of suspension has been resolved and all outstanding fees have been paid.

5.5. Effect of Termination

Upon termination or expiration of the service:

- all **assigned or leased IP address blocks and AS Numbers** must be immediately released and returned to NetLir or its upstream LIR;
- all related RIPE database objects (e.g., route, inetnum, domain) may be withdrawn, modified, or deleted;

- the Client must remove any associated routing announcements and cease using the allocated prefixes;
- any LOA (Letter of Authorization) or ROA (Route Origin Authorization) issued to the Client shall automatically become **null and void**.

NetLir shall not be responsible for any data loss, service interruption, or third-party impact resulting from the termination or withdrawal of resources.

5.6. Termination for Regulatory or Policy Reasons

If required by **RIPE NCC**, regulatory authorities, or applicable law, NetLir may suspend or revoke services without prior notice.

In such cases, NetLir will use reasonable efforts to notify the Client and provide supporting documentation explaining the regulatory basis for the action.

5.7. Survival of Obligations

All provisions that by their nature should survive termination — including confidentiality, limitation of liability, payment obligations, and indemnities — shall continue to remain in full force and effect.

5.8. Sub-leasing and Re-assignment Restriction

The Client shall not sub-lease, re-assign, or resell any Internet number resources, Autonomous System Numbers, or related services to third parties without NetLir's prior written consent.

Any unauthorized sub-allocation, transfer, or resale shall constitute a material breach of this Agreement and may result in immediate suspension or termination of the affected services.

6. Acceptable Use

6.1. Compliance with Policy

All Clients must comply at all times with NetLir's **Acceptable Use Policy (AUP)**, which forms an integral part of these Terms.

Use of any NetLir service signifies your acceptance of and agreement to adhere to the AUP. The AUP is designed to ensure lawful, responsible, and transparent use of Internet resources in accordance with **RIPE NCC policies, UK law, and international network standards**.

6.2. Prohibited Activities

You must not use the Services, directly or indirectly, for any activity that:

- constitutes or facilitates **spam, phishing, or bulk unsolicited communication**;
- involves **distribution of malware, viruses, ransomware, or botnet operations**;
- initiates or participates in **denial-of-service (DoS/DDoS)** or other network disruption attacks;
- infringes upon **copyrights, trademarks, or other intellectual property rights**;
- engages in **fraud, identity theft, or impersonation** of other entities;
- hosts, stores, or transmits **illegal or abusive content**, including content prohibited under UK or EU law;

- violates any **RIPE NCC policies** or regional Internet registry (RIR) requirements;
- interferes with or degrades the normal operation of other networks, systems, or services;
- uses IP resources in a way that results in **blacklisting, routing blocks, or reputational harm** to NetLir or its clients.

6.3. Responsibility for Third-Party Use

You are responsible for all actions conducted through your account, including those of your employees, subcontractors, or end users.

Any use of NetLir resources by third parties must fully comply with these Terms and the AUP.

If you resell, sub-lease, or otherwise authorize others to use the resources, you remain fully liable for their conduct.

6.4. Monitoring and Enforcement

NetLir actively monitors and investigates reports of abuse, blacklisting, or violations of network integrity.

We may cooperate with RIPE NCC, law enforcement, or third-party abuse desks when investigating such incidents.

Clients are required to promptly respond to any abuse reports or compliance requests within **24 hours** of notification.

6.5. Suspension and Remediation

NetLir may, at its sole discretion and without prior notice:

- suspend the affected service or IP range;
- withdraw LOA, ROA, or routing permissions;
- block or null-route traffic to prevent ongoing abuse;
- notify upstream providers, RIPE NCC, or competent authorities.

Service suspension does not relieve the Client from payment obligations.

Reactivation may occur only after the issue is resolved, the Client provides a remediation plan, and all outstanding fees are paid.

6.6. Immediate Termination

Severe or repeated violations — including criminal activity, failure to cooperate with abuse investigations, or intentional network harm — may result in **immediate and permanent termination** of all active services **without refund**.

NetLir reserves the right to blacklist or reject future service requests from such Clients.

6.7. Reporting Abuse

All abuse-related complaints should be submitted to:

abuse@netlir.pro

Each report should include relevant evidence such as IP address, timestamps, logs, and a detailed description of the alleged activity.

7. RIPE NCC Compliance

7.1. General Compliance Framework

NetLir LTD operates exclusively within the RIPE NCC service region and conducts all activities in accordance with **RIPE NCC policies, procedures, and contractual obligations** as a **Local Internet Registry (LIR)**.

All **allocations, assignments, sponsorships, and transfers** of Internet number resources (IPv4, IPv6, and ASN) are subject to the applicable **RIPE Policy Documents**, including the **RIPE Database Terms and Conditions** and the **RIPE NCC Standard Service Agreement**. Internet number resources are provided **solely as rights of use**, not as property, and remain under the administrative oversight of RIPE NCC through the sponsoring LIR.

7.2. Nature of Internet Resources

Internet number resources (including IPv4/IPv6 address space and Autonomous System Numbers) do not constitute property of the Client, NetLir LTD, or RIPE NCC.

Such resources are assigned **solely as a limited right of use and may not be owned, sold, pledged, or transferred** as property.

The right of use is **temporary and conditional** upon continuous compliance with **RIPE NCC policies** and the applicable **service agreement**.

NetLir LTD acts as the **sponsoring Local Internet Registry (LIR)** responsible for the administrative management and maintenance of the Client's resources in the RIPE Database.

7.3. Client's Compliance Obligations

The Client must cooperate fully with NetLir in maintaining compliance with RIPE NCC requirements.

This includes, but is not limited to:

- providing accurate **legal entity details, contact information, and organizational identifiers** (Org-ID, Maintainer, etc.);
- submitting valid and up-to-date **KYC/KYB documentation**, including company registration, identification of authorized representatives, and proof of address;
- supplying **network justification** (usage purpose, routing plans, customer details if sub-assigned) when requested;
- maintaining **accurate and public WHOIS data** in the RIPE Database;
- promptly responding to **audit requests or data validation checks** initiated by NetLir or RIPE NCC.

Failure to provide such documentation or to comply with validation requests within the prescribed timeframe may result in service suspension or withdrawal of allocated resources.

7.4. RIPE Database Management

NetLir maintains all relevant database objects (e.g., inetnum, route, domain, mntner, and organisation) in accordance with RIPE NCC standards.

Clients must not modify, delete, or create objects in the RIPE Database without prior authorization from NetLir where NetLir is listed as the sponsoring LIR or maintainer.

7.5. RIPE Audits and Cooperation

In the event of a **RIPE NCC audit, compliance check, or policy review**, the Client agrees to:

- fully cooperate with NetLir in providing requested evidence of resource use;
- maintain all required documentation (contracts, invoices, network maps, LOA/ROA, etc.) for a minimum of **five (5) years**;
- accept that non-compliance may lead to withdrawal of Internet number resources by RIPE NCC.

7.6. Policy Updates

RIPE NCC policies are subject to periodic revision by the RIPE community.

NetLir reserves the right to adjust its internal procedures and Client requirements to ensure ongoing compliance.

Continued use of NetLir's services constitutes acceptance of any changes required to maintain policy alignment.

8. Service Availability and Support

8.1. Service Commitment

NetLir shall use **commercially reasonable efforts** to ensure continuous and reliable availability of all services, including IP address allocations, routing configuration, and access to the customer portal.

While NetLir's infrastructure is designed for high uptime and redundancy, the Client acknowledges that **occasional interruptions or maintenance windows** may occur due to factors beyond NetLir's direct control, such as RIPE NCC database updates, upstream network incidents, or external connectivity issues.

8.2. Maintenance and Downtime

Scheduled maintenance that may affect service availability will be announced in advance, typically with at least **24 hours' notice**, unless urgent corrective action is required to preserve network security or stability.

During maintenance periods, brief service interruptions or temporary unavailability of IP management functions may occur.

Emergency maintenance may be performed without prior notice when necessary to prevent or mitigate critical network risks.

8.3. Uptime Disclaimer

Unless otherwise specified in a **separate Service Level Agreement (SLA)**, NetLir does not provide an absolute uptime guarantee.

Performance metrics, uptime percentages, or service credits may only apply if explicitly agreed in writing.

The Client acknowledges that NetLir's obligations are limited to ensuring administrative and routing continuity within reasonable commercial limits.

8.4. Support Channels

NetLir provides technical and administrative support via the following channels:

- **Email:** support@netlir.pro
- **Customer Portal:** accessible through <https://netlir.pro>

Support inquiries are handled on a **first-come, first-served** basis.

Priority is given to incidents involving service suspension, RIPE NCC compliance, or routing disruptions.

8.5. Support Hours

Standard support is available 24/7 via email for critical issues and during business hours (09:00–18:00 GMT, Monday to Friday) for general inquiries, billing, and compliance assistance.

Response times may vary based on the severity level:

- Critical (Service Outage): response within 2 hours
- High (Routing/Abuse Issue): response within 4 hours
- Normal (General or Billing): response within 1 business day

Response targets are non-binding service targets and do not constitute a Service Level Agreement unless agreed in a separate SLA.

8.6. Client Responsibilities

The Client agrees to:

- provide complete and accurate details when reporting issues (service ID, IP range, ASN, and description);
- maintain updated contact details for technical and abuse notifications;
- cooperate with NetLir's support team to diagnose and resolve issues, including granting temporary access to systems or configurations if required.

8.7. External Dependencies

NetLir shall not be held responsible for interruptions, latency, or failures caused by:

- upstream ISPs or transit providers;
- RIPE NCC database or RPKI system outages;
- Client's internal network, equipment, or misconfigurations;
- force majeure events, cyberattacks, or third-party negligence.

9. Liability and Indemnity

9.1. Limitation of Liability

To the **maximum extent permitted by applicable law**, NetLir LTD, its directors, officers, employees, and affiliates shall not be held liable for any losses or damages arising out of or in connection with the use, inability to use, suspension, or termination of the Services, including but not limited to:

- **indirect, consequential, or incidental losses**, including reputational harm or customer loss;
- **loss of data, profits, revenue, goodwill, or business opportunities**;
- **service interruptions, network latency, or routing issues** caused by third-party providers, upstream carriers, or RIPE NCC system updates;
- **regulatory actions or policy changes** by RIPE NCC or other Regional Internet Registries (RIRs);
- **errors, omissions, or delays** in the publication, modification, or removal of database objects within the RIPE Database.

NetLir's total aggregate liability for any claim or group of related claims, whether in contract, tort (including negligence), or otherwise, shall not exceed the total amount paid by the Client for the affected service **during the three (3) months immediately preceding** the event giving rise to the claim.

9.2. No Warranty

All Services are provided on an “**as is**” and “**as available**” basis.

NetLir makes no express or implied warranties, representations, or conditions regarding:

- uninterrupted or error-free operation of the Services;
- the suitability of IP address blocks for any specific purpose;
- absence of prior routing history, blacklisting, or third-party restrictions;
- continuous availability of RIPE NCC or related external systems.

The Client acknowledges that Internet resource management is inherently dependent on external factors and global routing practices outside of NetLir's control.

9.3. Client Indemnification

The Client agrees to fully **indemnify, defend, and hold harmless** NetLir, its officers, employees, and subcontractors from and against any and all claims, damages, liabilities, costs, or expenses (including reasonable legal fees) arising from:

- misuse, abuse, or unlawful use of IP resources, ASN, or related services;
- breach of these Terms, the Acceptable Use Policy, or RIPE NCC compliance requirements;
- publication of inaccurate or fraudulent data in the RIPE Database;
- actions or omissions of the Client's users, affiliates, or downstream customers;
- disputes regarding IP allocations, routing authorizations (LOA/ROA), or data disclosures to third parties.

9.4. Third-Party Claims

In the event of a third-party claim, investigation, or legal proceeding arising out of the Client's use of the Services, NetLir shall have the right to:

- suspend the affected resources pending investigation;
- disclose relevant information to competent authorities, RIPE NCC, or affected parties;
- recover from the Client any costs incurred in responding to or resolving such claims.

9.5. Exclusion for Force Majeure

NetLir shall not be held liable for any failure or delay in performing its obligations where such delay results from causes beyond its reasonable control, including but not limited to natural disasters, war, terrorism, cyberattacks, governmental actions, RIPE NCC operational failures, or major Internet routing disruptions.

10. Intellectual Property

10.1. Ownership of Intellectual Property

All content, materials, documentation, and systems made available by **NetLir LTD**, including but not limited to:

- website design, layout, structure, and interface;
 - software, APIs, databases, scripts, and configurations;
 - technical guides, user manuals, and compliance documentation;
 - trade names, logos, trademarks, and branding elements;
- remain the **exclusive property of NetLir LTD** and are protected under applicable **UK and international intellectual property laws**.

No transfer of ownership or assignment of intellectual property rights is made or implied through the provision of Services or these Terms.

10.2. License Grant

NetLir grants the Client a **limited, revocable, non-exclusive, and non-transferable license** to use NetLir's materials, documentation, and systems **solely for the purpose of receiving and managing the contracted Services**.

This license does not include any right to:

- reproduce, copy, or redistribute materials for commercial purposes;
- modify, reverse-engineer, or create derivative works based on NetLir's systems or code;
- sublicense, resell, or provide access to third parties without prior written consent from NetLir.

10.3. Restrictions

The Client must not remove or alter any copyright notices, watermarks, license headers, or proprietary markings on NetLir's materials.

Any unauthorized use, distribution, or modification constitutes a material breach of these Terms and may result in immediate termination of Services and legal action.

10.4. Client Data and Materials

All data, configurations, and documentation submitted by the Client to NetLir for the purpose of receiving the Services remain the **property of the Client**.

However, the Client grants NetLir a **non-exclusive, worldwide, royalty-free license** to

process, store, and use such data as necessary to deliver the Services, ensure RIPE NCC compliance, or perform technical operations.

10.5. Trademarks and Branding

The Client may not use the **NetLir name, logo, or trademarks** in any marketing material, website, or public statement without prior written authorization.

Permitted use must comply with NetLir's brand guidelines and must not imply partnership, endorsement, or ownership of IP resources beyond what is contractually agreed.

10.6. Reservation of Rights

All rights not expressly granted under this Section are reserved by NetLir LTD.

Nothing in these Terms shall be interpreted as conferring any implied rights or licenses under patents, copyrights, or other intellectual property of NetLir or its affiliates.

11. Data Protection

11.1. General Principles

NetLir LTD is committed to protecting the privacy and security of personal data in accordance with the **UK Data Protection Act 2018**, the **UK GDPR**, and any other applicable data protection and privacy laws.

Processing of all personal data collected or handled by NetLir is governed by our **Privacy Policy**, available at <https://netlir.pro/privacy>, which forms an integral part of these Terms.

11.2. Roles and Responsibilities

Depending on the nature of the service provided, NetLir may act in one of the following capacities:

- as a **Data Controller** — when processing personal data related to client accounts, billing, and communication (for example, customer name, contact details, invoices, and usage records);
- as a **Data Processor** — when managing or updating RIPE NCC database objects on behalf of the Client (e.g., maintaining organisation, route, inetnum, or domain records).

When acting as a Data Processor, NetLir processes data solely under the Client's documented instructions and in accordance with applicable data protection laws.

11.3. Categories of Personal Data

NetLir may collect and process the following categories of data:

- identification and contact data (name, address, company details, email, phone number);
- account and billing information;
- technical data (IP address, ASN, network configuration, RIPE objects);
- communication logs related to support and compliance correspondence.

No sensitive or special-category personal data is intentionally collected or processed unless required for compliance verification or legal purposes.

11.4. Legal Basis for Processing

NetLir processes personal data on the following legal bases:

- **contractual necessity**, to provide and manage services requested by the Client;
- **legitimate interest**, to maintain service integrity, prevent abuse, and comply with RIPE NCC obligations;
- **legal obligation**, to retain records for accounting, audit, and regulatory purposes;
- **consent**, where required for marketing or optional communications.

11.5. Data Transfers and Security

All personal data is stored and processed within the **United Kingdom or the European Economic Area (EEA)**.

If data must be transferred outside these regions, NetLir ensures adequate protection through:

- **Standard Contractual Clauses (SCCs)**, or
- other lawful transfer mechanisms recognized by the UK ICO or the European Commission.

NetLir implements **appropriate technical and organizational measures** to safeguard data against loss, unauthorized access, alteration, or disclosure.

11.6. Data Retention

Personal data is retained only for as long as necessary to fulfill the purposes for which it was collected or to meet legal, tax, and compliance obligations.

Upon termination of the Client's account, data is securely deleted or anonymized unless retention is required by law or regulatory authorities (e.g., RIPE NCC audit records).

11.7. Data Subject Rights

Clients and data subjects have the right to:

- access, rectify, or erase their personal data;
- restrict or object to processing;
- request data portability;
- lodge a complaint with the **Information Commissioner's Office (ICO)** or relevant supervisory authority.

Requests regarding personal data should be sent to **privacy@netlir.pro**.

11.8. Third-Party Disclosures

NetLir may share data only with trusted third parties where necessary to perform contractual obligations — such as payment processors, RIPE NCC, and infrastructure providers — all of whom are bound by confidentiality and data protection agreements.

11.9. Data Breach Notification

In the event of a data breach that may affect personal data, NetLir will promptly assess the impact and, if required by law, notify the affected individuals and the ICO within **72 hours** of becoming aware of the incident.

12. Amendments

12.1. Right to Modify

NetLir LTD reserves the right to **amend, update, or modify** these Terms of Service and any related policies (including the Privacy Policy and Acceptable Use Policy) at any time, to reflect:

- changes in applicable law or regulatory requirements;
- updates to RIPE NCC policies or industry standards;
- improvements or modifications to the Services, pricing, or operational structure;
- internal business, compliance, or security adjustments.

12.2. Notification of Changes

All amendments will be published on the official website <https://netlir.pro>. NetLir may, at its discretion, notify Clients of material changes via email or through the Customer Portal, but publication on the website shall constitute sufficient notice of modification.

The updated Terms will clearly indicate the **“Last Updated”** date at the top of the document. Clients are responsible for reviewing the Terms periodically to stay informed of any updates.

12.3. Effective Date

Unless stated otherwise, all amendments shall become effective **immediately upon publication** on the website.

For significant changes affecting Client rights or obligations, NetLir may specify a future effective date, allowing Clients reasonable time to review the revisions.

12.4. Acceptance of Revised Terms

Continued use of the Services after the effective date of the updated Terms constitutes the Client’s **acceptance of the revised Terms**.

If the Client does not agree with the changes, they must discontinue use of the Services and notify NetLir in writing prior to the new Terms taking effect.

12.5. Preservation of Prior Agreements

Any prior version of the Terms shall be superseded by the latest published version. However, specific service contracts or signed agreements executed before the effective date of new Terms shall remain valid until their natural expiry, unless otherwise mutually agreed.

13. Governing Law and Jurisdiction

13.1. Governing Law

These Terms, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them, their subject matter, or formation, shall be **governed by and construed in accordance with the laws of England and Wales**.

The application of any conflict-of-law rules or international conventions (including the United Nations Convention on Contracts for the International Sale of Goods, CISG) is expressly excluded.

13.2. Jurisdiction

The parties irrevocably agree that the **courts of London, United Kingdom**, shall have **exclusive jurisdiction** to settle any dispute, controversy, or claim arising from or relating to these Terms, the Services, or any associated contract or transaction.

13.3. Alternative Dispute Resolution (Optional)

Before initiating formal proceedings, either party may propose in good faith to resolve the dispute through **mediation or arbitration** administered in London under the rules of the **Chartered Institute of Arbitrators (CIArb)** or a similar recognized body.

Participation in such alternative procedures shall not limit either party's right to seek interim or injunctive relief from the courts of England and Wales.

13.4. Language of Proceedings

All legal proceedings, documentation, and communications related to these Terms shall be conducted in **English**. In case of translation discrepancies, the English version shall prevail.

14. Contact Information

NetLir LTD

Email: support@netlir.pro

Phone: +44 20 8159 8921