

Information policy of Internet á Íslandi hf.

Hereinafter referred to as ISNIC, Modernus or RIX. This policy applies to all our services: www.isnic.is, www.modernus.is and www.rix.is.

The employees and management of ISNIC are aware of the special role of the company, its responsibilities and obligations with respect to private persons, enterprises, the authorities and the Internet community. See also a short summary of the history of the Internet in Iceland at <https://www.isnic.is/en/about/isnic> and the company's terms and conditions at <https://www.isnic.is/en/about/terms>.

Declaration:

The company declares that it conforms to European rules on personal protection (the European GDPR Directive). It promises not to disclose personal data to any third party except with the permission of the user, or customer, in excess of what may be necessary to establish a bank claim, etc. or at the demand of the Icelandic authorities.

By using the services of the company, you are accepting our collection and processing of information about you according to this information policy.

What kind of information are we collecting?

The company only collects and stores information that is necessary to fulfil its service obligations to customers. This information mainly consists of the name, ID No., telephone number, mobile phone number and e-mail of the company's customers and their contacts. The information is used to be able to provide services over the Internet, send invoices, create bank claims, collect debts, send important notifications and for publication in the rightholder registry of ISNIC (Whois) so that others can, e.g., notify the rightholder in question of any operational difficulties.

Data security

The company places the greatest importance on information security, as regards both the copying of data, both internally and externally, as well break-in defences. For this purpose, the company saves all data and all software on its own servers and operates its own computer facilities in Reykjavík to which no external parties have access.

External backup facilities are also located in Reykjavík. Only the technical information (i.e. DNS information) of domains is stored in many locations (Anycast) in different locations in the world to ensure the functionality of .is domains throughout the Internet.

Data deletion

Information on inactive users, who are neither connected to active services nor transactions, is deleted 6 months after the most recent transaction. Business and accounting information more than 7 years old are either deleted or some proportion of them sent to the National Archives of Iceland.

ISNIC services

ISNIC

ISNIC Public Whois Service

What is collected? ISNIC collects and stores information on the name, ID No., telephone number, mobile phone number, e-mail address and address of rightholders of .is domains and their contacts in a Whois register and provides limited access thereto on the website of ISNIC. Why does ISNIC publish information? In order to ensure that Internet service providers, rightholders and others who need to do so can gain access to necessary information easily. ISNIC, however, automatically hides names, ID Nos.,

telephone numbers, mobile phone numbers and addresses (with the exception of the country) of those who are labelled as individuals in the rightholder records, but it publishes the provided e-mail address given that the e-mail address is the necessary prerequisite for others to be able to contact the person in question regarding the operation of a domain.

Please note! Many rightholders have business interests in publishing information on the rightholders of the domain and their contacts publicly in the rightholders records. ISNIC publishes the name and address of the contacts and rightholders who have so chosen and have selected “My Name and Address Published” under “My Settings” after logging in to the ISNIC website.

View the manner in which ISNIC publishes information on the rightholders and contacts of domains by accessing your own domain, or a domain owned by an individual, in the Whois search window at the top of the page <https://www.isnic.is/en/>.

Operation of authoritative name servers of .is

No personally identifiable data is created during the provision of the service, and there is no equipment in place to examine the content of traffic sent to main name servers operated by ISNIC, although statistical information is extracted from traffic reaching the authoritative name servers of ISNIC.

Modernus

The webmeasure site Teljari.is[®]

The webmeasure site collects information on the IP addresses of the users of web media but no personally identifiable data. The data on Internet use is stored for an unlimited period for research purposes in the company’s databases. The access information (name, e-mail and telephone numbers) of users is stored as long as they are in use. See Veflistinn: <http://veflistinn.is/>.

Cookies

The company uses only its own webmeasure site, Teljari.is/Modernus, for all the websites of the company. It distributes textfiles (cookies) to the browsers of users, which store them in the temporary files or to the hard disk. The purpose is, on the one hand, the collection and management of necessary technological information and, on the other hand, to collect information on when and from where the users of the website came, such as IP addresses, towns, cities, countries, areas and references (URLs) as well as what pages of the Internet they are looking at. No personally identifiable information is collected.

Svarbox[®] Chat or Messenger

Svarbox.is automatically saves written communications (chat) between the service representatives of the purchasers of the service and their customers. The data is only stored at Modernus and never disclosed to a third party. It is stored for an unlimited time unless a customer requests the deletion of such data in writing (see below). Credit card numbers are automatically erased, except for the four last numbers. The access information (name, e-mail and telephone numbers) of users is stored as long as they are in use. For further information, see svarbox.is.

Website monitoring

Varðhundurinn[®] (Watchdog) monitors the connection and uptime of web servers. No personally identifiable information is collected, except that the access information (name, e-mail and telephone numbers) of users are stored in the database of Modernus as long as they are in use.

RIX (Reykjavík Internet Exchange)

RIX is the exchange station of Icelandic Internet service providers, where they (only Internet companies) can trade Internet traffic among themselves and thereby prevent domestic traffic from being transmitted by foreign connections with the attendant additional cost and delays. No personally identifiable data is created during the provision of the service, and there is no equipment in place to examine the content of traffic sent through RIX.

ISNIC reserves the right to publish summaries of traffic volumes.

Your right to information

According to legislation on personal protection (GDPR), you are entitled to know what information the company has about you and to have such information changed if it is wrong and to have such information erased if no other and more important reasons do not prevent such erasure. Please send a signed enquiry, together with your e-mail address, in this regard labelled “My personal information” to:

Internet á Íslandi hf. Katrínartún 2, 18th floor. 105 Reykjavík
Reykjavík, 24 April 2018
On behalf of Internet á Íslandi hf.
Jens Pétur Jensen, CEO