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POLICY
FORUM



NCSG & ICANN Contractual Compliance

Registrant Rights and Remedies

8 June 2026

Registrants Rights Under ICANN Policies & Agreements

- Registrar must enter into an agreement with all Registered Name Holders (RNHs) that describe the terms and conditions of the registration.
- Registrar must supply RNHs with accurate information, which sets expectations and allows the RNHs to make informed choices. This information includes:
 - Who the registrar and any affiliated proxy/privacy service provider are;
 - The terms of the registration, including pricing;
 - How to raise concerns and resolve disputes with the registrar and any privacy services offered by them; and
 - Registrar's processes for registering, managing, transferring, renewing, and restoring domain name registrations.
- RNH has the right to not be subject to false advertising or deceptive practices, including deceptive notices, hidden fees, and any practices that are illegal under the consumer protection law of their residence.

Registration Agreement Requirements

- Concerning the collection of Personal Data, through the registration agreement:
 - Registrar must:
 - ❖ Inform RNHs about the purpose of data collection, the intended recipients, which data is mandatory or voluntary, and how RNH can access it and correct it.
 - ❖ Agree that it will not process the Personal Data collected from the RNH in a way incompatible with the stated collection purposes.
 - ❖ Agree that it will take reasonable precautions to protect Personal Data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.
 - RNH must consent to the processing of the data and confirm that any third party whose Personal Data is supplied to the registrar by the RNH has received the required notice and provided consent.
- Registration agreements used by resellers must also include the content above required by the RAA.

ICANN Compliance: What We Can And Cannot Enforce

ICANN Contractual Compliance (ICANN Compliance) enforces the specific requirements in the ICANN agreements and policies. For example:

Regarding the **suspension of domain name registrations**, ICANN Compliance:

- Ensures RNHs have access to information about contact data verification processes, terms of service governing domain suspensions, how to raise disputes concerning suspension, etc.
- Ensures RNHs agree to the registrar's terms of service when registering domain names by executing the relevant registration agreement (e.g., the RNH was informed that if they engage in an activity, the consequence could be the suspension of the domain name and/or termination of the account).
- Cannot evaluate the decision to suspend under applicable terms of service or require the registrar to lift the suspension.

Contractual Compliance: What we can and cannot do

- Regarding the **renewal or restoration** of a domain name, ICANN Compliance:
 - Ensures RNHs have access to renewal fees, information about how they will be notified of domain name expiration, instructions for renewal, and deletion and auto-renew policies.
 - Ensures RNHs are able to renew and restore upon request.
 - Cannot recover lost domain names or require registrars to transfer domain name registrations from one RNH to a previous one.
- Regarding **transfer** of domain names, ICANN Compliance:
 - Ensures RNHs are assisted and permitted to transfer domain name registrations in compliance with the Transfer Policy.
 - Ensures that transfers followed the requirements in the Transfer Policy, including the requirement for registry operators to undo a transfer for certain reasons (e.g., agreement between registrar that the transfer did not follow the Transfer Policy).
 - Cannot take action in situations such as hijacking access credentials/email to enable a transfer.

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