# Support Portal | Registry Services



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

Agent - 2026-10-13 - Registrar Transfer

Registry Services no longer manages contact roles 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. Unlinked objects, such as contact and host objects, are routinely deleted after 30 days.

Each domain name (domain object) is linked to a domain holder through a contact object. The contact object contains the domain holder's contact information and has a unique identifier in the system, known as a *contact ID*.

During a registrar transfer, the domain object is transferred to the new registrar. After the transfer, the new registrar is responsible for managing the domain object and the domain holder's contact object. The registrar can administer both objects via EPP.

A new contact object (contact ID) containing the domain holder's (registrant’s) information is created as part of the transfer.