

AquaHost Privacy Policy

Contact us:

E-mail: contact@aquahost.io

Live chat: <https://aquahost.io>

Discord: <https://discord.gg/D9WFS2RYV>

The type of personal information we collect

We currently collect and process the following information:

- Forename and surname
- Email address
- Physical address
- Phone number
- IP address

We use Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to help us analyse how users interact with our website. The information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of our website, compiling reports on website activity for website operators, and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

By using our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. You can prevent Google Analytics from recognizing you on return visits to this website by disabling cookies on your browser. You can also opt-out of Google Analytics tracking by installing the Google Analytics opt-out browser add-on, which is available at: <https://tools.google.com/dlpage/gaoptout>.

Additionally, we use the Reddit tracking pixel, which is a tool provided by Reddit, Inc. ("Reddit"), to track user activity on our website. The Reddit tracking pixel collects information such as your IP address and browser type, as well as information about how you interact with our website, including the pages you visit and the actions you take. This information is used to help us better understand how our website is being used and to improve our website and advertising efforts. Reddit may also use this information for their own advertising and analytics purposes.

By using our website, you consent to the processing of data about you by Reddit in the manner and for the purposes set out above. If you would like to opt-out of Reddit tracking, you can do so by disabling cookies in your browser settings or by opting out of Reddit's personalized advertising by visiting their Ad Preferences page at <https://www.reddit.com/personalization>.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You purchased services from AquaHost
- You contacted AquaHost

We use the information that you have given us in order to prevent fraud, to be able to contact you, and to provide a contract.

Billing info may be passed to a third-party payment gateway for the purpose of processing your payment and preventing fraudulent activity. We do not collect nor store your card details, and instead this is handled by third-party payment gateways. Stripe's privacy policy can be found at <https://stripe.com/privacy>

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing your information are:

(a) We have a contractual obligation.

(b) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal information while you are actively using our services. If you have not paid for a service for over a year and have not logged in for over a year, we will then securely purge your data from our servers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at contact@aquahost.io if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at contact@AquaHost.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>