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# Domain Name Password Policy

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إدارة أسماء نطاق الانترنت  
Domain Administration

The .ae Domain Administration – .aeDA

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# Document Information

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# Domain Name Password Policy

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## 1. Interpretations and Definitions

- 1.1. Except where expressly provided otherwise in this Policy, all terms used in this Policy, and defined in the .aeDA's Common Definition Policy (as amended from time to time) will carry the meaning ascribed to them in that Common Definition Policy.
- 1.2. Except where the context otherwise requires, the following principles will apply in interpreting the terms and words used in this Policy:
  - a) words importing the masculine, feminine or neuter gender include any of them, and the singular includes the plural and vice versa;
  - b) clause or section headings are for ease of reference only and do not affect the meaning of this Policy;
  - c) references to notice mean notice in writing;
  - d) the Schedules and any appendices or annexures form part of this Policy;
  - e) a reference to a Party includes its executors, administrators, successors and permitted assigns; and
  - f) words and expressions importing natural persons include partnerships, bodies corporate, associations, governments, governmental and local authorities and agencies.
- 1.3. The following words were used in this Policy will have the meaning ascribed to them below;

**“Written Authorisation”** means a hard copy letter, facsimile or PDF document signed by the Registrant, or in the case of a corporate Registrant, signed by a senior manager, company director, company secretary (or equivalent of these positions) of the Registrant, on corporate letterhead authorising the Registrar to which it is addressed, authorising the Registrar to release the relevant Domain Name Password to the Registrant.

## 2. Purpose

This Policy describes the .aeDA's policy on the allocation, use, and retrieval of Domain Name Passwords.

## 3. Allocation

- 3.1. In respect of each Domain Name Registered, a Domain Name Password must be allocated to the relevant Registrant, by the Registrar at the time the Domain Name is registered.

- 3.2. The Registrar must provide the Domain Name Password directly to the Registrant; and the Registrar must not provide it via a third party, such as a Reseller.
- 3.3. For security reasons, the Domain Name Password must contain:
  - 3.3.1. between 6 and 32 characters;
  - 3.3.2. at least one letter (a-z) and one number (0-9); and
  - 3.3.3. must not be a word found in a dictionary.
- 3.4. The Registrar may generate a Domain Name Password for the Registrant; however, the Registrant must have the option to choose their own Domain Name Password at the time of Registration, or to change it at a later date.
- 3.5. When issuing the Domain Name Password to the Registrant, the Registrar must notify the Registrant of:
  - 3.5.1. the importance of keeping the Domain Name Password secure; and
  - 3.5.2. the obligation of the Registrant to keep its contact details as set out in the Registry Database (and the WhoIs Database) up to date.
- 3.6. The Registrar must not change a Domain Name Password without the relevant Registrant's express written consent, except where permission has been granted by the .aeDA.
- 3.7. Circumstances under which the .aeDA may grant permission to change a Domain Name Password without the relevant Registrant's express written consent include:
  - 3.7.1. where there has been a security breach (or suspected breach) of the Registrar's System; and
  - 3.7.2. where the Registrar has terminated an agreement with the relevant Reseller, because the Reseller has breached an .aeDA Policy.
- 3.8. Where the Registrar has changed the Domain Name Password pursuant to the above conditions, the Registrar must notify the Registrant of the new Domain Name Password and the reason why the password was changed.

## **4. Purpose of the Domain Name Password**

- 4.1. The Domain Name Password is required for a Transfer of Registrar. Under the Domain Name Transfers – Change of Registrar Policy, the Transferee Registrar must obtain the Domain Name Password from the Registrant before it can send a Transfer Request to the Registry.
- 4.2. The Domain Name Password may also be used by the Registrar to authenticate their communications with the Registrant (for example, updating contact details or changing nameserver information).
- 4.3. It should be noted that the Registrar of Record does not require the Domain Name Password to perform operations with respect to the Domain Name except as expressly set out in this and any other relevant Policy. It is therefore important that Registrars implement security procedures to ensure that unauthorised changes are not made to Domain Names under their Sponsorship.

## 5. Domain Name Password Retrieval

- 5.1. The Registrar must provide the Registrant with a copy of their Domain Name Password within two Business Days of a request by the Registrant, provided the Registrant has maintained correct contact information in the Registry Database. If the Registrant is required to provide Written Authorisation, a Registrar must use its reasonable endeavours to provide the Domain Name Password within seven Business Days.
- 5.2. The Registrar must ensure that the Domain Name Password is provided directly to the Registrant. Where the Registrant has maintained accurate contact information in the Registry Database, the Registrar must provide the Domain Name Password to the Registrant Contact listed in the Registry Database.
- 5.3. Should the Registrant not have maintained accurate contact information in the Registry Database, the Registrar must authenticate the request for the Domain Name Password by obtaining Written Authorisation from the Registrant.
- 5.4. The Registrar may provide the Domain Name Password to a third party, if the Registrant has given explicit permission to the Registrar to do so.
- 5.5. Where the Registrant has provided Written Authorisation, the Registrar must keep full records of the Domain Name Password retrieval by the Registrant for inspection by the .aeDA on demand, including copies of the Written Authorisation.
- 5.6. Registrars may use an automated retrieval tool for providing Domain Name passwords to Registrants, but they must ensure that the Domain Name Password is provided directly to the Registrant.

## 6. Policy Review

The .aeDA may update this Policy at any time in its complete discretion, including for the purpose of clarification.