

## **.UK domain WHOIS Data Quality Verification Policy**

All .uk domains (apart from .gov.uk and .ac.uk) will have their WHOIS details checked periodically checked and verified directly by the domain registry Nominet under their "Data Quality Policy" against their own verification systems. Where WHOIS data is found to be inaccurate OR incomplete, Nominet will contact Ascio Technologies Inc, USA – Filial af Ascio Technologies Inc, Danmark (Ascio”) as the Accredited Channel Registrar. It is then Ascio’s responsibility to ensure that the issue is resolved by liaising directly with the domain Registrant. When Ascio is are notified of such an issue by Nominet, Ascio will contact the Registrant via the following methods:

Email (using main contact email address on clients' account)  
Phone (using registered contact number on clients' account)  
Letter (sent to main registered address held on clients' account)

Where the issue relates to an **address verification** query then Ascio shall require the existing Registrant to provide corrected data which we shall validate against Ascio’s own verification systems. If Ascio is unable to do this then Ascio would require documentary evidence from the Registrant that the address data is correct by requesting proof of address through providing a copy of a utility bill, credit card/bank statement, invoice, passport, driving licence or similar document. Once Ascio has verified the information that has been sent, Ascio shall make the required changes within 3 working days and then inform Nominet.

Where the issue relates to a **registrant name/type verification** query then Ascio shall require the existing Registrant to send through a signed request or where the Registrant is an organisation should be signed by an Officer or Director of the organisation on the organisations letterhead paper confirming on the correct Registrant details that should be set and supplying documentary evidence that the amended Registrant name is correct (i.e. proof of payment for the original domain registration/renewal or proof that the domain is used by the person/organisation via an associated website that uses the domain). Once Ascio has verified the information that has been sent, Ascio shall make the required changes within 3 working days and then inform Nominet.

**If Ascio is unable to make contact with a Registrant by any of the above contact methods within 30 days of the first request being sent OR Ascio is unable to verify the data that has been returned to Ascio by the Registrant as per above requirements then under Nominet’s Data Quality Policy, Ascio will suspend the domain name(s) which will mean any associated website/email will no longer function, until such time that Ascio has received a response and can successfully verify the data that has been sent.**

Nominet’s Data Quality Verification Policy can be viewed at following link: [resource page here](#)