

RedHosting Privacy Statement

Our Commitment to Privacy

RedHosting is committed to the preservation of **Your** privacy. However, it is **Your** responsibility to assure the security of personally identifiable data or otherwise private information provided to **You** by the users of **Your** web site. This means, at a minimum, you should adopt appropriate encryption measures and comply with the EU Safe Harbor requirements.

Information Collection and Use

RedHosting is the sole owner of the information collected on this, its customer connection site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. **RedHosting** collects information from our customers only through password-enabled or secure interface access points.

The types of information we collect from our customers may include: name, company, address, phone numbers, fax numbers, e-mail addresses, dates of service provided, types of service provided, payment history, manner of payment, amount of payments, date of payments, credit card or bank account information, names of services purchased, and domain names we host.

This information is used for billing and to provide service to our customers. We may also study this information to determine our customers' needs and whether other services should be offered to you and other customers.

Registration

In order to use our services, a potential customer must first complete the appropriate registration form. During registration the customer is required to give their contact information (such as name and e-mail address). This information is used to contact the customer about the services which they have purchased, or about which they have contacted us.

Purchases

In order to make payment to **RedHosting**, a customer must provide contact information (such as name and postal mailing address) and financial information (such as credit card number, expiration date). This information is used for billing purposes and to process payments. If we have trouble processing an order, this contact information is used to contact the customer.

Log Files

We use IP addresses to analyze trends, administer our site and servers, track access, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. It is possible that personal information about a customer may be included in the log files due to the normal functions of IP addresses and Web browsing.

Sharing

We do not share your data with others except as necessary to process payments, provide services, or in response to court-issued subpoenas or search warrants. **In order to protect our legal interests, in the event of a subpoena or search warrant, RedHosting may voluntarily provide to all legal authorities any and all information requested, with or without contacting you.**

Customer information may be available as a consequence of the specific services ordered. Contracting for other services may require that customer data be shared with a service provider in order to provide the service.

Links

This Web site may contain links to other sites. Please be aware that **RedHosting is not** responsible for the privacy practices of such other sites. We encourage our visitors to be aware when they leave our site and to read the privacy statements of each and every Web site that collect personally identifiable information. This privacy statement applies sole to information collected by this Web site for **RedHosting**.

Security

This Web site takes every precaution to protect our customers' information. When you submit sensitive information via the Web site, your information is protected both online and offline.

When our registration forms ask you to enter sensitive information (such as credit card number), that information is encrypted and protected.

All of our customers' information, not just the sensitive information mentioned above, is restricted to our offices. Only employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. As a secure facility, our offices are restricted to employees and escorted authorized visitors only. We have implemented written security policies to ensure customer privacy. Furthermore, *all* employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our customers' information is protected.

In the event a customer forgets their password, they must provide personal information to authenticate themselves and obtain the password. Additionally, customers can access their own personal data by authenticating themselves. They may access their accounts to change their credit card numbers, but cannot obtain the old credit card information when doing so.

If you have any questions about the security at our Web site, you may send an e-mail to compliance@redhosting.com.

Supplementation of Information

In order for this Web site to properly fulfill its obligation to our customers, it may be necessary for us to supplement the information we receive with information from third-party sources.

Site and Service Updates

We deliver several types of service announcement updates to our customers. Although most are voluntary, we may in some cases need to deliver an important service announcement to all customers without exemption.

Protection/Preservation of Data

All personally identifiable customer data is periodically backed up electronically, and the backups are stored off-site in a secure location. These back up versions are not made available to others except to the limited extent it may be necessary to restore the data to **Our** data servers with the assistance of an outside vendor or to a back up data center.

Correcting/Updating Personal Information

If a customer's personally identifiable information changes, or if a customer no longer desires our services, we will endeavor to provide a way to correct, update or remove that customer's personal data in our records. In most cases, this can be achieved through the Account Control Center. Otherwise, please contact us at billing@redhosting.com.

Opt Out & Modifications

By default, customers do not receive any voluntary system updates, such as the Newsletter or System Notices. Any customer who voluntarily receives these updates may unsubscribe at any time. Customers may not opt out of possibly receiving important system notifications, in the rare event that such notification would be necessary.

Data and Information Submitted to Another Person or Entity on Our Network

As mentioned above, RedHosting collects certain data and confidential information from customers relating to our web site hosting and domain registration services, and this Privacy Policy applies only to that data and confidential information submitted to us. This Privacy

Policy does not apply to, nor does RedHosting certify EU Safe Harbor compliance regarding, data or confidential information that is submitted to another person or entity for whom RedHosting may provide hosting or domain name registration services, but regarding which we exercise no authority or control. An independent evaluation of that person or entity's own privacy policy and EU Safe Harbor compliance should be made before submitting data or confidential information to them.

In-House Mechanism to Address Complaints

In the event you believe RedHosting has failed to protect your privacy please immediately submit your concerns to our Privacy Compliance Officer at: compliance@redhosting.com Please provide details regarding your concerns and include full contact information so we can respond as quickly and completely as possible. If you are dissatisfied with the speed or scope of our response you can seek further in-house review by following the appeal procedures that will be provided to you. If, despite the appeal process, you are still dissatisfied, then you may proceed through the Independent Recourse Mechanism described below.

Notification of Changes

If we change our privacy policy, we will post the changes on this page so that our customers will always be aware of what information we collect, how we use it, and under circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner substantially different from that stated at the time it was collected, we will notify affected customers. Any such affected customer will have a choice as to whether or not we may use their information in the proposed manner.

Should you have other questions or concerns about these privacy policies, please contact us at compliance@redhosting.com.

RedHosting's policies and procedures for handling customer information have been created with the understanding that Internet technologies are still evolving and that Internet business methods are continuing to evolve to meet the needs and opportunities of the changing technologies. As a result, these policies and procedures are subject to change.