

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 <http://www.hostgeek.com.au>, or any other successor Sites owned or maintained by Host Geek.

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. 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.

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.

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/>

Storage & Security of your personal information

Host Geek provides secure (SSL) access to all parts of our Client Portal which is the sole platform where your personal information is viewable.

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.

Host Geek consistently monitors the integrity and security of all customers personal information and will make it's 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.