

# Support Portal | Registry Services

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## What happens to contacts when a domain name is transferred (change of registrar)?

Agent - 2022-07-06 - Registrar Transfer

Our registry no longer handles contacts such as *admin*, *billing*, and *tech* due to GDPR. Contacts with these roles can no longer be linked to domain objects at the registry level.

In addition, we have an automated routine to remove unconnected items such as contacts and name servers, this means that *Registry Services remove unlinked objects after 30 days*.

To a domain name (domain object) is a holder linked, a contact object. The contact object consists of various contact information concerning the holder and has an identifier in the system, a *contact ID*.

In connection with a change of registrar, the domain object is moved to the receiving registrar. This means that after changing the registrar, it is the receiving registrar who manages the domain object and the contact object for the holder. This means that the registrar can administer the domain and contact object via EPP.

Regarding the domain holder (the registrant), a new contact object (contact ID) is created that contains information about the holder.