

Privacy Policy

Protecting your Privacy

At Network Online, we are committed to respecting your Privacy. We recognise that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. Our Privacy Policy is designed to protect your personal information and to be clear about what information we may retain and how any information you provide us with, or information regarding your use of our services, may be used.

Our Privacy Policy is part of our Service Agreement with you.

1. Our Service Agreement

This "Privacy Policy" is part of our Service Agreement with you. Our Service Agreement comprises the following documents:

1. [Terms of Service](#).
2. [Acceptable Use Policy](#).
3. Privacy Policy.
4. [Shared Hosting Refund Policy](#).
5. [Mass Email Policy](#).
6. Our "Service Agreement" may also be referred to as the "Agreement".

2. What information does Network Online collect and how is it used?

Without limitation, any of the following data may be collected:

- IP address (automatically collected);
- web browser type and version (automatically collected);
- operating system (automatically collected);
- list of URLs starting with a referring site, your activity on this Web Site, and the site you exit to (automatically collected); and
- Cookie information (see clause 4.0 below).

At times, we may request that you supply us with personal information. This information is usually requested in connection with an online transaction or the supply of a service.

- When you place an order, we require the following personal information:
 - name;
 - email address;
 - shipping address;
 - billing address;
 - telephone number;
 - additional contacts and their personal details
 - demographic information such as post code, preferences and interests;
- Your personal information is stored on Network Online's internal accounting database for the purpose of maintaining your account and complying with statutory requirements (e.g. invoices must be retained for 7 years). Some personal details may also be stored on online databases where this information is required to provide you with service(s).
- When you open an account, or use any of our services, Network Online may collect additional information. This includes:
- **Log Information**

Log files are created and retained for most services. These log files will be backed up and retained by Network Online, and may contain personal information including, but not limited to, emails sent and received including the sender and receiver information, incoming and outgoing server traffic including protocols used, IP information, and web pages sent & received, FTP account usage and data transfer information, and copies of all databases. This information could be used to identify you personally and to provide detailed information about your online activities when using our services. This information is primarily collected to provide support, monitor performance, and identify any potential problems, but it may also be used to investigate complaints and to monitor the use of our services by you.
- **Backups**

Network Online operates a backup facility that you may select to use. We also keep backups of most log files. Our Backups may include essential system files and other files stored on our servers, including emails and other private information. All information stored on our backup servers is either scrambled or encrypted, and backup files may not be read directly by personnel of Network Online.

3. **How does Network Online protect customer information?**

We are committed to protecting all customer data that we collect against unauthorised access, disclosure, alteration, or destruction. Our Information Security policy is available on request.

4. **What about "cookies"?**

"Cookies" are small pieces of text information that are stored by your browser on your computer's hard drive. Our web site does not use any permanent cookies to track or manage your information. Our web site does not use third party cookies.

5. **Will Network Online disclose the information they collect to outside parties?**

Network Online may store and disclose personal information as allowed or required by applicable law, including making disclosures that are necessary to:

- protect the rights, safety or property of users of our services, the public, Network Online, our suppliers or connected third parties; and
- conform to legal or regulatory requirements; and
- assist any competent or legal authority who has a right to view or receive such information regarding your use of our services

Network Online WILL NOT trade, sell or rent your personal information with any unconnected third parties, or with any party that does not provide an essential service to Network Online. We WILL NOT sell or provide your information to any mailing list or any other party.

6. **Your Consent**

By using our web site, or by purchasing a service, you consent to the collection and use of this information by Network Online. If we decide to change our Privacy practices, we will post those changes on this page so that you are always kept informed of what data we collect, how we use it, and under what circumstances we disclose it. Please check this page for changes from time to time to make sure that you are aware of our latest Privacy practices.

7. **Your rights**

- You have the right to request a copy of the personal data that we hold about you.
- You may withdraw consent for Network Online to use your personal data at any time.
- You have the right to request a correction to information that we hold about you.
- You have the right to lodge a complaint with a supervisory authority if we fail in our obligations to protect your data.