



Guyana Top Level Domain (.gy ccTLD) Registry

Local Registrar Code of Conduct

Effective Date: June 23, 2026

Purpose

This Code of Conduct establishes the ethical, operational, and professional standards that all accredited .gy local Registrars must adhere to when providing domain name registration and related services within the .gy country code top-level domain (ccTLD).

General Principles

Accredited Registrars shall:

1. Act honestly, fairly, and professionally in all dealings with registrants, the .gy Registry, and other registrars.
2. Conduct business in a manner that promotes confidence in the .gy namespace.
3. Comply with all applicable laws of the Cooperative Republic of Guyana.
4. Comply with all .gy Registry policies, procedures, and technical requirements.

Fair Treatment of Registrants

Registrars shall:

1. Provide clear and accurate information regarding domain registration, renewal, transfer, restoration, and deletion processes.
2. Publish all fees and charges in a transparent manner.
3. Avoid deceptive, misleading, or fraudulent marketing practices.
4. Process registrations, renewals, and transfers promptly and accurately.
5. Maintain reasonable customer support channels for registrants.

Data Accuracy and Privacy

Registrars shall:

1. Take reasonable steps to ensure that registrant information is accurate and current.
2. Protect registrant information in accordance with applicable data protection and privacy laws.
3. Use registrant data only for legitimate registration and administrative purposes.
4. Not sell, misuse, or disclose registrant information without lawful authority or consent.

Abuse Prevention and Security

Registrars shall:

1. Implement reasonable security measures to protect customer accounts and domain records.
2. Investigate reports of domain abuse, including:
 - Phishing
 - Malware distribution
 - Spam
 - Fraudulent activities
 - Botnet operations
3. Cooperate with the .gy Registry and competent authorities in abuse investigations.
4. Maintain procedures for handling security incidents and unauthorized account access.

Competition and Ethical Conduct

Registrars shall not:

1. Engage in unfair competition with other accredited registrars.
2. Misrepresent their relationship with the .gy Registry.
3. Claim exclusive rights to register .gy domain names.
4. Make false or misleading statements regarding competing registrars.
5. Register domain names in bad faith or for speculative abuse.

Intellectual Property Rights

Registrars shall:

1. Respect trademarks, copyrights, and other intellectual property rights.
2. Inform registrants of applicable dispute resolution procedures.
3. Cooperate with decisions issued under approved .gy dispute resolution mechanisms.

Technical and Operational Standards

Registrars shall:

1. Maintain competent technical personnel capable of managing domain registrations.
2. Maintain secure systems for registrar operations.
3. Follow all registry technical specifications and service requirements.
4. Promptly correct errors affecting domain registrations.

Communications with Registrants

Registrars shall:

1. Provide timely notifications regarding:
 - Domain registration confirmations
 - Renewal reminders
 - Expiration notices
 - Transfer requests
 - Significant policy changes
2. Maintain accurate contact information for customer support.

Cooperation with the Registry

Registrars shall:

1. Respond promptly to requests from the .gy Registry.
2. Provide accurate information required for compliance reviews.
3. Cooperate in audits and investigations.
4. Comply with registry directives concerning security, stability, and integrity of the .gy namespace.

Conflicts of Interest

Registrars shall:

1. Avoid conflicts of interest that may compromise fair treatment of registrants.
2. Disclose any material conflicts to the .gy Registry when requested.
3. Not misuse confidential information obtained through registrar operations.

Record Keeping

Registrars shall maintain records relating to:

- Registrations
- Renewals
- Transfers
- Billing transactions
- Abuse complaints

for a minimum period specified by the Registry.

Compliance and Enforcement

Failure to comply with this Code of Conduct may result in:

1. Written warning.
2. Corrective action requirements.
3. Suspension of registrar accreditation.
4. Termination of registrar accreditation.
5. Other sanctions permitted under the Registrar Accreditation Agreement.



Amendments

The .gy Registry may amend this Code of Conduct from time to time. Accredited Registrars shall comply with all updated versions upon publication and notice by the Registry.

Acknowledgement

The Registrar acknowledges that they have read, understood, and agreed to comply with this Registrar Code of Conduct and all applicable .gy Registry policies, rules, and procedures. The Registrant further agrees to indemnify and hold harmless the Registry from any claims, liabilities, damages, costs, or expenses arising from the registration, use, or management of the domain name or from any breach of these policies and requirements. The Registrar further acknowledges its responsibility to conduct its operations in a professional, ethical, and lawful manner, to act in the best interests of registrants, and to support the security, stability, and integrity of the .gy domain name space.