Frequently Asked Questions (FAQs) for the Registration Data Request Service (RDRS) for Requestors

Version 1.2

ICANN
25 April 2024

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General

Please refer to the [RDRS Registrar FAQs](#) for these questions and answers.
Click here to access the [RDRS User Guide for Requestors](#).

What is the Registration Data Request Service (RDRS)?

The RDRS is a proof of concept for a ticketing system that will handle requests for access to nonpublic registration data related to generic top-level domains (gTLDs). The service connects requestors seeking nonpublic registration data with the relevant participating ICANN-accredited registrars for gTLD domain names.

The service is intended to gather usage and demand data that can inform the ICANN Board's consideration of the requirements related to a System for Standardized Access/Disclosure (SSAD), and ongoing consultations with the Generic Names Supporting Organization (GNSO) Council who developed these recommendations.

Where can I find publicly available registration data?

Use the [ICANN Lookup Tool](#) to see what registration data is publicly available prior to using the RDRS system.

How does the RDRS work?

The new service streamlines the process for submitting and receiving requests for nonpublic gTLD registration data for requestors and ICANN-accredited registrars. Participating registrars will review and consider the request in the Naming Services portal (NSp) and balance the interest of the requestor with those of the data subject, where such balancing is required by applicable law. The service does not guarantee access to registration data. The operation of the service is intended solely to capture usage and demand data for a data request service.

Who will use the RDRS?

The service will be used by participating ICANN-accredited registrars and requestors seeking nonpublic gTLD registration data. The service is intended for use by individuals and entities with a legitimate need to access nonpublic gTLD registration data, such as law enforcement, government agencies, intellectual property professionals, cybersecurity professionals, and others with a valid legal basis for the data.

Should Uniform Domain Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS) providers use the RDRS to submit verification requests to registrars and request domain locks?

No. While the RDRS is available to the public, including UDRP and URS providers, the RDRS should not be used as a mechanism to submit official UDRP/URS requests. The RDRS is a voluntary service, meaning that ICANN-accredited registrars are not required to participate. While UDRP/URS providers can utilize the RDRS for investigatory/research purposes, they should continue to make official proceeding requests following Section 4 of the UDRP Rules and URS procedures directly with registrars.

Will disclosure of data take place within the RDRS?

No. All communication and data disclosure between the registrars and requestors will take place outside of the RDRS. Data disclosure will take place directly between the registrar and the requestor via the method the registrar chooses. Although the service directs requests to registrars, it will not deviate from or change the applicable laws, and the registrar will maintain responsibility for deciding whether to disclose the requested data.

Are all ICANN-accredited registrars required to use the RDRS?

No. Use of the system by ICANN-accredited registrars is voluntary. Requestors seeking data from non-participating registrars should contact them directly.

Will the personal data processed through the RDRS be shared with any third party outside of ICANN and the registrars?

For more information about the processing of personal data in the RDRS, please refer to the RDRS Privacy Policy. ICANN will share the personal data with third-party service providers that process the personal data on ICANN's behalf (as data processors) and provide services to ICANN such as the NSp (Salesforce).

How long will ICANN retain personal data processed in the RDRS?

ICANN will retain personal data in accordance with our general archival practices and as required or permitted by law. ICANN generally will retain personal data only for as long as is required to fulfill the purposes set out in the RDRS Privacy Policy. However, where ICANN is required by law to retain personal data longer, or personal data is required for us to assert or defend against legal claims, we will retain the personal data until the end of the relevant retention period or until the claims in question have been resolved. More details about the retention periods applicable are available here. For more information about processing of personal data in the RDRS, please check the RDRS Privacy Policy.

Accessing the RDRS to Make Requests

How do I access the RDRS to make requests?

To access the RDRS, you'll first need to create an ICANN account if you do not have one already. An ICANN account allows users to securely access ICANN services and manage profile information such as name, email, and password using only one set of login credentials.

[Please see here for more information on how to create and manage an ICANN account.](#)

Once I've logged into my ICANN account, how do I start making requests?

Once you have logged into your ICANN account, you can access the RDRS by clicking on the RDRS tile on the home page or navigating to the RDRS home page. You can then use the service to start making requests and review the status of pending requests after they have been submitted successfully.

Data Disclosure Request-related Questions

How do I submit a request?

To submit a new request for nonpublic registration data, you will need to fill out a request form from the requestor portal to provide the information needed by the registrar. A series of questions will guide you through the information requirements.

Can I submit a request for nonpublic registration data for any domain name?

No. Nonpublic registration data requests can only be submitted using the RDRS for domain names registered primarily at the second-level (e.g., icann.org) and only for .museum, name, and .pro at the third-level (e.g., first.second.pro) with participating ICANN-accredited registrars supporting generic top-level domains (gTLDs).

Which top-level domains (TLDs) are supported in RDRS?

The list of generic top-level domains (gTLDs) supported in the RDRS can be found in the gTLD JSON Report [here](#). This report provides a list of all gTLDs that are covered by contracts with the ICANN org, indicating specific contract attributes and the dates in which the TLDs have been included in the root zone.

Which top-level domains (TLDs) are not supported in RDRS?

Country code top-level domains (ccTLDs) and the TLDs listed below are not supported in RDRS.

Top Level Domain	Type
.arpa	infrastructure
.edu	sponsored
.gov	sponsored
.int	sponsored
.mil	sponsored

Why can't the RDRS be used to request nonpublic registration data from ccTLDs?

Only ICANN-accredited registrars supporting gTLDs have access to the to the Naming Services portal (NSp), which is being used for this ticketing system. In addition, ccTLDs do not have contracts with ICANN and are not subject to ICANN's consensus policies for gTLDs. Usage of this system is meant to inform the ICANN Board's consideration of a possible new consensus policy for gTLDs only. If your request pertains to a ccTLD domain name, please contact the relevant ccTLD operator to obtain further information about how to request registration data for that ccTLD. A list of contact information for ccTLD operators is available [here](#).

What do I do if the registrar managing the domain name I am seeking registration data from is not participating in the RDRS?

The RDRS will notify you at the start of your request if the registrar managing the domain name for which you are seeking registration data is not participating in the RDRS. If this is the case, you can contact the registrar directly to submit the data request (contact information is listed at https://www.icann.org/en/accredited-registrars). You will have the option to continue to fill out the request form and save as/print to PDF so that you can provide the form directly to the registrar.

What do the request categories mean?

When submitting a new request, you'll be asked to choose a request category for your request. Categories include law enforcement, security research, computer security incident response team (CSIRT), cybersecurity incident response team (non-CSIRT), consumer protection, research (non-security), domain investor, IP holder, dispute resolution service, litigation/dispute resolution (non-IP), or other.

Please note that it is a violation of [ICANN's Terms of Service](#) to provide content on the RDRS that would be named in a manner that misleads others into thinking that you are another person or company. This would include but is not limited to representing yourself as law enforcement if you are not employed by or an official representative of a law enforcement agency. Pursuant to the same Terms of Service, ICANN has the right to, in its sole discretion, cancel any registration or account to use the RDRS, or terminate or deny access to and use of the RDRS. Please refer to the [ICANN Terms of Service](#) and the [RDRS Terms of Service](#) for more details.

If I'm making a law enforcement request, can I request confidentiality?

If you select "law enforcement" as the request category, you will have the option to indicate that you wish your request to be kept confidential from the registered name holder due to its sensitive nature and to not have your request processed if the registrar's policy does not allow confidentiality. Please note that the registrar has the discretion to determine whether to comply with a request for confidentiality. If the registrar does not comply with your request for confidentiality, it will be up to you as the requestor to cancel your request if you do not want to make a request without confidential treatment ensured.

Can I ask for an expedited processing of the request?

The RDRS allows requestors to indicate if the request is urgent:

Expedited Review Requests: If you believe that the nature of the request necessitates faster processing, you may choose this option. Please be advised that selecting the "Expedited" option for your request does not obligate the registrar to provide an expedited response. The "Expedited" designation primarily signifies your view that the nature of your request warrants a faster processing time, but it does not guarantee an accelerated resolution.

Do not rely on this Expedited Review Request functionality in emergency situations such as but not limited to an imminent threat to life, serious bodily injury, critical infrastructure (online and offline), or child exploitation. In these circumstances you should contact the registrar directly for immediate assistance. For the registrar's contact information, please refer to this [page](#).

Please exercise caution and discretion when selecting the "Expedited" option, as it is not a substitute for direct communication in emergency situations, and it is not necessary for all requests. If you select "Expedited Review Request," provide an explanation in the text box provided.

Standard Requests: All other non-urgent requests are considered standard requests. It should be noted that the registrar can change the urgency level if they deem the level to

be inaccurately set during their review of the request. You will receive an email notification from the system if the priority is changed by the registrar.

I've submitted my request, now what?

Once your request is submitted, it will be routed to the registrar managing the domain name. The registrar is then responsible for assessing the request and making the decision of whether to disclose the requested data. If the registrar needs to communicate with you to get additional information or clarification to appropriately respond to a request, that communication will occur outside of the RDRS. Once the registrar makes their disclosure decision, it will be marked for you as "complete" in the RDRS and you will be notified via email.

What are the possible outcome responses that I can expect to receive?

There are various outcomes that you can expect to receive:

- Approved: All requested data was disclosed to the requestor.
- Partially approved: Only some of the requested data was disclosed to the requestor.
- Denied: All requested data was not disclosed to the requestor.
- Data publicly available: Registrar found the requested data is publicly available.
- Canceled: Data request was canceled before the disclosure decision was made.

For more detailed information, please refer to the [RDRS User Guide for Requestors](#).

Can I re-submit my request if it is denied?

Requestors can always submit a new request with new or more detailed information.

Under what circumstances might my request for registration data be denied?

There may be one or more reasons why the registrar processing your request for registration data may deny all or part of your request. Registrars may select as many denial reasons as are applicable and are encouraged to provide a full explanation for each denial reason they have selected, so that the requestor has a clear understanding of why some or all of the requested data was denied. The full list of denial reasons the registrar can choose from is below:

- The request fails to comply with any provision of the RDRS legal terms
- Contracted party cannot disclose the data due to applicable law
- Other corrective action is required before the request can be processed
- Domain name was transferred to another registrar/is not managed by the registrar identified in the request (change of control, domain hopping, etc.)
- Request is incomplete/more information is required before the request can be processed/requestor did not respond to the request for additional information
- Other*
- Requested data is publicly available in RDDS

*The registrar is required to provide an explanation when selecting this reason.

Other Questions

What if the registrar I am seeking registration data from is terminated while my request is still pending?

If an ICANN-accredited registrar's Registration Accreditation Agreement with ICANN is terminated while your request is outstanding, you'll be notified via email. When registrars are terminated, the domain names under their management are transferred to another registrar, but this process typically takes a few days. Therefore, we recommend you resubmit a few days after receiving the notification. Updates on bulk transfers of domain names after registrars are terminated can be found [here](#).

What if the registrar I am seeking registration data from stops participating in the RDRS while my request is still pending?

In the event that a registrar with whom you have an outstanding request stops participating in the RDRS, you will be notified via email. If this occurs, existing provisions require the registrar to respond to your request; therefore, you may still receive communication from the registrar outside the system. You may wish to follow-up with them directly once you are notified that they have opted out. Registrar contact information is listed at https://www.icann.org/en/accredited- [registrars](#). If the registrar fails to respond, you may file a complaint with ICANN Contractual Compliance following these [directions and using the appropriate form](#).

I have neither received the data requested nor heard from the registrar. What should I do?

After submitting your request, the registrar will assess the request and decide whether to disclose the requested data. If you have not received a response from the registrar within a reasonable time, you may wish to follow up with the registrar directly. However, if the issue persists, you may file a complaint with ICANN Contractual Compliance following these [directions and using the appropriate form](#).

I disagree with the registrar's decision. What should I do?

Registrars are responsible for determining whether to disclose nonpublic registration

data. ICANN will not be able to reexamine the results of the registrar's disclosure decision. However, if you have reason to believe the registrar's response did not comply with the applicable requirements concerning disclosure, you may file a complaint with ICANN Contractual Compliance following these [directions and using the appropriate form](#).

The request outcome shown in the RDRS is different from what happened. What should I do?

If there is a discrepancy between what the registrar has disclosed to you and what has been logged in the RDRS as an outcome, please contact the registrar directly to remedy the inconsistency.

Will I be able to provide feedback on my experience using RDRS?

Yes. After each request transaction is completed, a survey is automatically sent to the requestor.

Registration Data for Domain Names Using Privacy or Proxy Services

What are privacy and proxy services?

A **Privacy Service** allows a customer to register a domain name as the registered domain name holder, meaning that the customer's name is assigned to the registrant name field in Registration Data Directory Services - "RDDS"/WHOIS. Alternatively, reliable contact information (such as a mail-forwarding email address) is published by the service provider in place of the customer's personal contact information.

A **Proxy Service** allows a customer to use a domain name without displaying any of the customer's information in RDDS. The proxy service provider is the registrant of record (the registered domain name holder) and provides its own name and contact information in the RDDS. This service is legally distinct from a privacy service because the proxy service provider is the registered domain name holder (which attaches certain legal rights and responsibilities for a domain). The proxy service provider licenses use of the domain name to the customer via its agreement with the customer.

Can I make registration data requests using the RDRS for domain names using privacy or proxy services?

As explained below, certain information may be subject to registration data requests in the case of domain names using privacy services, but not proxy services. Before starting a request in the RDRS, requestors are encouraged to use ICANN's [Lookup Tool](#) first, to see

if the registration data is either publicly available or registered through a privacy or proxy service.

When a domain name is utilizing a proxy service, registrars must publish the full registration data of the proxy service. In such cases, the registration data is not redacted in the RDDS. When a domain name is utilizing a privacy service, registrars must publish the alternative reliable contact information of the privacy service, but the identity of the registrant (in this case the privacy customer) may be shown as redacted in the RDDS. In the case of privacy services, the redacted registration data is subject to disclosure requirements under the applicable provisions, including response requirements for requests submitted via the RDRS.

If you are seeking the privacy or proxy customer's underlying information behind the provider's data, you may wish to contact the provider directly to determine the circumstances under which it will reveal the customer's identity and/or contact information. The ICANN Lookup Tool may help you identify the name and the contact information of the privacy or proxy provider, from whom you may need to request the data from directly.

Example of Redaction Privacy vs Proxy:

Proxy Service

Proxy Service itself is the Registrant, who licenses use of the domain name to the beneficial user (Proxy Service customer); the full Registration Data (including the name and contact information of the Registrant/Proxy Service) must be listed in the RDDS

Registrant Name: Administrator
Registrant Organization: Proxy Example, Inc.
Registrant Street: 1234 Example Street
Registrant City: Anytown
Registrant State/Province: AP
Registrant Postal Code: 1A1A1A
Registrant Country: AA
Registrant Phone: +1.5555551213
Registrant Phone Ext:
Registrant Fax:
Registrant Fax Ext:
Registrant Email: 1234ABCD@proxyexample.com

VS

Privacy Service

The beneficial user (P/P Customer) is listed as the Registrant in the RDDS, but alternative, reliable contact information of the Privacy Service is displayed in the place of the Registrant's contact information (e.g. mail-forwarding address and email); The Registrant's name may be redacted, but the full contact information Privacy Service must be displayed in the RDDS

Registrant Name: REDACTED FOR PRIVACY
Registrant Organization:
Registrant Street: 1234 Example Street
Registrant City: Anytown
Registrant State/Province: AP
Registrant Postal Code: 1A1A1A
Registrant Country: AA
Registrant Phone: +1.5555551213
Registrant Phone Ext:
Registrant Fax:
Registrant Fax Ext:
Registrant Email: 1234ABCD@privacyexample.com

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