

LEGAL CENTER

Acceptable Use Policy

The rules for using our services, including what content and activity is not allowed.

Last updated: 14 October 2026

Introduction

This Acceptable Use Policy ("AUP") sets out the rules for using the services, network, websites and platforms ("Services") provided by HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our").

This AUP applies to all customers and to anyone who uses the Services through a customer's account ("you", "your"), including the End Customers of our reseller customers. It forms part of our [Terms of Service](#). You are responsible for making sure everyone who uses the Services through your account follows it.

1. Illegal and Harmful Activity

You must not use the Services for anything that is illegal under Australian law or the law of your country, or that harms others. This includes:

- fraud, scams, pyramid or Ponzi schemes, and the sale of counterfeit goods;
- phishing, or impersonating another person, business or website;
- harassment, threats, stalking or doxxing;
- promoting or facilitating terrorism or violent extremism; and
- selling or promoting illegal goods or services.

2. Prohibited Content

You must not host, store, send or link to:

- **Child sexual abuse material:** any content that sexualises children. We report it to the Australian Federal Police and other relevant authorities, and terminate the account immediately.
- **Pornography and sexually explicit material.**
- **Hate speech:** content that promotes hatred, violence or discrimination against people based on race, religion, gender, sexuality, disability or similar characteristics.
- **Defamatory content:** content that is defamatory or unlawfully invades someone's privacy.
- **Infringing content:** content that infringes copyright, trade marks or other intellectual property rights, including pirated software, media and "nulled" themes, plugins or scripts.
- **Other unlawful content:** content that is unlawful under the *Online Safety Act 2021* (Cth) or other Australian law.

3. Email and Spam

You must comply with the *Spam Act 2003* (Cth). In particular, you must not:

- send commercial emails or messages without the recipient's consent;
- send messages that don't clearly identify you as the sender, or that don't include a working unsubscribe option;
- use bought, rented or harvested email lists;
- forge or hide message headers or the sender's identity;
- run an open mail relay; or
- host a website or other content advertised through spam, even if the spam was sent from another provider.

Shared and reseller hosting plans may have email sending limits. If your account is used to send spam, including through a compromised account or script, we may suspend email sending until the problem is fixed.

4. Security and Network Abuse

You must not use the Services to:

- access, or try to access, any system, account or data without permission;
- scan, probe or test the vulnerability of any system or network without permission;
- launch, take part in or host the tools for denial-of-service (DoS or DDoS) attacks;
- distribute malware, viruses, ransomware or botnet software, or run botnet command servers;
- intercept, monitor or interfere with other people's data or communications;
- forge IP addresses, packet headers or other network identifiers; or
- run open proxies or other services that let third parties hide their identity to abuse other networks.

Security testing of your own systems on our network is allowed, as long as it doesn't affect our network or other customers.

5. Resource Usage

- **Shared and reseller hosting:** server resources are shared, so you must not use CPU, memory, storage, bandwidth, database or email resources in a way that affects other customers or the server.
- **Unlimited features:** features described as "unlimited" or "unmetered" are subject to fair and reasonable use.
- **VPS:** you may use the resources included in your VPS plan, but you must not use them in a way that disrupts our network or other customers.
- **Cryptocurrency mining:** mining cryptocurrency is not allowed on any of our Services, including shared hosting, reseller hosting and VPS.

6. Keeping Your Account Secure

- You must keep the software you run up to date, including your operating system, CMS (such as WordPress), themes and plugins.
- You must use strong passwords and protect your login details.
- If your account or server is compromised and is used for abuse, we may suspend it to protect our network until it is cleaned up. This is the case even if you didn't cause the compromise.

7. How We Enforce This AUP

- **Monitoring:** we may monitor the Services from time to time, including network traffic, resource usage and account activity, to check compliance with this AUP and protect our network. We handle any personal information involved in line with our [Privacy Policy](#).
- **Investigation:** we may investigate any suspected breach of this AUP, including in response to complaints, abuse reports and issues we detect on our network.
- **Contacting you first:** where reasonable, we will contact you and give you a chance to fix the problem before taking action.
- **Immediate action:** we may act without notice where there is a risk to our network, other customers or third parties, or where the law requires it.
- **Possible actions:** depending on how serious the breach is, we may give you a warning, remove or disable specific content, limit or suspend a Service, or terminate your account.
- **Legal requirements:** we comply with lawful requests and notices from Australian authorities, including removal notices from the eSafety Commissioner, and may report illegal activity to law enforcement.
- **Refunds:** refunds for Services suspended or terminated for a breach of this AUP are handled under section 9 of our [Terms of Service](#).

8. Reporting Abuse

- To report a breach of this AUP, such as spam, phishing, malware or illegal content, email legal@hsj.host. Please include the website, IP address or email involved, the date and time, and any evidence, such as full email headers.
- To report copyright or trade mark infringement, follow the process in our [Copyright and Takedown Claims](#) policy.
- If you believe a child is in immediate danger, contact the police on 000. You can report child sexual abuse material to the [Australian Centre to Counter Child Exploitation](#).

9. Changes to This AUP

We may update this AUP in the same way as our Terms of Service. If a change materially disadvantages you, we will email you at least 30 days before it takes effect, unless the law requires the change sooner. See section 3 of our [Terms of Service](#).