

## Account Recovery Policy for Lost Email Access and Membership

### 1. Introduction

Atak Domain prioritizes the security and privacy of its users. However, if users encounter situations where they lose access to their membership information and email address, Atak Domain provides certain procedures to help them regain access to their accounts. This document outlines the account recovery process in case of email access loss.

### 2. Steps to Follow in Case of Lost Access to Membership Email Address

#### Step 1: Account Recovery Request

If you are unable to access your membership email address, you need to contact Atak Domain Customer Support.

#### Required Information for Account Recovery Request:

- **Lost Email Address:**
  - The email address that is lost.
  - If the email address has been canceled, proof related to the old email address (e.g., cancellation/termination notice from the email provider).
- **Products Linked to the Account:**
  - A list of domains linked to your account.
  - Web hosting service and plan (shared hosting, VPS, dedicated server, etc.).
  - SSL certificates and email hosting, if any.
  - Payment information related to services may be requested.
- **Last Transaction Information:**
  - Last transaction dates related to the account (renewal, transfer, purchase, etc.). The last 4 digits of the credit card or transaction ID.
  - Invoices and payment proofs: Information about the last payment or purchase may be requested.
- **Identity Verification:**
  - Identity verification documents may be requested (e.g., passport or ID card).
  - Verification via phone number or backup email address (if available).
- **Other Personal Information:**

- The phone number and other personal details associated with the account.
- **New Membership Email Address:**
  - Provide your new email address.
- **Support Request:** You need to create an account recovery request through the Atak Domain support page ([support@atakdomain.com](mailto:support@atakdomain.com)). The request form will contain fields to provide necessary identification and user information.

## Step 2: Identity Verification

- Initially, identity verification will be performed. This is required to verify the accuracy of the user's personal information and documents. Requested documents may include:
  - A copy of an ID (e.g., national ID card, passport).
  - Invoice details (last payment or domain registration related invoice).
  - Domain information (last transaction date or authentication codes from the domain management panel).
- Atak Domain may request additional information or documents to verify the account owner's identity. After successful verification, the support team will initiate the necessary actions to unlock the account. If deemed necessary, Atak Domain may request a **selfie verification** (a recent photo of the user holding their ID).

## Step 3: Email Update Request

- The email address update process can be performed. Once identity verification is completed, the user can update their email address.
- Access to the account will be granted through the new email address.

## Step 4: Security Enhancements

- When email access is restored, it is advised to implement security measures:
  - Email verification: A verification code will be sent to the new email address, and the user will need to approve this action.
  - Two-factor authentication (2FA): This will be activated to enhance account security.
  - Password update: The account password should be changed.
  - A backup email address can be added for further communication.

## 3. Access to Membership When the Email Address Is Canceled

If the user has canceled their email address either voluntarily or due to external factors, and this email address is linked to their Atak Domain account, they should follow these steps:

### Step 1: Account Recovery Request

- A support request should be created ([support@atakdomain.com](mailto:support@atakdomain.com)). The user can inform Atak Domain Customer Support that the email address has been canceled and submit a recovery request.
- The user should provide membership information and identity verification details in the request.

### Step 2: Identity Verification and Account Access

- The identity verification process will proceed as described in the previous section. Additional information or documents may be requested from the user.
- After identity verification, account details will be sent to the new email address, and actions can be taken on the account.

### Step 3: Email Address Update and Account Improvements

- In case the email address has been canceled, the user will be given the right to specify a new email address.
- A verification code will be sent to the new email address.
- Email verification will be completed along with identity verification, and the account will become active.

### Step 4: Account Security and Password Change

- The user can change their password for account security and enable two-factor authentication (2FA).

## 4. General Principles of Account Recovery Policy

- **Data Security:** Atak Domain stores users' personal information securely and uses it only for verification purposes.
- **Identity Verification:** Even if the email address is lost or canceled, the accuracy of the user's personal information must be confirmed.
- **Alternative Communication:** Users must add alternative contact information (phone number, backup email address) to the system.
- **Service Continuity:** Atak Domain commits to providing the fastest and most secure solution during the account recovery process.

## 5. Security Warnings and Future Recommendations

- **Email and Password Security:** Users are advised to regularly change their passwords and use complex passwords.
- **Account Recovery Methods:** Users are advised to add alternative security options (phone number, backup email address) to avoid losing access to their accounts.
- **Regular Monitoring:** Users should regularly monitor their accounts to ensure they are active and that no suspicious activity is occurring.

## 6. Communication and Support

- **For Account Recovery:** For all account recovery and email access requests, please contact [support@atakdomain.com](mailto:support@atakdomain.com).

