



**VOLT
HOSTING**

**Development and
Hosting Services**

Privacy Policy



VoltHosting Ltd respects your privacy and we believe in the highest transparency over our entire network regarding how we process data in our possession.

By visiting, using or otherwise interacting with our websites and/or Services operated by VoltHosting Ltd, you confirm that you have agreed to our Terms of Service as well as our entire legal documentation and have read & understood this privacy policy.

If you have any questions regarding our Privacy Policy, please email dpo@volthosting.co.uk.

This Privacy Policy applies to all and any VoltHosting Ltd services such as but not limited to any and all Company services, emails, websites, systems, services, APIs and any company activities (i.e. support, payment processing, etc). This Privacy Policy applies to all users of any VoltHosting service, including without limitation, website visitors, customers, contractors, employees, or anybody working on behalf of VoltHosting Ltd.

VoltHosting Ltd is a member of the Information Commissioner's Office (ICO) Data Protection Public Register. Our Data Protection (ICO) number is "ZA920577".

VoltHosting Ltd is a company incorporated in England & Wales with the company number "12817720" and a registered address of Bracken Ridge, Dean Lane, Bishops Waltham, SO32 1FX, United Kingdom.

The data controller is VoltHosting Ltd, Bracken Ridge, Dean Lane, Bishops Waltham, SO32 1FX, United Kingdom.

1.0 - How this policy applies to you

This Privacy Policy describes the information we collect from you or provided by third parties, what we do with the information, and our information security practices. When you sign up for a service, we may ask you to provide personal information such as your full name, address, telephone number, email address and payment information. If you contact us for support regarding one of our services, we may ask you for information regarding the system you may be running (such as operating system). This allows us (VoltHosting) to support you with your issue more effectively.

When you visit our websites, we will capture your IP address, time and duration of your visit. This information may be tied to you.

2.0 - What information we collect

We collect a range of Personal Information regarding the Customer. This includes:

- Information you provide us while registering for an account or purchasing a service
- Emails and other communications that you send or give to us via live-chat, Customer support tickets, email or any other communication means.
- Information you share with us in connection with promotions, contests or surveys.
- Technical Information from your use of our Sites and Services and/or users Sites.
- Your marketing & newsletter preferences.
- Other information you submit to us directly or information we may obtain through your use of third-party services.



Below are the categories of information collected which may include but is not limited to:

TYPE	INFORMATION COLLECTED
Technical Information	IP Addresses Browser Information (Such as user agents, version and type) Time Zone & Location Operating System Telephone Numbers Call Logs & Recordings System Logs for services we provide Timestamps Internet Service Provider Preference Settings Language and other regional settings Information about how you interact with the Service and our users' Sites and Services (Timestamps, Clicks, Scrolling, Browsing Times, Page History, load times, and problems you may encounter, such as loading errors etc.)
Financial Information	Full Name Email Address Payment Information Transaction Information Bank Details Payment Type Payment History County of Origin Identifiers
Identification Information	Full Name Email Address Gender Date of Birth Identifiers Company Information Contact Information
Contact Information	Full Name Email Address Telephone Number Full Address (individual and company) Discord Username WhatsApp Username Twitter Username Instagram Username Facebook Messenger Username Identifiers
Support Information	Livechat Transcripts Discord Messages WhatsApp Messages Instagram Messages Facebook Messenger Messages Contact Information



	Telephone Recordings Identifiers Website Page History
Marketing Information	Full Name Email Address Telephone Number Survey Responses Referral Information Marketing Email Subscription Preference Visits, Timestamps and clicks information
KYC Information (Know Your Consumer)	Full Name Full Address Date of Birth Government Issued Identification Contact Information Identifiers

3.0 - How we collect information

We obtain Personal Information from various sources.

- The customer provides it to the company (VoltHosting) - such as registering an account or purchasing a service (“User-provided Information”).
- Automatic recording when you use our websites, Services - including with technologies like cookies and analytics (“Automatically Collected through Site or Service Usage”)
- We receive some of it from third parties - such as (but not limited to) payment processors PayPal or Stripe (“Information Collected from Third Parties”).

4.0 - Information we do not collect

As a company we do not collect some information that other providers may collect. Such as:

- Age Information (Date of Birth) without a valid legal requirement to do so. This may occur in regard to security, abuse, safety, employment or legal obligation. We do knowingly collect information of any person under the age of consent. If we discover somebody under that age, their service or account will be subject to suspension or termination. We may attempt to get parental consent.
- Sex Information (Sexuality, Gender, Sex Preference).
- Genetic Data
- Racial Data, Ethnic Origin
- Health Data
- Political Opinions
- Criminal Offence Data
- Religious Beliefs (Religious or Philosophical)

5.0 - How we use collected information

We process your information when:

- Consent – when you have consented for the processing of your personal information;
- Contractual – when we need your information to provide you with services requested by you, or you and VoltHosting Ltd have entered into contact;
- Legal Obligations – when we have a legal obligation to process your personal information to comply with applicable regulations, laws, court orders, or law enforcement requests.



- Service improvements (legitimate interests) – when we process your personal information to improve the quality, safety, reliability, performance of the service and to peruse our legitimate interests in keeping VoltHosting secure and high quality.
- Vital Interests – when we need to process your personal information in order to preserve life of data subject(s) or of another person.

We will use your personally identifiable information only as follows:

- For payment purposes
- To provide customer support
- Account Management
- Provisioning & Maintaining a Service
- To announce special offers or provide service updates or changes
- Communicating with Customers
- Marketing, Surveys & Promotions
- To improve our service
- Tailoring Services to the Customer
- Demographics, for example, we may gather information from user surveys to be submitted into demographic data.
- Ensuring the Availability & Security of our Systems & Services
- Policy and Agreement Enforcement
- Compliance with the Law
- Identity verification
- General enquiries
- Employment or Recruitment

We will not provide any personally identifiable information about you to any other person other than:

- An law enforcement or regulatory agency at their request;
- A person or company who acquires our business;
- Third parties who perform services on our behalf (such as payment processing), subject to the third party agreeing with us that it will keep your personally identifiable information confidential;
- As otherwise needed to protect or enforce or rights or the rights of others;
- To protecting us, you and others;
- Affiliates (Anonymised);
- Customers (Only data in relation to the customers service);
- Auditors, lawyers, advisers;
- Third party financial institutions (such as accountants);
- Partners;
- Service Providers;

We absolutely do not transfer or sell your information for inclusion on third party e-mail or other marketing lists.

Below is a non-exhaustive list of third-party service providers which your personal information may be exchanged with:

SUB-PROCESSOR	FUNCTION	ENTITY LOCATION	DATA LOCATION	DATA PROCESSED
Crisp IM SAS.	Live Chat Services	France	Amsterdam	Identification Information Contact Information Technical Information Support Information
Namecheap Inc	Domain Names Services	United States	United States	Identification Information Contact Information
Stripe Payments Europe Ltd	Payment Processor & Identify Verification Provider	European Union	European Union	Identification Information Financial Information Technical Information KYC Information
PayPal UK Ltd	Payment Processor	United Kingdom	European Union	Identification Information Financial Information Technical Information
Monzo Bank Ltd	Payment Processor	United Kingdom	United Kingdom	Identification Information Financial Information Technical Information
GoCardless Ltd	Payment Processor	United Kingdom	United Kingdom	Identification Information Financial Information Technical Information
CoinGate (UAB "Decentralized")	Payment Processor	Lithuania	Lithuania	Identification Information Financial Information Technical Information

TrustPilot A/S	Product Reviews	Worldwide	Denmark	Contact Information Technical Information
ESET SOFTWARE UK LIMITED	Service Provider	Worldwide	United Kingdom	Contact Information Technical Information
Nord Security Inc	Service Provider	Worldwide	United States	Contact Information Technical Information
Tailscale Inc	Service Provider	Worldwide	United States	Contact Information Technical Information
Acronis International GmbH	Service Provider	Worldwide	Switzerland	Contact Information Technical Information

6.0 - Information Retention

We will retain your personal information and information about your service for as long as your account or service is active or for as long as it is needed to provide our services. We may also retain your personal information for as long as needed to achieve the disclosed purposes in this Privacy Policy. We may keep your data to comply with legal obligations and or to protect us as a company in the event of any disputes, abuse or other agreements. We will retain your data for the minimum required retention period described by law. We don't immediately delete your personal information if your services expire, are suspended, or cancelled. If you cancel all of your services with us we will keep your personal information for a reasonable non disclosed period of time.

We may collect anonymised information during the course of providing the service which may be retained indefinitely.

7.0 - Cookies

We will place a cookie that will identify you to us as a repeat visitor or a customer when you visit our website. We may tie this cookie to the personally identifiable information we have about you. A "cookie" is an alphanumeric identifier that is unique to your browser. The cookie will identify your browser to us when you visit our web site so that we may customize your visit. This may be used to track conversions via links, affiliates etc. By having cookies enabled in your browser, you hereby agree to our usage of cookies. If you disagree with how we use cookies, please disable them in your browser.

8.0 - Changes To Policy's

Like the majority of companies. We make changes to our legal framework. We are not obligated to inform the customer of changes made to the policy. It is the customers responsibility to check these conditions frequently. However, we may make an attempt to inform parties within seven days prior to any changes taking effect.



9.0 - Your Rights

You have the right to the below:

- Obtain a copy of your data on request
- Request us to change incorrect or incomplete data
- The right to request the company to delete or stop processing your data
- Object to the processing of your data
- Ability to elect to not receive marketing communications.
- The right to be informed
- Right to object

Please note, if you choose to exercise your rights. There is likely to be a delay in deleting or altering your personal information from our systems. We also will retain some Personal Information to comply with law and to protect us.

To exercise your right according to the data protection law, please contact our Data Protection Officer:

Email	dpo@volthosting.co.uk
Post	ATTN: Data Protection Officer VoltHosting Ltd Bracken Ridge, Dean Lane Bishops Waltham SO32 1FX United Kingdom
Online	https://billing.volthosting.co.uk/submitticket.php?step=2&deptid=14

Important: If you exercise your right to erasure, you will lose access to all accounts, systems and services!

10.0 - Where we store your information

We are a UK operating company, therefore your data is stored within the UK. Sometimes some services require us to transfer data outside of the UK, such as Domain Registration.

If we are required to transfer your data outside of the UK, we will do so in a secure manner using industry recommended safeguards.

By submitting your personal data to us, accessing any VoltHosting service, or engaging in any activity that involves the exportation of data outside the UK or EEA, you consent to the transfer, storage, or processing of your data both within and outside the UK or EEA when we have a legitimate reason to do so.

11.0 – End User, Reseller or Wholesale Customer & User Information

A number of customers use VoltHosting's systems and services to resell our offerings. If you are one of these resellers, you are responsible for the personal data you collect about your service users, whether directly or indirectly through VoltHosting. This responsibility is legally recognised as that of a 'mere conduit'. If you provide services to your own end users, you may collect personal data about them.

You are solely responsible for ensuring compliance with any applicable laws and regulations governing the collection and use of your end users' information, including personal data obtained from us, through VoltHosting's functionalities, or other technologies. You agree to indemnify and hold



VoltHosting harmless from any liability or claims arising from your collection, use, or disclosure of personal information that may occur on our services, sites, or platforms.

VoltHosting is not liable for your relationship with your end users or web visitors, nor for how you collect and use their personal information (even if such information is collected from us or through our system's functionalities). We do not provide legal advice regarding these matters.

12.0 – Data Protection & Privacy Complaints

For all information governance complains, please in first instance contact our data protection officer directly using the information below:

Email	dpo@volthosting.co.uk
Post	ATTN: Data Protection Officer VoltHosting Ltd Bracken Ridge, Dean Lane Bishops Waltham SO32 1FX United Kingdom
Online	https://billing.volthosting.co.uk/submitticket.php?step=2&deptid=14

If you have been in touch with us and given us a chance to respond and address your concerns, or otherwise we do not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office.