

GANDI ACME Contract

Version 2026.0

The present Contract, designated as the “Contract”, is entered between the company Gandi as identified in the General Terms and Conditions of Service (hereinafter referred to as "Gandi", "We", "Our" or "Us"), and, on the other hand, the Organization, wishing to subscribe to the GANDI ACME (Automated Certificate Management Environment). This service allows the Organization to automate the creation and renewal of TLS Certificates by associating them with a valid and active domain name, acting in its own name as the Owner Contact or in the name and on behalf of the Owner Contact of said domain name (hereinafter the “Customer,” “You,” “Your,” “Yours,” or the “Certificate Holder”.

The Contract is concluded in application of the General Terms and Conditions of Services. In the event of any contradiction between this Contract and the General Terms and Conditions of Services, the provisions of the Contract shall prevail.

The GANDI ACME service is an Optional add-on Service for each domain name and TLS certificate. It allows you to create, manage, and automatically renew the encryption of data transmitted between the user and the Domain, as well as to verify ownership of the domain and the identity of the person (or entity) requesting the TLS Certificate.

The provisions of the Contract, which You accept when subscribing to the GANDI ACME service, define the terms of use for said service.

ARTICLE 1 – Definitions

Capitalized terms used in this Contract shall have the meaning ascribed to them in the General Terms and Conditions of Services and in the Domain Name Registration Agreement, unless otherwise defined herein.

“Automated Certificate Management Environment” or “ACME” : This standard protocol is designed to automate TLS management by coordinating events related to the certificate lifecycle between certificate authorities and host systems.

“Certification Authority” or “CA” or “AC”: These are independent trust organizations responsible for authenticating various information relating to a website and its owner before being able to issue certificates.

“TLS Protocol” or « TLS Certificate »: TLS or Transport Layer Security is a standard technology for securing Internet connections by encrypting data exchanged between a browser and a website (or between two servers). The general term “TLS certificate” encompasses several types of certificates that meet different criteria.

“DV TLS Certificate” or “Domain Validation Certificate” or “GANDI TLS Standard Certificate”: This standard certificate is used to prove Your ownership or use of the URL or domain concerned. This is the GANDI TLS Certificate for basic authentication.

“Organization Validation Certificate” or “GANDI TLS Pro Certificate”: This Pro Certificate adds additional verification steps to the DV TLS Certificate. It is supplied in partnership with the Partner CA. The owner's identity and company details are verified (name, type, status, postal address, etc.). This is the GANDI TLS Certificate for intermediate authentication.

“Certbot”: This tool automates the configuration of TLS certificates. It uses partner CAs.

“Partner CA”: These are independent trust organizations, selected by Gandi and responsible for authenticating various information relating to a website and its owner before being able to issue certificates.

In particular, Gandi uses partner CAs to issue GANDI TLS Pro or Business Certificates. Gandi reserves the right to add or remove Partner CAs for the duration of the Contract.

ARTICLE 2 – Object

The rights and obligations of the Parties with respect to the GANDI ACME subscription are governed by the General Terms and Conditions of Service, as well as by the provisions of this Contract, which supplements them.

This Contract supplements the General Terms and Conditions of Service and, where applicable, the Domain Name Registration Contract, the GANDI TLS Contract, or any other contract applicable to TLS Certificates. In the event of any conflict between the various contracts, the provisions of this Contract shall prevail with respect to all matters relating to the ACME subscription.

ARTICLE 3 – Description of the service

Under the terms of the Contract, Gandi provides its subscription service, which enables the automation and renewal of TLS Certificates associated with one or more domains currently registered with Gandi or another registrar.

Two Certificate authorities are compatible as of the Service's launch (notably our partner CA) ; however, Gandi reserves the right to modify the list of compatible CAs at any time.

To activate the subscription, simply add the list of domain names manually in the certificate section of Your customer account. You can also add a list of domain names by uploading an external document via the customer account interface.

The GANDI ACME service is available for all domain names, including those registered with registrars other than Gandi.

An TLS certificate generated or managed via the ACME protocol can be revoked, updated, and regenerated an unlimited number of times throughout the subscription period at no additional cost to the Customer.

ARTICLE 4 – Gandi's commitments

In addition to the contractual obligations set forth in the General Terms and Conditions of Service, and subject to Your strict compliance with Your obligations and the technical conditions and limitations specific to each of Our Service offerings, Gandi agrees to:

- provide You with a management interface compatible with the ACME protocol and Certbots compatible with the CAs listed in the GANDI documentation;
- allow You to use Your GANDI TLS Certificate until its expiration date via the ACME subscription management interface, even if the domain name associated with said GANDI TLS Certificate is transferred to another registrar;
- provide a management interface that allows You to revoke TLS Certificates and keep the list of TLS Certificates generated or revoked via the management interface up to date;
- allow You to access the information (credentials) necessary to configure your Certbot under your own control and thus automatically renew TLS Certificates using the ACME protocol.

ARTICLE 5 - Your Specific Obligations Under the GANDI ACME Service

5.1. To use the GANDI ACME Service, You represent and warrant that You have a valid and active domain name registered with Gandi or another Registrar, and that the selection and use of such domain name comply, where applicable, with Our Contracts and applicable laws.

5.2. Installation of the TLS Certificate by You and Under Your Responsibility

It is Your responsibility to install the TLS Certificate(s) on Your server, under Your sole responsibility, ensuring, in particular, the physical and logical security of Your equipment and connections.

It is Your responsibility to verify the contents of Your TLS Certificate as soon as possible.

This obligation of verification, in particular of key concordance, and of notification, is an obligation that You must respect throughout the duration of Your GANDI TLS Certificate, and the violation of which is likely to constitute a serious breach of Your contractual obligations.

5.3. Installation of Credentials and Configuration of Certbot by You and Under Your Responsibility

It is Your responsibility to configure the Certbot of Your choice with Your TLS Certificates (whether obtained through Gandi or directly from a partner CA). Similarly, You are solely responsible for interactions with Partner CAs or other CAs and for the respective connections. Under this Contract, Gandi is not responsible for TLS Certificates, domain names, or their proper functioning.

In certain cases, “pre-validation” (wildcard certificates, etc.) or “challenges” (ADCV) will be required to activate TLS Certificates; the Customer is solely responsible for ensuring that their installation complies with these requirements. In the event that an TLS Certificate becomes invalid or is not renewed due to non-compliance, the Customer is solely responsible for any resulting damages.

ARTICLE 6 - Payment Terms – Billing

6.1 Payment Terms

You agree to make or arrange for payment to GANDI ACME in accordance with the rates and terms in effect at the time You place Your order via Your User Account. The price of the GANDI ACME Service subscription depends on the domain(s) involved. It also varies depending on the TLS Certificate (standard or wildcard) requested. When a domain name is added during an ACME subscription period, the price of the GANDI ACME Service for the domain in question is calculated on a pro-rata basis based on the remaining subscription period at the time of addition.

Gandi will not be contractually obligated to fulfill Your requests until full payment has been received and validated.

Gandi will notify You by email of the time remaining before the ACME subscription expires. Orders for which payments are pending are listed in Your User Account, which is updated in real time.

If payment for Your order, which was initially approved within the specified time frame, is subsequently rejected or canceled, You will be notified of this outstanding balance, and Gandi reserves the right to immediately suspend the Service.

6.2. Billing

When subscribing to the GANDI ACME plan, You may choose between a one-year, two-year, or three-year subscription period starting from the Service start date. The price of the Service is set per domain name based on the type of TLS certificate (standard, wildcard, etc.) and the remaining subscription term. When a domain is added to the list in the Customer Interface, You pay the price for that domain on a pro-rata basis based on the remaining subscription term.

ARTICLE 7 - Terms of Use for the GANDI ACME Service

To take advantage of any of Our GANDI ACME Service offerings, You must:

- pay the renewal fee within the required timeframe if You wish to continue using Your subscription beyond the initially subscribed period; and
- have a User Account and ensure that all contact information provided and entered under Your responsibility for this account is accurate, complete, and up-to-date, and be able to verify it; and
- have the credentials provided by Gandi that allow You to configure the Cerbots of Your choice; and
- have, directly or indirectly, technical access to the server to enable the installation of the certificate after it is created; and
- depending on the offer, provide the required supporting documents within the specified timeframe, as listed on Our website and via our interface when you place Your order.

Gandi reserves the right to refuse any subscription request for any of the above reasons, notwithstanding any domain name registration or website hosting with Gandi.

After full payment has been confirmed, We will send You a notification informing You that Your subscription request has been activated.

In any event, You acknowledge and agree that, throughout the term of the Contract, it is Your responsibility to ensure that the information provided—and, where applicable, contained in the documents submitted—is kept up to date at all times, and to notify us of any changes by submitting the appropriate supporting documents.

ARTICLE 8 - Managing Your TLS Certificates with GANDI ACME

Your User Account includes a table listing all TLS Certificates managed through Your ACME management interface.

For Your TLS Certificate to function and be managed through the ACME management interface, the following conditions must be met :

- The domain name associated with it must be renewed regularly throughout the Certificate's term;
- You must have, directly or indirectly, technical access to the server in order to generate Your keys and install the certificate on that server, or You must install it on a service that supports TLS certificates;
- The Cerbot You have chosen must be configured on Your server using the “credentials” provided by GANDI;
- the domain name appears in the table listing domain names managed via ACME through the GANDI ACME Service.

It is Your responsibility to take all necessary measures to prevent a service interruption, in particular by renewing Your domain name in accordance with the required terms and deadlines. Such suspension or failure to renew shall not give rise to any compensation, refund, or damages in favor of the Customer.

ARTICLE 9 - Duration

9.1. Duration

The duration of the GANDI ACME subscription begins as soon as a domain name is added to the Customer account interface—regardless of whether or not You have installed the Certificate on Your server—and continues until the expiration of the subscribed period, unless renewed within the specified time frame.

Gandi will notify You by email of the expiration date of Your GANDI ACME subscription.

The GANDI ACME subscription is inseparable from the list of domain names entered by the Customer in their interface; it is hereby specified that the loss of the domain name or the failure to renew the TLS Certificate, regardless of the cause, does not automatically result in the termination of this Contract. The GANDI ACME subscription remains active for the entire term subscribed to by the Customer (1 year, 2 years, or 3 years).

9.2. Renewal of the Service

Renewal of the GANDI ACME Service is not automatic. It is Your responsibility to renew the Service before it expires. Gandi agrees to send You a reminder message before Your subscription expires to the email address provided in Your Customer account. It is Your responsibility to keep your information up to date in Your Customer account.

You may renew the Service on the Website, provided You provide a valid payment method from among those offered on the Website. The Customer must therefore ensure that they have a valid, activated payment method with sufficient funds to renew the Service.

If You decide not to renew Your Service, the TLS Certificates for the domain names listed in Your Customer Interface will remain valid until their expiration dates but will no longer be managed by the GANDI ACME Service.

9.4. Termination

You may terminate the Contract early at any time through the ACME management interface or by contacting our customer service department. Only domain names added to the Customer's TLS certificate management interface less than twenty nine (29) days prior to the termination request may be eligible for a refund.

After this twenty nine (29)-days period has expired, You may terminate the Contract at any time by revoking the GANDI TLS Certificate through Your user account. However, such early termination will not result in any refund of amounts already paid.

This clause also applies in the event of a partial deletion of the domains associated with the subscription.

ARTICLE 10 – Exclusions and Limitations of Gandi's liability

In addition to the exclusions and limitations of liability set forth in the General Terms and Conditions of Service, with respect to the GANDI ACME service, Gandi disclaims all liability arising from:

- negligence, theft, or disclosure of Your credentials to a third party;
- any consequences related to the use of a revoked TLS Certificate;
- the Customer's activities conducted under an TLS Certificate;
- the expiration of a certificate, failure to renew it, or its non-renewal;
- a refusal to approve an TLS Certificate request, insofar as it is Gandi's sole discretion to approve or deny such requests and to request any documentation in this regard;
- the non-renewal of an TLS Certificate related to Certbot, the TLS Certificate itself, the ACME protocol, the CA authority, or the domain name itself.

You acknowledge that You have been informed and agree that the use of Our services is not intended to guarantee the security of Your website(s) or the server on which the TLS Certificate is installed. Accordingly, Gandi shall not be liable in the event of a fraudulent attack or intrusion on Your servers and/or websites.

Furthermore, You acknowledge that we may need to perform maintenance, which may temporarily make Our services—including the TLS Certificate management interface—unavailable, without this affecting Your currently valid Certificates, and without Gandi being held liable as a result.

ARTICLE 11 – Intellectual property rights

As part of the provision of the GANDI ACME subscription, You agree not to claim any ownership of the machines, media, infrastructure, or Certificates made available to You by Gandi as part of its services.

ARTICLE 12 - Resale of Our Services

You are authorized to resell our GANDI ACME services, provided that you comply with all of our Contracts as well as all applicable laws, particularly in France, and that You ensure Your customers also comply with applicable laws and respect the rights of third parties. You must make an up-to-date version of Gandi ACME available to Your customers at all times. In particular, You acknowledge and agree that You are personally responsible for filing any required declarations and applying for any necessary authorizations, as applicable.

Failure to do so will result in You being held liable, both to Gandi and to third parties, for such breaches and their consequences.

By reselling Our services, You agree to offer Your customers the same level of service quality as that provided by Gandi. In this regard, You agree to impose on Your own customers at least the obligations set forth in this Contract, and more specifically, You agree to ensure that Your customers comply with all the commitments listed in this Contract and with the applicable laws in France.

Furthermore, You agree to assume all obligations and liabilities arising from this Contract with respect to Your customers and/or third parties, in addition to those arising from Our General Terms and Conditions of Service, the application of applicable laws—particularly those in France—or those arising from Gandi ACME.

You agree to act in such a way that Gandi is not held liable in any way as a result of Your activities and/or Your use of Our services, whether for professional or non-professional purposes, including in Your capacity as a reseller. You expressly agree to indemnify and hold Gandi harmless from any liability that may arise, directly or indirectly, as a result of Your activities and Your use of Our services, or the use of Our services by third parties through You, including Your customers, it being understood that this obligation shall survive the termination of the Contract.

You agree to specifically insure Your business in such a way as to effectively cover any damages that may arise as a result, so that You can effectively fulfill Your obligations to Gandi.

ARTICLE 13 - Transferability of the GANDI ACME Contract

You acknowledge and agree that Gandi reserves the right to transfer the rights and obligations under this Contract to any party, particularly if it no longer provides TLS Certificate management services.

However, Your GANDI ACME subscription may not be transferred or restored with any provider other than Gandi, due to technical limitations inherent to ACME.

Except in cases provided for by law (merger, acquisition, etc.) or by exceptional and express agreement between Gandi and the beneficiary, subject to case-by-case approval, You may not assign this Contract to a third party.

Article 14. Amendment of the Contract

In accordance with Gandi's General Terms and Conditions of Service, and subject to the terms set forth therein, this Contract may be amended to reflect, in particular, any changes in case law, legislation, or technology, or rules established by the partner CA.

You acknowledge and agree that We reserve the right to change, modify, or discontinue providing, at any time, either temporarily or permanently, all or part of the GANDI ACME Service.

You will, where applicable, be informed via email notification or a notice on Our Site as soon as possible, except in cases of emergency that jeopardize the stability and/or security of Our systems and/or Our services, in which case it will not be possible to meet such a deadline.

You acknowledge that Gandi cannot be held liable for any direct or indirect consequences resulting from the modification or suspension—whether temporary or permanent—of the provision of all or part of the GANDI ACME Service.

ARTICLE 15 - Personal data

15.1 Reported Data

During the Service provided by Gandi as part of the certification procedure, You expressly consent to the processing of Your personal data in accordance with the purpose and procedures detailed below. We undertake to implement appropriate technical and organizational measures as specified in the Personal data protection policy in order to guarantee an appropriate level of security to preserve the security of Your personal data and protect them against loss, inappropriate use and unauthorized access, disclosure, alteration or destruction, as specified in the Personal Data Protection Agreement and/or in the Data Privacy Policy available on Our Website.

15.2 Purpose

The data collected by Gandi is transmitted to Our technical service provider, Partner CA, in accordance with the personal data processing policy established by Partner CA, which is responsible for the certificate.

The personal data collected in this manner will serve as proof of the proper performance of the Contract and will be retained for this purpose in accordance with applicable laws and the certification that binds US to Partner CA.

This information may be provided in response to a legal or regulatory obligation, or at the request of the judicial authority, a supervisory Authority or the Partner CA.

15.3 Rights of access, rectification, opposition of identification data

You have the right to access Your data, correct it, and object to its processing. You may exercise Your rights at any time through Your User Account or by contacting Us using the contact information provided on Our Website.

Exercising Your right to object will result in the cancellation of Your subscription and the TLS Certificate associated with Your Contract, as well as the termination of this Contract, since the certification process involves the collection and processing of Your personal data.

ARTICLE 16 – Miscellaneous provisions

The fact that one of the Parties does not exercise any of its rights under the Contract or claim a breach of any of the contractual obligations shall not be considered as a waiver of the exercise of the aforementioned rights or the obligation in question.

If one or more provisions of the Contract are held to be invalid or declared as such by a court decision that has become final, the other provisions shall retain their force and scope.

The Contract was originally drafted in French, which prevails over any other translation language used.

In accordance with Our General Terms and Conditions of Service, You acknowledge and agree that We reserve the right to modify or discontinue providing at any time, temporarily or permanently, all or part of the GANDI ACME Service. You will be informed, if necessary, by means of an email notification or a warning on Our Website as soon as possible, except in the case of an emergency jeopardizing the stability and / or the security of Our systems and / or Our services, thus not allowing to respect prior notice.

ARTICLE 17 – Applicable law – Dispute resolution

The applicable law and procedure for dispute resolution are those designated in Our General Terms and Conditions of Service.