



# **Privacy Policy**

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xHost Solutions prides itself on protecting your privacy and developing technology to give you the most powerful and safe online experience possible.

By using our services, you agree to the use of the data that we collect in accordance with this Privacy Policy. The purpose of this Privacy Policy is to enable you to understand what personal information of yours is collected, how and when we might use or share your information, and how you can correct any inaccuracies in the information. This Privacy Policy also explains our online information practices and the choices you can make about the way your information is collected and used.

If you have any questions regarding this Agreement, please contact us by emailing [sales@xhostsolutions.com.au](mailto:sales@xhostsolutions.com.au)

By using the XHost Solutions website, you consent to the data practices described in this Privacy Policy.

Last updated 09 July 2018.

## **1. Definitions**

- 1.1 “Provider” or “xHost Solutions” refers to xHost Solutions Proprietary Limited, with ABN 68 136 049 280 and ACN 136 049 280
- 1.2 “Service” or “Services” refers to the products or services ordered from xHost Solutions
- 1.3 “Customer” refers to the person or organisation purchasing or receiving a product or service from xHost Solutions.
- 1.4 “Customer Service” means the relationship between xHost Solutions staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.5 “MyAccount” refers to the billing account supplied to the Customer upon registration, accessible at <https://myaccount.xhostsolutions.com.au/clientarea.php>.

## **2. Acceptance**

- 2.1 The Customer signified acceptance of our Privacy Policy, as well as our Acceptable Use Policy, and Terms of Service when they submitted their order to xHost Solutions for Services, and that order was accepted.

## **3. General Privacy Policy**

- 3.1 xHost Solutions may use the information that we collect from you:
  - a. to advertise our services and the Website;

- b. for our internal administrative, marketing and planning requirements;
- c. to compile and report statistics, with all the relevant personal and/or proprietary information de-identified prior to the completion of such statistics; and
- d. for purposes that are expressly permitted under any agreement with you.

#### **4. Personal Information Collection and Use**

- 4.1 xHost Solutions does not collect personally identifiable information about individuals except when such individuals specifically provide such information on a voluntary basis.
- 4.2 When you visit our Website you will be asked to complete an online form to submit information about you to us. Such information may include:
  - a. your name;
  - b. your contact details such as your telephone number, physical address and email address; and
  - c. information that allows us to process your payment to us, such as bank account details and credit card information.

#### **5. What we do with Your Personal Information**

- 5.1 We collect, hold and use your personal information for a number of purposes, generally, we use the information that we collect to:
  - a. assist us in providing goods and services to you;
  - b. contact you or respond to your queries;
  - c. display, update and maintain the content of the Website;
  - d. tailor your experience of the Website and our communications to you; and
  - e. send information about product launches and promotions, regular email communications or newsletters outlining news, services or events.

#### **6. To whom will xHost Solutions disclose my personal information?**

- a. We do not disclose contact information about you publicly or to other third parties by us unless it is authorised or required by law (or when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on us in relation to the Website) or as otherwise outlined in this policy.
- b. From time to time, we will also disclose your personal information (on a confidential basis) to agents and others that we use in the ordinary operation of our business, such as account and billing, shipping and fulfilment, marketing and promotion, user experience research and surveys, website hosting and support and maintenance. We will only disclose your information to the extent required for the limited purpose of the third party providing services contracted to us so that we may service you.
- c. If xHost Solutions is involved in a merger, acquisition, or sale of all or a portion of its assets, your personal information or other information may be part of the transferred assets
- d. We may also disclose aggregated data (in a form that does not identify you individually) to our advisors for the purposes of conducting market and user experience analysis.
- e. While we store the majority of the personal information that we collect from you in Australia, we may from time to time store some of the information in a computer server located in another country. We will take such reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

## **7. Testimonials**

- 7.1 We may from time to time publish customer testimonials on our website, in social media profiles and within advertising creative material. These testimonials may contain personally identifiable information. We obtain your written consent at the time the testimonial is recorded. If you want your testimonial removed, please contact us at [privacy@xhostsolutions.com.au](mailto:privacy@xhostsolutions.com.au).

## **8. Manner of Collection**

- 8.1 We will use reasonable endeavours to only collect information directly from you. If you are disclosing details of another person (for example, where you are subscribing on their behalf), it is your sole responsibility to ensure that that person understands and consents to the collection, use and disclosure of their personal information in the manner set out in this policy.

## **9. Website User Experience Tracking**

- 9.1 We may use Google Analytics Advertising products: Remarketing with Google Analytics and Google Analytics Demographics and Interest Reporting. Google Analytics collects data about our site traffic via Google Advertising cookies and anonymous identifiers. Data collected via these Google products is not linked with any personally identifiable information you submit while on our Website. If you wish to opt out of the Google Analytics data collection, you may do so on Google's website at <https://tools.google.com/dlpage/gaoptout/>.
- 9.2 As is true of most websites and mobile applications, we and, in some instances, our third party tracking-utility partners gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.
- 9.3 We use this information, which does not identify individual users, to analyse trends, to administer the Website, to track users' movements around the Website and to gather demographic information about our user base as a whole.
- 9.4 Technologies such as: cookies, beacons, tags and scripts are used by xHost Solutions and our partners (marketing and development partners), affiliates, or analytics or service providers (online customer support provider, email marketing system). These technologies are used in analysing trends, administering the site, tracking users' movements around the site and to gather demographic information about our user base as a whole. We may

receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

- 9.5 We use cookies for authentication purposes and to tailor the site to user preferences. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.
- 9.6 We may use local storage objects (LSOs) such as HTML5 to store content information and preferences.
- 9.7 Third Parties, with whom we partner to provide certain features on our site or to display advertising based upon your web browsing activity, use LSOs such as HTML5 to collect and store information.

## **10. Social Media Features**

- 10.1 The Website includes Social Media Features, such as the Facebook Like button. These features may collect your IP address, which page you are visiting on our Website, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our Website. Your interactions with these features are governed by the privacy policy of the company providing them.

## **11. Marketing Material**

- 11.1 We may use your personal information to provide you with material, promotions and communications from time to time about services and products available to you from us, or from other service providers in partnership with us, or to invite you to continue to use our services. This information will only come from us. We will not onsell your personal information to other providers without your consent.

11.2 You may opt out of receiving promotional materials from us at any time by contacting us at [privacy@xhostsolutions.com.au](mailto:privacy@xhostsolutions.com.au) or by following the 'unsubscribe' link on the relevant promotional emails.

## **12. Protecting and Maintaining Personal Information**

12.1 We will take all reasonable steps to protect the information we hold about you from unauthorised access, use and disclosure, however we cannot guarantee that our systems and stored data will be completely free from third party interception or are free from corruption.

## **13. If you have concerns**

13.1 If you have any concerns about how we handle your personal information or require further information, please contact the Privacy Officer at [privacy@xhostsolutions.com.au](mailto:privacy@xhostsolutions.com.au) Also use this contact if you no longer consent to receiving marketing material from us, or to the posting of your personal information on the Website.