



Privacy Policy

1. Descriptions

- 1.1. "Customer" is the person who has bought or wishes to buy services from Hostaroos.
- 1.2. "Customer Service" is the relation between the customer and Hostaroos for the better convenience of the customer. This includes handling the customer queries by the Hostaroos team.
- 1.3. "Service" or "Services" refers to all the services provided by Hostaroos. Services provided by the Company are mentioned and explained clearly on the website. Web space, email hosting, FTP services, SSL, VPS, Domain registration, and SMS services are all explained on purchase via email by Hostaroos and on sign up by the user.
- 1.4. "Hostaroos" means Hostaroos IP Services.

2. Collection of Information

- 2.1. The personal information Hostaroos collects from you includes your full name, postal address, phone number, email address, date of birth and other similar details. All of this information is collected from you face to face, on phone call, email, through our agents or partners and resellers.
- 2.2. At the time of purchase, we collect customer's payment details such as credit card numbers. Once the payment is made the number is deleted permanently and is not store in our databases.

3. Use of Information

- 3.1. The collected information is used to register you as our customer and for providing the services asked by the customer. This includes accounts and billing, sales, and after-sale services i.e. support and maintenance.
- 3.2. Hostaroos is an attributed domain and hosting providing company and we are bound to provide the personal information collected from you to publically available database

knows as WHOIS database. The reason behind this rule is that all the users of the internet have the right to see the personal details of registrants. All the internet industry agreed upon this and that is why we have no control over that.

3.3. The information collected from you can also be used by Hostaroos for marketing purposes, for improving our services range and quality and for improving the customer's level of satisfaction by taking the feedback. However, you can always choose to unsubscribe from emails or calls by contacting our support team.

3.4. Any of the services or products purchased from us that are provided by third party companies is subjected to share your personal information with third party companies. The products or services include SMS Credits, SEO services, SLL, etc.

4. Disclosure of information to third parties

4.1. The information you provide to Hostaroos is shared within a group of entities which serves the purpose of keeping your products and services running smoothly and up to date.

4.2. The information shared with third parties is also used to provide quality support to the customers

4.3. All the entities containing your personal information share the same responsibility and commitment to protecting your personal information.

5. Updating your Information

5.1. If you wish to alter any of your information like postal address or phone number you can contact our support team and consider it done.

5.2. In case of the submission of any wrong information, the process is the same as updating your information. Contact our support team.

6. Keeping your information secure

6.1. Keeping your information safe is our top priority and we do have taken some serious security measures for that. However, risks and ambiguities are always involved.

6.2. From within the company, not all the employees have access to your data. The security measures we have taken involve blocking unauthorized access to your data within the Company (Hostaroos).

7. Acceptance of privacy policy

7.1. We want our customers to read and understand this privacy policy clearly. On ordering a service or product from Hostaroos we consider the customer has accepted the term of use and privacy policy and thus the order is accepted.

8. Changes in Privacy Policy

1. 8.1. Hostaroos reserve the right to amend this privacy policy at any time without informing the customers. The changed privacy policy will be in effect once published to the website.
2. 8.2. If the customer continues the use of services and products that will conclude the acceptance of the agreement by the customer. In case the customer does not accept the privacy policy he/she can cancel his/her services.

If you have any questions about the above-written terms of service you can contact our customer support team at

support@hostaroos.com.au