



# RULES OF GOOD CONDUCT

## ANNEX B

### Rules of Good Conduct

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The present “Rules of good conduct” specifically undersigned represent a commitment between the Registro of the ccTLD .it, at the Institute of Informatics and Telematics of the CNR, manager of the ccTLD .it, and of the SLD edu.it and the Registrar, in order to to guarantee the balance, efficiency, equity of the domain name registration system in the ccTLD .it, in the SLD edu.it and in the SLD gov.it in the SLD edu.it, and the equal accessibility to this service, in the general public interest.

The signing of the “Rules of good conduct” is an indication of the Registrar's commitment in addition to compliance with the laws in force, and the Regulations of the ccTLD .it, the SLD edu.it, and the SLD gov.it, as defined in the premises of the "Registrar contract" already mentioned, the observance of transparent and correct behavior towards the other Registrars and the IIT-Registro, avoiding actions that could harm the category and/or the entire system of assigning domain names in the ccTLD .it, in the SLD edu.it and in the SLD gov.it.

Adherence to these regulations is also aimed at guaranteeing the Registrant, as the final consumer, that the Registrar will observe the utmost diligence in the performance of the Registrar's activities entrusted in the registration and management of the domain name and acting promptly in order to remove any obstacles that may make it difficult to register or manage the domain.

Adherence to the “Rules of good conduct” object of this deed is mandatory; failure to comply preclude the signing of the contract. For the purpose of transparency towards users, the IIT-Registro will publish these rules on its website.

The “Rules of good conduct” are binding for the Registrar and failure to comply with the provisions contained therein involves the suspension of the Registrar, as signatory of the aforementioned code of conduct, from the website of the Registro for a period of 12 (twelve) months, pursuant to the provisions of art. 11, *Rules of Good Conduct* of the contract itself. In such cases the non-fulfillment will be challenged to the Registrar according to the indications contained in the art. 31, *Procedure for the application of penalties*.

For all the above mentioned the Registrar:

1. declares and guarantees that in the relationship with the end user he will be a diligent part of informing him of the rules concerning the registration and management of domain names in the ccTLD .it, in the SLD edu.it and in the SLD gov.it, mentioned above, published on the website of the IIT-Registro carrying out with the due diligence the operations necessary for the correct registration and maintenance of the domain name;
2. declares and guarantees that in its relationship with its customers, final consumers of the aforementioned service, he will propose transparent agreements on the services he provides and will adopt and/or have his collaborators adopt ethically correct behavior, without in any way preventing the Registrant from withdrawal from the registration contract with these already signed;
3. declares that in carrying out its activities it undertakes to direct its behavior towards fairness towards other Registrars, avoiding attitudes that could damage the legitimate interests of end consumers;
4. declares to refrain from actions against the IIT-Registro and Registrars that could create crisis situations in the system for assigning and managing domain names in the ccTLD .it, in the SLD edu.it, and in the SLD gov.it, preventing other Registrars from infringing of the normal obligations of correctness of the commercial relationships, of accessing the service in question;

5. declares to observe and enforce the rules on the processing of personal data of its customers, managing the data in compliance with the laws in force, with care and confidentiality.
6. undertakes to comply as scrupulously as possible with all precautions aimed at ensuring the truthfulness, completeness and accuracy of the data received from the Registrant;
7. undertakes not to spam Internet users and to be a diligent part of its customers, if it is aware of spamming activities carried out by them, in order to call them to behave correctly; likewise, he undertakes to inform users of the need for correct use of the data entered on the network, in compliance with the applicable rules and codes of conduct;
8. undertakes to cooperate with the competent Authorities where necessary, in compliance with the law on illegal activities carried out through the Internet and not to favor the dissemination of illegal or harmful content via the Internet.

In addition, the Registrar may register domain names for his own use, but must refrain from hoarding behavior, or request registration and maintain a large number of domain names.

With regard to the relationship with the IIT-Registro, and the service in question, the Registrar undertakes to include only documented or documented information or based on objective facts on his website.

The aforementioned “Rules of good conduct” are intended to promote and protect the activity of registering domain names, by increasing the trust of citizens and businesses in the use of Internet services, in accordance with the provisions established by government bodies and public authorities.

The Registrar is aware that failure to comply with the rules of good conduct entails the cancellation of the same from the list of subscribers of this code of conduct, reported on the public website of the IIT Registro, after disputing the failure to comply with the provisions contained in this annex, in the ways provided for in art. 31, *Procedure for the application of penalties*.