



Privacy Policy

Fasthosts Internet Inc. (Fasthosts) has created this privacy policy in order to demonstrate our commitment to privacy to our customers and users of this website. This Privacy Policy governs the manner in which Fasthosts Internet Inc. uses, maintains and discloses information collected from its customers and users of its website. This website is not directed at children under 13 years of age.

Information We Collect

Fasthosts may request or collect personal information from online users in a variety of ways, including through online forms for ordering products and services, on the telephone when assisting you with account and technical issues, and other instances where users are invited to volunteer such information.

The data we collect is information that identifies you personally, such as:

- Your name
- E-mail address
- Postal address
- Telephone and telefax numbers
- URL
- Credit card and other billing information

Please note that while your email is primarily used for billing purposes, Fasthosts reserves the right to email you special offers, updates, and service-related notices.

Fasthosts may also collect information about how users access the website using a tracking ID unique to each user through the use of cookies.

What are Cookies?

A cookie is a piece of data stored on the user's computer tied to information about the user. We may use both session ID cookies and persistent cookies. For session ID cookies, once you close your browser or log out, the cookie terminates and is erased. A persistent cookie is a small text file stored on your computer's hard drive for an extended period of time. Your browser's help file contains information and instructions for removing persistent cookies. Session ID cookies may be used by Fasthosts to track user preferences while the user is visiting the website. They also help to minimize load times and save on server processing. Persistent cookies may be used by Fasthosts to store whether, for example, you want your password remembered or not, and other information. Cookies used on the Fasthosts website do not contain personally identifiable information.

Log Files

Like most websites, we use log files. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyze trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. However, none of the information stored in our log files, including but not limited to IP addresses, is linked to personally identifiable information.

Disclosure of Personal information

Fasthosts will not share your personal information with a third party without your authorization, either for free or by selling it, except as outlined below. Fasthosts may use and share your personally identifiable information as necessary:

- to provide and support the services which you have ordered;
- to contact customers regarding products and services offered by Fasthosts, and, to the extent the user has agreed to it, by its trusted affiliates, independent contractors and business partners;
- to comply with legal process or other legal requirements, including but not limited to responding to civil or criminal subpoenas, search warrants, national security letters, or other requests for information from law enforcement officials;
- to enforce this Agreement;
- to protect and defend the rights or property of Fasthosts or its officers, agents, affiliates, and licensees;
- to protect the interests of other Fasthosts customers, or
- to conduct research regarding the effectiveness of our website services, marketing, advertising and sales efforts.

Fasthosts may from time to time engage third parties, including its own subsidiaries and affiliated companies, to preserve, analyze or otherwise store or manipulate personal information received by Fasthosts from its customers. In all such cases, third party service providers will be required to treat all such data with the same degree of care as Fasthosts and they will be prohibited from disclosing such data to any other person or party, except as otherwise provided for in this Privacy Policy.

Disclosure of Other Information

Your IP address is transmitted and recorded with each message you send using the Fasthosts Services. Fasthosts may disclose aggregate, anonymous data based on information collected from users to third parties, such as advertisers, investors and potential partners. In such cases, only statistical information will be disclosed and personally identifiable data will be kept strictly confidential.

Special Offers and Updates

You will occasionally receive newsletters or e-mails with information on products, services, or special offers. Out of respect for your privacy, Fasthosts gives you the opportunity to opt-out from receiving these types of communications.

Service Announcements

On rare occasions, it is necessary to send out a strictly service-related announcement, if, for instance, our service is temporarily suspended for maintenance. These communications are not promotional in nature and, generally, you may not opt-out of these communications,

Other Sites

The Fasthosts website contains links to other sites. Please be aware that Fasthosts is not responsible for the privacy practices of such other sites. We encourage you to read the privacy statements of each and every website that collects personally identifiable information. The Fasthosts Privacy Policy as described herein applies solely to information collected by Fasthosts.

Maintenance of Information

Certain information provided to Fasthosts is saved indefinitely and may be stored on one or more databases directly or indirectly maintained by Fasthosts, whether in the United States or elsewhere. Fasthosts employs industry-standard security measures to protect the confidentiality of the information. While we cannot guarantee that loss, misuse or alteration of data will not occur, we make every effort to prevent such occurrences. Any other particularly sensitive information, such as credit card numbers collected for commercial transactions, is encrypted prior to transmission by you to Fasthosts.

Your Responsibility

You are responsible for the security of your Customer ID and passwords. Make sure you keep them in a safe place and do not share them with others. Always remember to log out after your session ends to ensure that others cannot access your private personal information. You should take this precaution even if you are not using a public computer, such as at a library or internet café, but even when using your private computer in your home.

Your Customer

You are responsible for the privacy of your customer's or, in the case of Resellers, your End-User's information. To the extent that you collect personally identifiable information you are responsible for ensuring that you and, in the case of Resellers, your End Users have a prominently posted privacy policy which is at least as protective of information as is this policy.

Questions

Any questions concerning this Privacy Policy may be directed by e-mail to PrivacyPolicy@fasthosts.com. To report abuse, please send an e-mail to abuse@fasthosts.com.

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Updated on Sep 24, 2008