

Privacy Policy for Crystallized Hosting LTD

Last Updated: 5rd May 2023

At Crystallized Hosting LTD ("Company", "we", "our", "us"), we respect your privacy and are committed to protecting it through our compliance with this policy. This privacy policy describes how we collect, use, and disclose personal information in connection with our game server hosting services. We are based in the United Kingdom and comply with the General Data Protection Regulation (GDPR) and other applicable data protection laws. Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. By using our services, you agree to this privacy policy.

1. Information We Collect

We collect personal information from you when you register for our services, including:

- Name
- Address
- Phone number
- Email address

We also collect billing information when you make a purchase, such as:

- Payment method (Stripe, PayPal)
- Transaction details

In addition, we collect IP addresses for security, analytics, and troubleshooting purposes.

2. How We Use Your Information

We use your personal information for the following purposes:

- To provide our services and support
- To process payments and fulfil orders
- To communicate with you about your account, services, and promotions
- To improve and personalise our services
- To comply with legal obligations and enforce our terms of service

3. Disclosure of Your Information

We may share your personal information with third parties, such as payment processors (Stripe, PayPal) to process transactions. We may also disclose your information:

- To comply with legal obligations or respond to legal requests
- To protect the rights, property, or safety of our company, our users, or others
- In connection with a merger, sale, or transfer of assets

4. Data Retention

We retain your personal information for as long as necessary to provide our services and fulfil the purposes for which it was collected, or as required by law.

5. Your Rights and Choices

Under the GDPR and applicable data protection laws, you have certain rights regarding your personal information. These rights include:

- The right to access your personal information
- The right to rectify inaccurate information
- The right to erase your information in certain circumstances
- The right to restrict processing of your information
- The right to object to certain processing activities
- The right to data portability

To exercise these rights or update your preferences, please contact us at support@crystallized.host.

6. Data Security

We take appropriate security measures to protect your personal information from unauthorised access, use, or disclosure. However, no method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your information.

7. Changes to This Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by updating the "Last Updated" date at the beginning of this policy and, where appropriate, through other communication channels.

8. Contact Information

If you have any questions or concerns about this privacy policy or our data practices, please contact us at:

Crystallized Hosting LTD Email: support@crystallized.host

Your continued use of our services after any changes to this policy constitutes your acceptance of the updated policy.

9. International Data Transfers

As a global company, we may transfer your personal information to countries outside of your country of residence, including the United States, for processing and storage. By using our services, you consent to the transfer of your information to these countries. We take appropriate measures to ensure the security of your information in accordance with this privacy policy and applicable data protection laws.

10. Third-Party Links

Our website and services may contain links to third-party websites, products, or services that are not owned or controlled by us. We are not responsible for the

privacy practices of these third parties, and we encourage you to review their privacy policies before providing them with any personal information.

11. Children's Privacy

Our services are not intended for individuals under the age of 16. We do not knowingly collect personal information from children under 16. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information from our systems.

12. Cookies and Similar Technologies

We may use cookies, web beacons, and other similar technologies to collect information about your use of our services, such as your browsing behaviour, device information, and preferences. We use this information to improve and personalise our services, analyse usage, and deliver targeted advertising. You can manage your cookie preferences through your browser settings.

13. Marketing Communications

With your consent, we may send you promotional emails, newsletters, or other marketing communications. You can unsubscribe from these communications at any time by following the instructions included in each message or by contacting us at support@crystallized.host.

Including these additional sections will provide a more complete picture of your company's data practices and help you comply with applicable data protection laws.

14. Data Protection Officer (DPO)

If your company is required to appoint a Data Protection Officer (DPO) under the GDPR or other applicable laws, include their contact information in this section. The DPO is responsible for overseeing your data protection strategy and ensuring compliance with data protection laws.

Data Protection Officer Email: admin@crystallized.host

15. Governing Law

This privacy policy is governed by the laws of the United Kingdom. If any dispute arises regarding this policy, it shall be resolved in accordance with the laws of the United Kingdom.

16. Updates to Your Personal Information

It is important that the personal information we hold about you is accurate and up-to-date. Please inform us of any changes to your personal information by contacting us at support@crystallized.host.

17. Complaints

If you have any concerns or complaints about the way we handle your personal information, please contact our Data Protection Officer at admin@crystallized.host. You also have the right to lodge a complaint with the appropriate supervisory authority in your country.