Email abuse policy

If you encounter something you think might constitute abuse (for example, spam or inappropriate content) which you believe has come from our network or systems, please read through the information on this page carefully.

What is abuse?

This policy covers the following types of abuse on the internet:

- Spam
- Hacking attempts
- IRC activity
- Phishing
- Web space abuse

We work to minimise the amount of abuse that is generated on our servers. You can help us by reporting any abuse you spot which you believe has come from our network. Please report all abuse by emailing us at support@conceptcoders.com

Please include as much information as you can about the type of and provide log files, URLs for site abuse and email headers for spamming.

Once we've received your email, we'll investigate the issue thoroughly, and will contact relevant customers and work to resolve the issue as quickly as possible.

If your report is based on information from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt) that includes the time, date and time zone.

If you see any other misuse originating from a Concept Coders IP address, please provide the following information:

1. Your URL
2. Your web server log
3. Please ensure the log shows the IP address, time, date and time zone of the IP address and any details of the misuse that has taken place.

If you report email / newsgroup misuse (including spam), please make sure you send us the full header and content of the relevant email(s).

To retrieve headers in Outlook:

1. Right-click the message and choose Options.
2. Look for the Internet headers box in the pop-up box.
3. Hold the left mouse button and drag the mouse to select everything in this box.
4. Hold the Control key and press C.
5. Close the pop-up box
6. Right-click the message again and choose Forward.
7. Use Control + V to paste the headers into the top of the email.
8. Send this message to support@conceptcoders.com

To retrieve headers in Outlook Express for Windows:

1. Right-click the message and choose Properties.
2. Click the Details tab at the top of the pop-up box.
3. Click Message source.

4. Hold the left mouse button and drag the mouse to select everything in the window.
5. Press Control + C to copy what you've selected.
6. Close the window.
7. Create a new message to support@conceptcoders.com
8. Use Control + V to paste what you copied into this new email.
9. Send the email.

To retrieve headers in Outlook Express for Mac:

1. Select the message in your inbox.
2. Click View.
3. Click Source.
4. Select everything using Command + A
5. Copy the selection using Command + C
6. Create a new message to support@conceptcoders.com
7. Paste what you copied into the new email using Command + V
8. Send the email.

If you have received or been infected by a virus, worm or Trojan please note that we are cannot offer any support to help rectify your systems. We recommend you install anti-virus software and ensure that it is updated regularly.

When reporting virus activity, please include the following information:

1. The header of the email (if one is available)
2. The content of the email
3. The email attachment you received (if any)

If you become aware of any web space hosted by Concept Coders that you feel is in contravention of any of our terms and conditions, then please email us with the details.

Please send the following information:

1. The URL
2. The time and date you noticed the issue.
3. How you came across the material.
4. Detailed description of the reason why the material may be in breach.

In line with industry practices, we report illegal activity to the police or to any other relevant authorities. We also work with all appropriate bodies to ensure images of child abuse are removed from our servers and reported as quickly as possible.

Please note: by signing up for our services you agree to be bound by all Concept Coders terms and conditions.