

Web Address Registration Pty Limited undertaking of 13 May 2026

auDA is the administrator of the .au domain, endorsed by the Australian Government to administer the .au domain for the benefit of all Australians and ensure its stable, secure and reliable operation. One of the ways we do this is by administering a Licensing Framework for .au domain names that is transparent and accountable and enhances trust and confidence in the .au.

Registrars play an important role in ensuring the integrity of the Licensing Framework. The Licensing Framework comprises the Registrar Agreement between the registrar and auDA, the [.au Domain Administration Rules: Licensing](#) (.au Licensing Rules), the [.au Domain Administration Rules: Registrar](#) (Registrar Rules) and other relevant auDA [Published Policies](#).

Where a breach of registrar obligations under the Licensing Framework is identified, auDA has different remedies available depending on the nature and severity of the breach. One remedy is for the registrar to provide an undertaking to auDA for breach remediation/rectification and in respect of future conduct.

The relevant registrar obligation

1. Improper use of Registry Data

Under Clause 14.5(a) of the Registrar Agreement, the Registrar must only access Registry Data to the extent necessary to comply with the Registrar's obligations.

2. Maintain required security controls

Clause 14.4(a) of the Registrar Agreement requires Registrars to have in place appropriate software, systems and processes that are designed to detect and prevent Loss, unauthorised access, use, copying or disclosure of Registry Data and the Registrar Systems.

3. Notify and report a Security Event

Schedule 6 of the Registrar Agreement requires Registrars to notify auDA and provide a Security Event Report within prescribed timelines, depending on the category of Security Event.

The breach issue

In March 2026, auDA became aware that personal contact information about certain .au domain name registrants was disclosed by Web Address Registration in connection with promotions it conducted between January 2025 and March 2026.

During the promotions, Web Address Registration registered complimentary .online domain names for existing domain name registrants using existing customer details and prior to affected registrants accepting the offer.

auDA's investigation

auDA contacted Web Address Registration when it became aware that personally identifiable information had been found on the WHOIS register. Web Address Registration understood the issue to be likely linked to the promotion. As a result, Web Address Registration suspended the promotion and commenced investigation.

Web Address Registration's investigation found that a privacy protection product had been attached to all .online domains provided free to customers as part of the promotion. This privacy protection was intended to prevent publication of personally identifiable information on the WHOIS register. However, there was a delay of between 2 and 180 minutes from the time of the registration to the time the privacy guard was applied. During this delay, registrant contact information, including postal addresses and phone numbers, was accessible via the WHOIS service for .online domain names without the knowledge of affected registrants.

Undertaking

Web Address Registration acknowledged the breach and has provided the following undertakings to auDA:

- Web Address Registration will conduct a review into its compliance with obligations under relevant Australian laws and Registrar Agreement;
- Web Address Registration will conduct privacy training specific to Australian obligations as a mandatory requirement for all Web Address Registration personnel (including those of its subcontractors and related bodies corporate) who are involved in delivering the services under the Registrar Agreement or who have access to Registry Data, by no later than 1 June 2026 and annually thereafter for the term of the Registrar Agreement; and
- Web Address Registration will conduct a privacy impact assessment (as described by the Office of the Australian Information Commissioner) for each new or modified project, initiative, product or service that will involve substantive changes to existing access to, or use of, the Registry Data of .au registrants or substantive changes to the processes for the onboarding of customers to the .au namespace.

Ensuring ongoing compliance

auDA is committed to ensuring that registrars comply with their obligations under the Registrar Agreement and auDA Published Policies, and will actively monitor Web Address Registration's performance against its undertakings through monthly reviews.

Contact

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