



Privacy policy for the Domain name service

In order to register and manage Domain Names, Telia in some cases needs to collect and share personal data. We recommend you to read privacy information below.

Please note that the Domain Holder (Customer) is responsible to ensure that all individuals whose personal data is provided to Telia are sufficiently informed beforehand about their data collection and sharing, as well as about their privacy related rights as required by applicable data protection laws.

1. Why we need to collect, store and publish personal data?

We are the responsible Registrar and provide Registration Services for Domain Names and, upon request from the Domain Holder, register and administer Domain Names. We are officially authorized to provide Registration Services for Domain Names based on our agreement with CORE and agreement with IIS.

As a Registrar Telia in some cases needs to collect and store personal data (contacts and registration details) as part of the service to provide Domain Names, that includes delivering the registration service, managing orders, solving service related incidents and billing, based on performance of contract.

As a Registrar Telia is obliged to follow the ICANN policies when managing Domain Names and to share some data with CORE and IIS. That is based on Telia's legitimate interest to provide to its customers quality Registration Services for Domain that comply with ICANN policies and Telia's agreements with CORE and IIS.

Telia also stores personal data based on Telia's legitimate interests to ensure information security, to fight fraudulent behavior and for legal defense purposes.

The resource holder is responsible to ensure that the data they provide to Telia is accurate and collected lawfully, also that contact persons whose personal data is provided to Telia are properly informed about this and their related privacy rights. Telia will delete the personal data on request from the resource holder as described in the Section 5 below.

Telia will delete personal data on request from the Domain holder according to the description in section 5 below.

2. What data is collected/stored?

As a Registrar we need to collect the following data:

- Domain name data
- Registrant's full name and contacts details
- Technical contact's full name and contacts details
- Administrative contact's full name and contacts details
- Billing contact's full name and contacts details
- Registration details and other service-related data (for example, domain name registration date and expiration; domain status; name servers associated to the domain name; DNSSEC service request)

The Domain Holder is responsible to keep all contact details updated and correct at all time.

3. With whom is the data shared?

COREhub: We need to share personal data with COREhub that is a 2013 RAA ICANN accredited domain name registrar providing neutral registrar services and partnership solutions for registrars, resellers and registries. As a member of CORE & based on our agreements we are enabled to provide the Registration Services for Domain Names through COREhub.

IIS: We need to share personal data with IIS – the Internet Foundation in Sweden that is an independent organization for the benefit of the public that promotes the positive development of the internet in Sweden. We are enabled to provide the Registration Services for Domain Names based on our agreement with IIS.

ICANN: Upon ICANN's request, we must share personal data with ICANN for inspection, as required in ICANN policies.

Our suppliers: In some cases personal data may also be shared/access to by our suppliers (processors) who help Telia to deliver you the service. All our suppliers have committed to provide sufficient technical and organizational guarantees in full compliance with the GDPR.

4. How long we store the data?

Telia stores personal data as long as the domain name services are managed by Telia and at the longest up to 3 years after the termination of the service.

5. How to correct and/or remove personal data?

If the Domain holder contact persons wants their data to be removed from the Telia internal systems or the Registrar/Registry databases the Domain holder can contact us directly via email: domains@telia.com or via general customer support channels (see more details on this in the section 6 below).

Please note that in such a request the Domain holder is responsible for providing another person's contact details before the request can be handled. If the up-to-date contact details are not provided, the resources may be deregistered and retrieved by Telia.

This can also be handled by changing contact details directly in the [control panel](#).

6. How does Telia protect personal data?

Telia takes privacy seriously. Please read more how Telia protects personal data and how to contact Telia here: <https://www.telia.se/privat/om/integritetspolicy>