Registration Data Request Service (RDRS)

NCSG
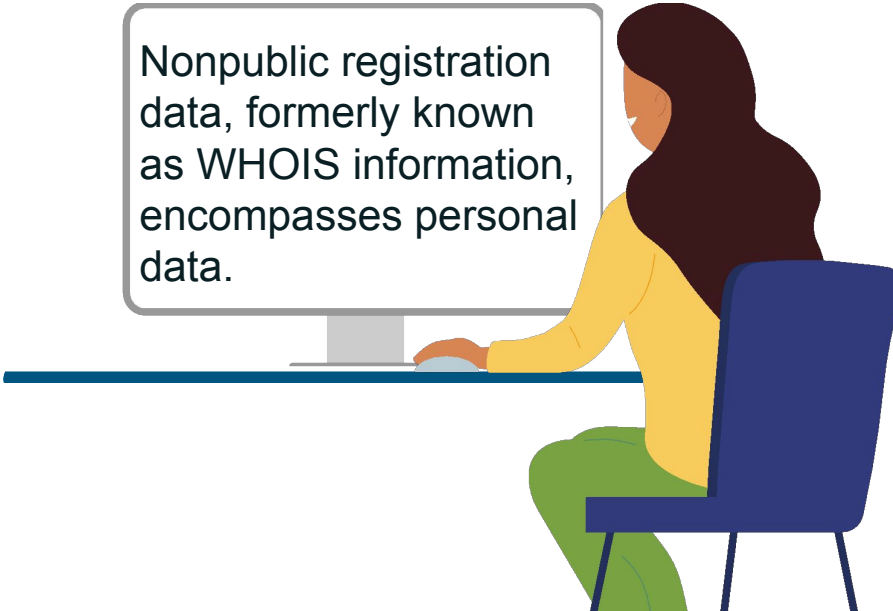**21 February 2024**

Presented by Diana Middleton, Senior Program Manager
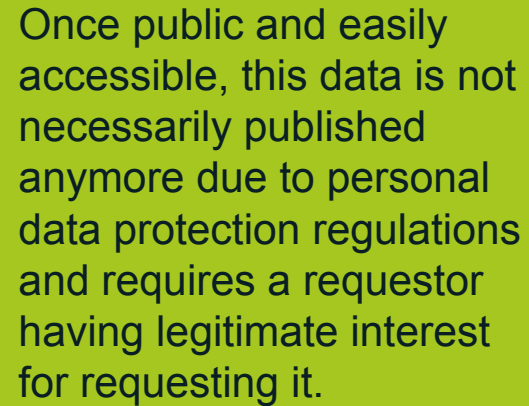
General Updates

The Registration Data Request Service (RDRS) launched 28 November 🎉

At launch, 56 registrars opted in through early onboarding covering 51% of the total gTLD Domains Under Management (DUMs).

Background: Nonpublic gTLD Registration Data

Nonpublic registration data, formerly known as WHOIS information, encompasses personal data.

Once public and easily accessible, this data is not necessarily published anymore due to personal data protection regulations and requires a requestor having legitimate interest for requesting it.

Balancing the rights of data subjects, timely access to domain name registration information serves as a crucial tool for intellectual property attorneys, cybersecurity professionals, consumer protection organizations, law enforcement, government officials, and others in combating infringement and tracking malicious activity online.

Before 2018

After 2018

www.lookup.icann.org

"Who owns example.example?"

Name: Redacted for privacy
Org: Redacted for privacy
Address: Redacted for privacy
Email: Redacted for privacy

How Data is Requested Now

STEP 1:
Look up the domain information

STEP 2:
Find out which registrar manages the domain

STEP 3:
Contact the registrar via their method of choosing

STEP 4:
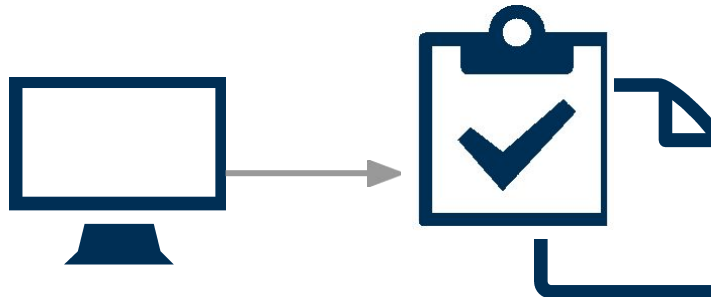Submit the request based on their unique requirements

How to Request Data with RDRS

STEP 1:
Log into RDRS with your ICANN Account

STEP 2:
Submit request with standardized form/template

The Registration Data Request Service

A free and global proof of concept service that handles requests for access to nonpublic registration data related to gTLDs.

Connects requestors seeking disclosure of nonpublic registration data with the relevant ICANN-accredited registrars for gTLD domain names who are participating in the service.

Use of the system by ICANN-accredited registrars is **voluntary**.

Why Has It Been Developed?

The new service gathers usage and demand data that can inform the ICANN Board's consideration of the consensus policy recommendations related to a System for Standardized Access/Disclosure, and ongoing consultations with the Generic Names Supporting Organization Council.

ICANN org will collect the relevant usage data for up to two years.

The usage data will be shared publicly and be reviewed by the ICANN Board and community before a determination is made on next steps.
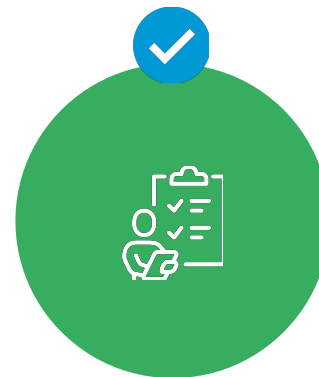
How Does the Service Work?

The process for submitting and receiving requests for nonpublic gTLD registration data for requestors and ICANN-accredited registrars is now streamlined through using a single platform.

Requestors fill out a standardized form for each disclosure request.

Participating registrars will determine if the requestor has a legitimate interest for the information.

Requestor Form

Requestor Form

Requestor Categories and Confidentiality Requests

- **Requestor Categories:** law enforcement, security researcher, computer security incident response team (CSIRT), cybersecurity incident response team (non-CSIRT), consumer protection, research (non-security), domain investor, IP holder, dispute resolution service provider, litigation/dispute resolution (non-IP), or other.
  - It is up to a registrar to assess the identity of the requestor beyond the information provided in RDRS.
- **Confidentiality:** If you choose "law enforcement" as your request category, you will have the option to indicate that you wish your request to be kept confidential from the registered name holder and to not have your request be processed if the registrar's policy does not allow such a confidential process.
  - It is up to the discretion of the registrar to determine whether or not to comply with such a request for confidential treatment.

Data Disclosure

The Registration Data Request Service does not guarantee access to the registration data.

All communication and data disclosure between the registrars and requestors takes place outside of the system.

If granted, data disclosure will take place directly between the registrar and the requestor via the method the registrar chooses.
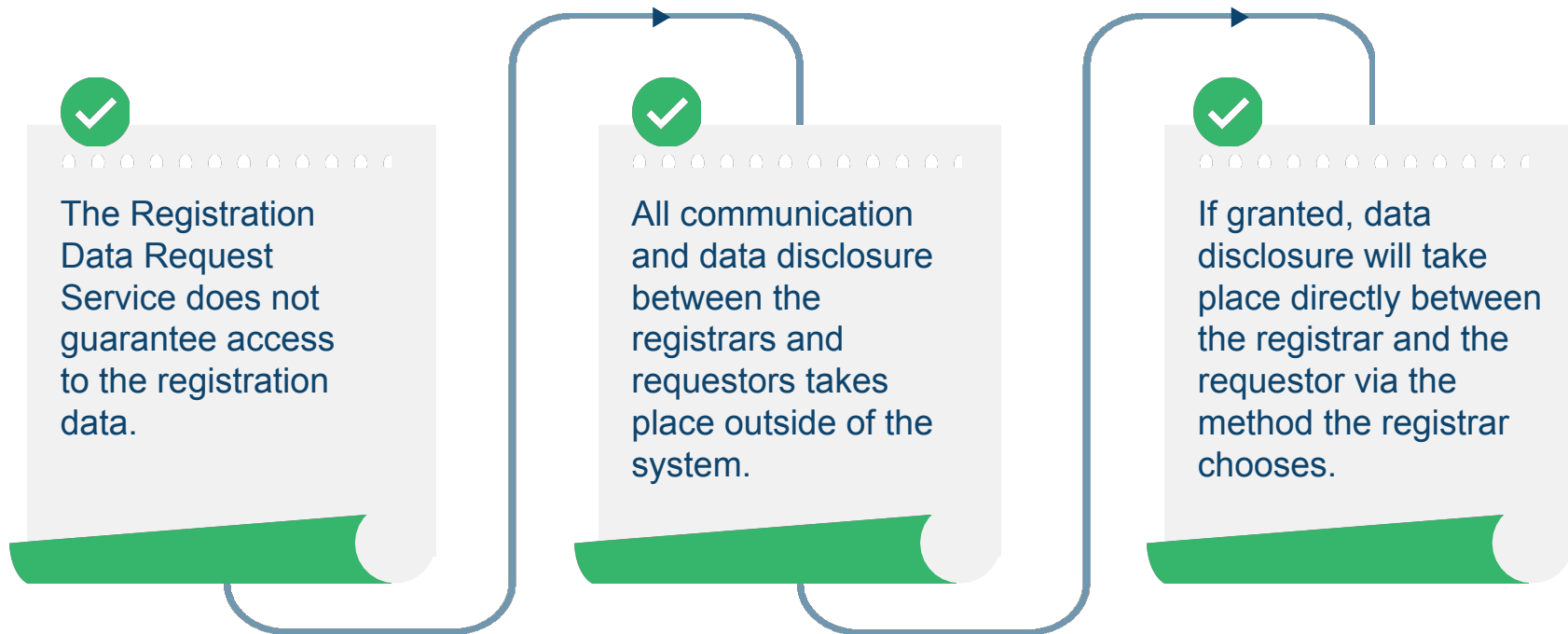
Although the service directs requests to registrars, it does not deviate from or change applicable laws, and the registrar will maintain responsibility for deciding whether or not to disclose the requested data.

Who Can Use the Service?

Participating ICANN-accredited registrars and requestors seeking nonpublic gTLD registration data.

Individuals and entities with a legitimate interest for access to nonpublic gTLD registration data, can include but is not limited to:

- o Law enforcement
- o Government agencies
- o Consumer organizations
- o Intellectual property attorneys
- o Cybersecurity professionals

Registrar participation strongly encouraged but is voluntary.

Requests That Are Not Supported

The service only transmits requests to the participating registrar of record for the queried domain name, not the registry.

Requests for nonpublic registration data related to country code top-level domains (ccTLDs) and domains that are registered under privacy or proxy service providers will not be supported by the service.

Benefits for Requestors

Cybersecurity | Government Officials | Consumer Protection Organizations | Intellectual Property Professionals | Law Enforcement Authorities

✓ Potential to be a one-stop shop for nonpublic gTLD registration data requestors that provides a more consistent and standardized way to request data.

✓ Makes it easier and faster for requestors to find the right registrar for their domain name query as the service will do it automatically.

✓ Only need to complete one standard form through one service instead of filling out various forms managed by different registrars.

✓ One place to upload needed documentation like court orders, subpoenas, credentials, legal affidavits, etc.

✓ Requestors can see pending and past requests in one place.

✓ Can create new requests, use templates, and cancel requests.

Registrar Participation

Participation is voluntary but all ICANN-accredited registrars are encouraged to use the Registration Data Request Service!

Widespread usage by registrars is needed in order to provide enough data for the ICANN Board to make an informed decision on EPDP Phase 2 recommendations.

More information on the service is available at **https://www.icann.org/rdrs-en**

If you have specific questions about the service, contact your account manager or Global Support.

Benefits for Registrars

Use of one centralized platform to handle requests for both registrars and requestors.

Requestors will use one standardized form reducing the different ways requests can be received (calls, emails, web forms, etc.)

Especially helpful for registrars who do not have their own standardized process to handle non public registration data requests.

Potential to reduce back-and-forth with requestors.

Registrars will manage requests through the already existing Naming Services portal (NSp).

No extra effort needed from registrars. The service will provide an improved and standardized process to deal with requests.

Metrics and Reporting

◉ The first RDRS Usage Metrics [report](#) was published in January with related [blog](#) for the reporting period of 28 November (launch date) - 31 December 2023.

◉ We recently published the [February report](#) for the reporting period of January 1 - 31.

◉ Future reports will be based on data from the previous month.

◉ Reports will be published on https://www.icann.org/rdrs-en

Notable Data Points

2332
Total Requestors

510
Requests Submitted

2050
Domain lookups

76
Registrars Participating

55%
Total gTLD domains covered in RDRS through participating registrars

Top 3 Requestor Categories:

35% IP Holder

13% Consumer Protection

14% Law Enforcement

More detailed data available in the Monthly Report.

Helpful Links for Requestors

- To create an ICANN Account: [Account Setup page](#)

- [User Guide](#)

- [Frequently Asked Questions (FAQs)](#)

- "How to" video: [How to use the system](#)

- "How to" video: [How to use the template feature](#)

Further information on the RDRS, including general and background information, links to meetings and announcements, and related correspondence, can be found on the [RDRS webpage](#).

Engage with ICANN

Thank You and Questions
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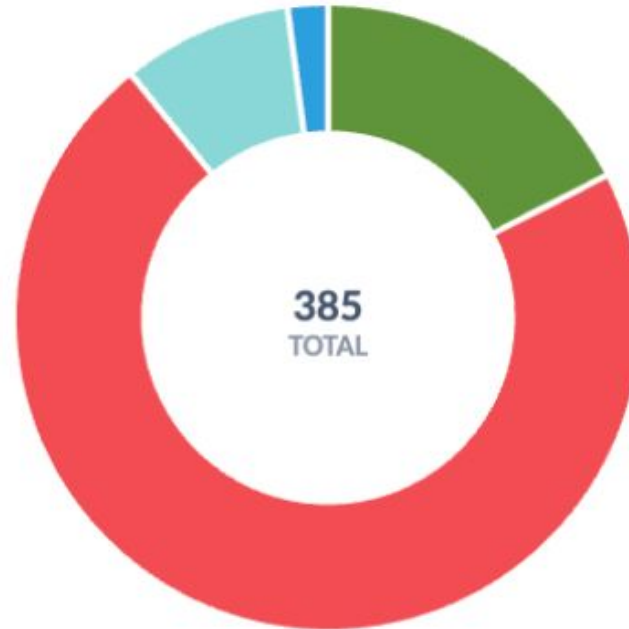flickr.com/icann

linkedin/company/icann

soundcloud/icann

instagram.com/icannorg

Appendix

of Closed Disclosure Requests by Outcome Type

APPROVED 17.40%
DENIED 72.21%
PUBLICLY_AVAILABLE 8.57%
PARTIALLY_APPROVED 1.82%

385 TOTAL

Denial Rate by Reason Type

Reasons are preset as a picklist in the RDRS.

Reason type	Nov	Dec	Jan	Total
Domain name was transferred to another registrar / is not managed by the registrar identified in the request (change of control, domain hopping, etc.)	0	0	1	1
Requested data is publicly available in RDDS	0	0	0	0
The request fails to comply with any provision of the RDRS legal terms	1	8	23	32
Contracted party cannot disclose the data due to applicable law	0	60	40	100
Request is incomplete/more information is required before the request can be processed/requestor did not respond to request for additional information	8	21	30	59
Other corrective action is required before request can be processed	8	38	42	88
Other	10	31	24	65