Acceptable use policy

Version 1.1 | Last updated 29 September 2026

This is a translation of the French original, which governs in case of divergence.

This policy applies to the hosting and managed services provided by Avanserv SRL. It forms part of the terms and conditions and binds the client as well as the users the client gives access to the services. Its principle fits in one sentence: the services are for lawful uses that endanger neither the infrastructure, nor other clients, nor third parties.

Forbidden content and activities

The services may not be used to store, publish or distribute unlawful content, in particular: child sexual abuse material, terrorist content, incitement to hatred or violence, infringing content or content violating a third party's intellectual property rights, personal data processed in breach of the GDPR, and defamatory content.

The following activities are forbidden as well: sending unsolicited bulk communications (spam) and phishing; hosting or distributing malware and running command-and-control infrastructure; scanning, intruding into or attacking third-party systems from the services, denial-of-service attacks among them; running open relays or open proxies; mining cryptocurrency without written agreement; and any attempt to circumvent security, billing or quota mechanisms.

Reasonable use of resources

Resources (compute, storage, bandwidth) are used within the limits set in the quote. Use that degrades the service of other clients or the stability of the platform may be capped technically after telling the client, or immediately in an emergency.

Reporting unlawful content

Anyone, person or entity, may report content they consider unlawful on a service we host, under article 16 of regulation (EU) 2022/2065. Write to abuse@avanserv.com stating: the exact location of the content (its URL), why you consider it unlawful, your

name and email address, and a statement of good faith as to the accuracy of the report. Identification is not required for a report concerning the offences referred to in articles 3 to 7 of directive 2011/93/EU on combating the sexual abuse and sexual exploitation of children. We acknowledge receipt without undue delay, and we tell you our decision on the reported content and the redress open to you if you contest it.

What we do with a report

We examine every report diligently and non-arbitrarily, weighing the rights of everyone concerned; that examination is carried out by human review, with no automated means. Where we remove or block content, or restrict an account, we tell the client concerned in a reasoned decision, unless the law forbids it, stating whether the decision rests on automated means, and pointing them to the redress open to them: contesting it with us, out-of-court dispute settlement and the competent courts. We carry no general obligation to monitor hosted content and exercise none.

Measures on a breach

Depending on severity, we may require compliance within a set period, suspend the service or the content concerned, or terminate the service under article 8 of the terms and conditions. Where there is immediate danger to third parties, to the infrastructure or to other clients, or where the law requires it, suspension may be immediate; the client is told without delay, with the reasons. Sums due remain payable during a suspension the client caused.

We cooperate with judicial and administrative authorities within the limits of the law, and report to the competent authorities the offences the law requires us to report.