

# DNS4EU Public Resolver Terms of Use

*Last updated: 1.6.2025*

These Terms of Use ("Terms") govern your use of the DNS4EU DNS resolution service ("Service") provided by Consortium Partners of the DNS4EU Project ("Provider", "we", "us", or "our"), a public DNS resolver operator based in the European Union. By using the Service, you agree to adhere to these Terms.

## 1. Description of the Service

The Service is a public DNS resolution service with a built-in security layer designed to improve your browsing experience by resolving domain names and helping detect access to malicious domains. It is made available to individuals free of charge, strictly for their use in a personal capacity, and is designed for manual configuration.

## 2. Eligibility

The Service is intended for use by individuals who are willing and able to configure their network or device settings to use the DNS resolver. By using the Service, you confirm that you are legally permitted to do so under the laws applicable in your jurisdiction (in particular, you are of the respective age, and you are not subject to any legal constraints in your DNS choice that impede the use of the service). The Service is not eligible for enterprises or connectivity providers.

## 3. Prohibited Uses

You agree to use the Service only for lawful and authorised purposes, in line with normal usage of such services by diligent and informed users. More specifically, you must not:

- Use the Service to facilitate or engage in any activity that violates any law or regulation that applies to you or to us, or third-party rights;
- Interfere with, disrupt or degrade the performance, integrity or availability of the Service or its underlying infrastructure;
- Attempt to gain unauthorised access to the Service, user accounts, systems, or networks connected to the Service, including through hacking or other illicit means;
- Attempt to inject or insert any viruses, malware, or other harmful code in or through the Service;
- Exceed or circumvent any usage limits or access restrictions imposed by the Service.

## 4. Privacy and Data Handling

We respect your privacy. The Service is designed with privacy in mind:

- We do **not** retain logs of DNS queries in a way that identifies you directly.
- We may collect anonymized and aggregated data for the purposes of security monitoring, abuse prevention, and service improvement.
- We adhere to data protection laws applicable in the European Union, including the General Data Protection Regulation (GDPR).

For more details, please refer to our [DNS4EU Public Resolver Privacy Policy](#)

## 5. Security Features

The Service provides DNSSEC validation in all instances. Additionally, depending on your configuration choices, the service may include features such as:

- Filtering of domains evaluated by the system as malicious (e.g., phishing, malware);
- Other filtering modes (e.g. blocking adult content, advertisement blocking).

You are responsible for evaluating and configuring these optional features based on your preferences. Where you feel that a false positive (benign) domain is being filtered, you may report it via our website to help us to improve the Service.

## 6. Service operation, Availability and Support

The Service is provided on an **"as-is"** and **"as-available"** basis. While we strive to ensure reliability, we do not guarantee uninterrupted or error-free access. You understand and accept that you cannot rely on the Service as providing guarantees, explicit or implied, in terms of uptime, responsiveness or reliability.

No guarantees in relation to technical support are provided for individual users. Setup guidelines are available and FAQs or best-efforts technical support may be available via our [joindns4.eu](#) website.

## 7. Modifications to the Service or Terms

We reserve the right to modify the Service at any time.

The Service and these Terms may be updated or modified from time to time to reflect legal, technical, or operational changes. If the revised Terms are not acceptable to you, your access to or use of the Service must be discontinued.

## 8. Disclaimer and Limitation of Liability

To the extent permitted by applicable law:

- The Service is provided "as is", without any warranties of any kind, whether express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement.
- We disclaim any liability for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the Service.

## 9. Applicable Law and Jurisdiction

To the extent permitted by law, the provision of the Service is subject to the Czech law with jurisdiction of the courts in the Czech Republic.

## 10. Contact

For inquiries regarding these Terms, please contact us at:

[contact@joindns4.eu](mailto:contact@joindns4.eu)

Whalebone, s.r.o., Jezuitská 14/13, Brno, 60200, Czech Republic