

## PRIVACY POLICY

### 1. Introduction

This Privacy Policy describes Sprinthost, LLP's ("we", "us", "our") current policies and practices regarding personal data collected by Sprinthost, LLP through its website: [sprinthost.com](https://sprinthost.com) and other Sprinthost, LLP related websites, landing pages and other services.

Our Terms of Service govern all use of our Service and, together with our Privacy Policy, constitute your agreement with us ("Agreement").

We use your information to provide and improve the Service. By using the Service, you consent to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms of Service.

### 2. Definitions

SERVICE means the <https://sprinthost.com> website operated by Sprinthost, LLP.

PERSONAL DATA means data about a living individual who can be identified from that data (or from those and other information either in our possession or likely to come into our possession).

USAGE DATA is data collected automatically either generated by the use of Service or from Service infrastructure itself (for example, the duration of a page visit).

COOKIES are small files stored on your device (computer or mobile device).

DATA CONTROLLER means a natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your data.

DATA PROCESSORS (OR SERVICE PROVIDERS) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

DATA SUBJECT is any living individual who is the subject of Personal Data.

THE USER is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

### 3. Types of Data Collected

#### 3.1. Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- a) Email address;
- b) First name and last name;
- c) Phone number;
- d) Address, State, Province, ZIP/Postal code, City;
- e) Cookies and Usage Data.

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link.

#### 3.2. Usage Data.

We may also collect information that your browser sends whenever you visit our Service or

when you access Service by or through a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access Service with a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

### 3.3. Cookies

We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- a) Session Cookies: We use Session Cookies to operate our Service.
- b) Preference Cookies: We use Preference Cookies to remember your preferences and various settings.
- c) Security Cookies: We use Security Cookies for security purposes.
- d) Advertising Cookies: Advertising Cookies are used to serve you with advertisements that may be relevant to you and your interests.

### 3.4. Other Data

While using our Service, we may also collect the following information: sex, age, date of birth, place of birth, passport details, citizenship, registration at place of residence and actual address, telephone number (work, mobile), professional training, information on marital status, family members, social security (or other taxpayer identification) number, office location and other data.

## 4. Use of Data

Sprinthost, LLP uses the collected data for various purposes:

- a) to provide and maintain our Service;
- b) to notify you about changes to our Service;
- c) to allow you to participate in interactive features of our Service when you choose to do so;
- d) to provide customer support;
- e) to gather analysis or valuable information so that we can improve our Service;
- f) to monitor the usage of our Service;
- g) to detect, prevent and address technical issues;
- h) to fulfill any other purpose for which you provide it;
- i) to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- j) to provide you with notices about your account and/or subscription, including expiration

and renewal notices, email-instructions, etc.;

k) to provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information;

l) in any other way we may describe when you provide the information;

m) for any other purpose with your consent.

## 5. Duration of the Client's data retention

5.1. Sprinthost, LLP retains the Client's Personal Data for the period of time necessary to carry out relevant activities, as permitted by applicable law. Personal Data, that the Client has communicated to the Service upon registration and subsequently through the use of the Service, will be retained by the Service as long as the Client remains the Client of the Service.

5.2. Service reserves the right to store the Client's Personal Data for a longer period of time than provided in paragraph 5.1., when it is performed in order to fulfill the legal obligations of the Service (including law enforcement requests, dispute resolution), ensure compliance with applicable law or when the relevant Personal Data is stored on the basis of the Service's legitimate interests (including security reasons, prevention of fraud).

## 6. Transfer of Data

6.1. Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

6.2. If you are located outside of the United Kingdom and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United Kingdom and process it there.

6.3. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

6.4. Sprinthost, LLP will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

## 7. Disclosure of Data

We may disclose personal information that we collect, or you provide:

a) Disclosure for Law Enforcement.

Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities.

b) Business Transaction.

If we or our subsidiaries are involved in a merger, acquisition or asset sale, your Personal Data may be transferred.

c) Other cases.

We may disclose your information also:

- to our subsidiaries and affiliates;
- to contractors, service providers, and other third parties we use to support our business;
- to fulfill the purpose for which you provide it;
- for the purpose of including your company's logo on our website;
- for any other purpose disclosed by us when you provide the information;

- with your consent in any other cases;
- if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.

## 8. Protection measures

8.1. Sprinthost, LLP works hard to protect its Clients from unauthorized access to or alteration, disclosure or destruction of their Personal Data. Yet, as any other technology companies, although Sprinthost, LLP takes steps to secure Client's information, it could not be promised or guaranteed, that unauthorized access, hacking, data loss, or other breaches will never occur.

8.2. Sprinthost, LLP reserves the right to suspend the Client's account without notice if there is a reasonable suspicion of breach of security or unauthorized access to such an account. If you believe that your account or information is no longer secure, please notify Sprinthost, LLP immediately by sending a message to [admin@sprinthost.com](mailto:admin@sprinthost.com).

8.3. The Client should take reasonable steps in order to keep his/her Personal Data (including the account's password) safe. It is recommended that the Client does not share the account's password with anyone.

## 9. Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Union (EU) and European Economic Area (EEA), you have certain data protection rights, covered by GDPR.

We aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please email us at [admin@sprinthost.com](mailto:admin@sprinthost.com).

In certain circumstances, you have the following data protection rights:

- a) the right to access, update or to delete the information we have on you;
- b) the right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete;
- c) the right to object. You have the right to object to our processing of your Personal Data;
- d) the right of restriction. You have the right to request that we restrict the processing of your personal information;
- e) the right to data portability. You have the right to be provided with a copy of your Personal Data in a structured, machine-readable and commonly used format;
- f) the right to withdraw consent. You also have the right to withdraw your consent at any time where we rely on your consent to process your personal information;

Please note that we may ask you to verify your identity before responding to such requests.

Please note, we may not be able to provide Service without some necessary data.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

## 10. Payments

10.1. We may provide paid products and/or services within Service. In that case, we use third party services for payment processing (e.g. payment processors).

10.2. We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is

governed by their Privacy Policy. These payment processors adhere to the standards set by PCIDSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment processors we work with are: Stripe. Their Privacy Policy can be viewed at: <https://stripe.com/us/privacy>

#### 11. Children's Privacy

Our Services are not intended for use by children under the age of 12 ("Children").

We do not knowingly collect personally identifiable information from Children under 12. If you become aware that a Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from Children without verification of parental consent, we take steps to remove that information from our servers.

#### 12. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

#### 13. Contact Us

If you have any questions about this Privacy Policy, please contact us:

By email: [admin@sprinthost.com](mailto:admin@sprinthost.com).