

## Host Geek Privacy Policy

As used in this Agreement, "us" and "we" means Host Geek and "Customer", "you", or "your" means you. When placing an order on our website, by ticking the Terms and Conditions box, you acknowledge that you have read the Agreement, and you agree to its terms and conditions and all policies posted on the Host Geek web site. As referred to in this Agreement, "Site" refers to a World Wide Web site and "Host Geek Site" refers to the Site located at the URL <https://www.hostgeek.com.au>, or any other successor Sites owned or maintained by Host Geek.

### 1. Upholding Your Privacy

Host Geek is dedicated to maintaining the privacy of our customers because we value our relationship with our customers. Once you have chosen to become a Host Geek customer, we assure you that your personal information will be exclusively used to provide you with the services you have requested.

When you establish Internet related services with Host Geek, you will be asked to provide contact and payment information. The contact information will include your name, address, phone number and email address. The payment information typically includes your PayPal email address, credit card number. In the normal course of providing our Internet related services, we also create and maintain other information such as contact history, email history, account status, account usage, plan type and support requests. All information collected by Host Geek will be used for the sole purpose of maintaining our relationship with you as a customer in our effort to provide the best service possible.

### 2. How We Use Customer Information

We do not sell or rent customer information.

We may use customer information to inform customers of system and service related issues including: system interruptions, scheduled maintenance, network downtime, newly added services or features and other communication directly relevant to the provision of our service.

We may share customer information with partner companies when a customer has requested a service or product provided by that company. The information given will only be that which is necessary to implement the service or product requested, and will only be provided if that company agrees to adhere to our Privacy Policy.

We may disclose specific information about you ONLY if necessary to do so by law or based on our good faith belief that it is necessary to conform or comply with the law or is necessary to protect the users of our Web site, the site or the public.

We will disclose customer information to name, contact, or bring legal action against persons causing harm or interfering with the rights or property of Host Geek, our customers, or affiliates.

### 3. Updating / Maintaining Your Personal Information

We make efforts to keep your personal information accurate and up-to-date. To do this, we provide you with the opportunity to view, update or modify your personal information including billing information by logging into Host Geek's secure Client Portal – <https://clients.hostgeek.com.au/>

#### 4. Storage & Security of Your Personal Information

The security of your personal information is important to us. When you enter sensitive information on our registration or order forms, we encrypt that information using secure socket layer technology (SSL).

We store your information in a secure environment that is accessible to authorised Host Geek staff only. All billing or financial information is securely encrypted and not retrievable by unauthorised parties.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the internet, or method of electronic storage is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute.

Host Geek consistently monitors the integrity and security of all customers' personal information and will make its best effort to ensure the security and confidentiality of your personal information, should a breach of your privacy be detected in any way Host Geek will notify you within 48 hours of discovering such a breach.

#### 5. Changes to This Policy and Question About Privacy

Host Geek reserves the right to make changes to this policy at any time, as deemed necessary by us. Changes will be effective immediately once updated on the Host Geek websites. It is up to the customer to check upon these whenever necessary. We will send out a notification should there be changes of a material nature. A current version is always available via our website <https://www.hostgeek.com.au/terms-and-policies>.

If you have any questions about this privacy policy, please email [support@hostgeek.com.au](mailto:support@hostgeek.com.au), call 1300 722 504 or +61 3 7018 7500, or raise a ticket in the Host Geek Client Area.