



MasterVM UG (haftungsbeschränkt)

Wilhelmstraße 74, 38100 Braunschweig

ABUSE & KYC POLICY

Our policies regarding identity verification and handling abusive use of our infrastructure.

1. KYC (Know Your Customer)

To ensure the security of our network and prevent credit card fraud and illegal activities, MasterVM conducts random or suspicion-based identity checks.

When is a KYC check required?

- In case of fraud suspected payments (Data mismatch on Bank/Card).
- In case of abuse originating from your server, we are obligated to verify your identity.
- In case of automated system flags from our fraud prevention.

Privacy Note: All documents submitted for the KYC process are processed in encrypted form and deleted in accordance with GDPR guidelines.



2. Anti-Abuse Policies

Zero Tolerance Policy: Any form of hacking, DDoS attacks, phishing or the distribution of malware will lead to the immediate suspension of the account.

Report Abuse

If you notice that an IP from our network is being used for harmful activities, please report this to:

Abuse Contact Email
support@mastervm.de

Response Time: Our security team usually reviews abuse reports within 12 to 24 hours.

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Almedine Iseni, Director