

How to Request Access to Non-Public WHOIS Data (NPRD)

Overview

For privacy and data-protection reasons, personal information in domain registration data is no longer publicly visible in WHOIS lookups.

Openprovider, as an ICANN-accredited registrar, may disclose limited non-public registration data to third parties who can demonstrate a legitimate and proportionate interest, in accordance with:

- The ICANN Registration Data Policy (RDP);
- Article 6(1)(f) of the General Data Protection Regulation (GDPR) (legitimate interest basis); and
- Other applicable data-protection and privacy laws.

Every request is individually assessed to ensure that the legitimate interests of the requester do not override the privacy rights of the data subject.

Please note: Disclosures for domain names using Whois Privacy Protection (WPP) or other proxy services are handled separately under the Specification on Privacy and Proxy Registrations (P/P Specification) of the ICANN Registrar Accreditation Agreement (RAA).

Who Can Submit a Request?

Any third party—including individuals, companies, or public authorities—may submit a request if they can demonstrate a legitimate interest.

Typical valid reasons include:

Purpose	Examples
Law enforcement	Investigation of fraud, cybercrime, or misuse
Intellectual-property enforcement	Trademark or copyright infringement
DNS abuse mitigation	Phishing, malware, spam, or fraud cases
Legal proceedings	Where registration data is required as evidence

Requests for commercial, marketing, or data-collection purposes will not be accepted.

Step-by-Step: How to Submit a Request

Step 1: Review Eligibility

Before starting, ensure:

- You have a clear legal or legitimate reason to access the data.
- You have exhausted less-intrusive alternatives (e.g., public WHOIS lookup, dispute resolution, or abuse report).

“ If those options are sufficient, an NPRD request is unnecessary.

Step 2: Prepare Your Information

You'll need the following before submission:

1. Exact domain name(s) under review
2. Your details (organization, name, email)
3. Proof of representation or authority
 - e.g., Power of Attorney, or a statement confirming you act on your own behalf
4. Requested data
 - Specify which contact fields (e.g., registrant name, email) you seek
5. Case summary
 - Legal basis (GDPR article, statute, or other law)

- Description of the issue
- Explanation of necessity and proportionality

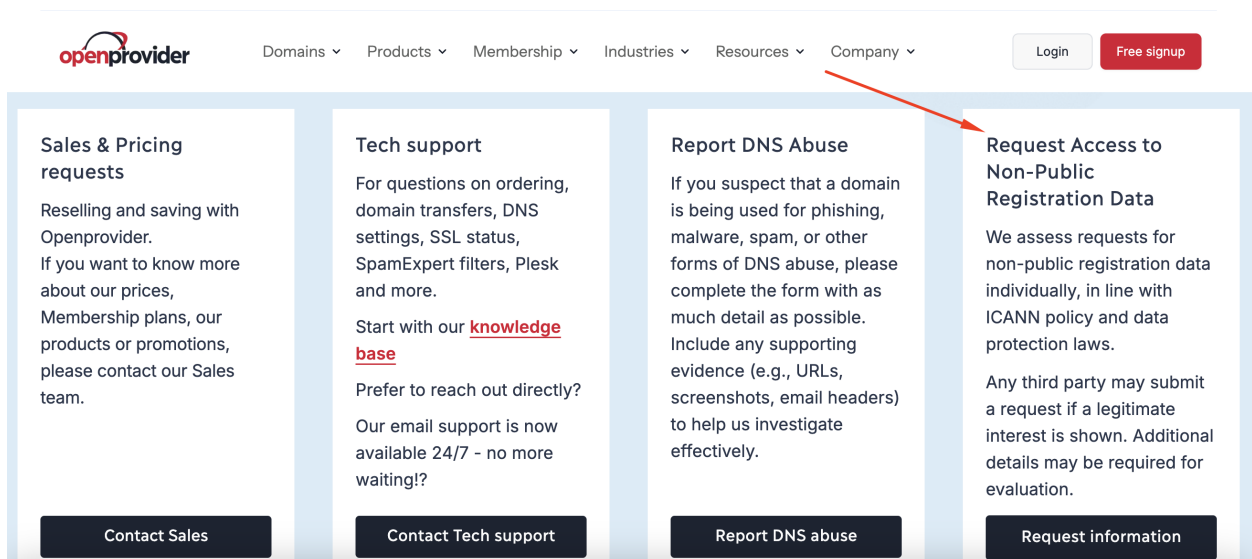
6. Supporting documents

- e.g., trademark certificates, infringement evidence, or court documents
- Combine all supporting files into a single ZIP (max 10 MB)

Step 3: Submit the Form

Go to: [Openprovider Contact Form](#)

and scroll to the section “Request the Disclosure of Personal Data.”



Fill in all required fields in the form:

Section	Description
01. Requestor	Provide organization details and upload proof of authority
02. Scope of Request	Enter the domain(s) and specify which data you're requesting
03. Case Summary	Describe the case, cite relevant law, and attach supporting evidence
04. Declaration	Confirm good-faith purpose, lawful processing, and data-deletion commitment

Click Submit once complete.

Step 4: Evaluation and Response

Acknowledgment: You'll receive confirmation that your request was received.

Internal Review (≤ 30 days): Openprovider assesses your documentation and legal basis.

Outcome:

- *Approved* → Only the specific data elements requested and justified will be disclosed. No additional information will be shared beyond the scope of your request.
- *Denied* → If your request doesn't meet the criteria or lacks sufficient justification.

Average review time: up to 30 calendar days.

Response Delivery: Once the review is complete, Openprovider will provide its response—including any approved data disclosure—through its secure Zendesk ticketing system. Verified requestors will receive an email with notifications and responses via this secure ticket channel.

Data-Handling Obligations

By submitting a request, you declare that:

- The data will be processed only for the purpose described
- It will be securely deleted within 30 days
- It will not be transferred or shared unlawfully
- False or misleading requests may result in liability or refusal of future requests

Contact & Support

If you have questions or need help preparing your submission:

- Visit: <https://www.openprovider.com/company/contact-us>
- Choose: **"Request the Disclosure of Personal Data"** under the contact form options.
- Or open a **Support Ticket** from your Openprovider account.

References

- [ICANN's Registration Data Policy](#)
 - [GDPR Article 6\(1\)\(f\): Legitimate Interest Basis](#)
 - [ICANN Temporary Specification for gTLD Registration Data](#)
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