

Privacy Policy Statement

This Privacy Policy explains how Spiral Hosting will store, use and share information about you. Your privacy is very important and we take our role very seriously; we appreciate your trust and we will handle any information about you carefully and sensibly. By using web hosting services provided by Spiral Hosting, you agree to the practices described in this Privacy Policy.

All organisations with clients in the European Union or the United Kingdom are subject to the GDPR (General Data Privacy Regulation) and need to abide by the new legislation taking effect 25th May 2018. Spiral Hosting confirm we have fully reviewed our services, policies and procedures to comply with the GDPR legislation. For more information on GDPR we recommend visiting www.gdprandyou.ie which has been produced by the Irish Data Protection Commissioner (DPC) based on information agreed by the Article 29 Committee at the European Commission.

In this Privacy Policy, Personal Data refers to “any information relating to a living person”, for example your name, contact details (home or work), date of birth, bank details, tax number, which can directly or indirectly identify you.

What Personal Data does Spiral Hosting collect?

Information You Give Us - We receive and store any information you enter on our Web site or give us in any other way. We use the information that you provide for such purposes as responding to your requests, providing our services (e.g., domain name registration, DNS hosting, hosting, email forwarding), and communicating with you.

Automatic Information - We receive and store certain types of information whenever you interact with us. For example, like many Web sites, we use "cookies," and we obtain certain types of information when your Web browser accesses our sites. Examples of the information we collect and analyze include the Internet Protocol (IP) address used to connect your computer to the Internet; computer and connection information such as browser type and version, operating system, and platform; the full Uniform Resource Locators (URL) click stream to, through, and from our Web site, including date and time. We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. See our Cookie Policy for more information!

What About Cookies? - Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognize your web browser. Besides using the information as described above, Spiral Hosting Limited utilizes cookies to control the flow of the ordering processes by maintaining the state of your online transactions.

Does Spiral Hosting share the Information It Receives?

We may use basic information, such as your IP address to monitor activity on our ordering system, for example, we may check your IP address worldwide spam databases to see if the IP address has been used for illegal activities. This involves

our automated systems passing your IP address. Currently we use MaxMind (<http://www.maxmind.com>) for our online fraud checks. We do not pass your name, address, telephone number, or any other personal information to any third parties. We do not distribute your email address to any third parties.

Domain Registration (Whois) - We are required by the Internet Corporation for Assigned Names and Numbers ("ICANN"), the organization that assumes responsibility for domain name allocation, to collect information about you during the domain name registration process. This information includes your full name, mailing address, phone number, email address, and, where provided, your facsimile number. ICANN then requires all registrars to make your full name, mailing address, phone number, email address, and, where provided, your facsimile number, as well as the creation and expiration dates of your domain name registration and the name server information associated with your domain name, to the public via an interactive Web page and a "port 43" WHOIS service. For the purposes of this Privacy Policy we will refer to this information as your "WHOIS Information." Please note that we may not be able to control how members of the public may use the WHOIS Information.

Third Parties - We engage other companies and individuals to perform functions on our behalf. Examples include processing credit card payments, providing marketing assistance, providing customer services, sending postal mail and email to you, managing customer lists, data entry and data analysis. These persons have access to personal information needed to perform their functions. These companies do not retain, share, store or use personally identifiable information that you provide to Spiral Hosting Limited for any secondary purposes.

Security and Confidentiality

We have implemented strict procedures and security features to protect your Personal Data and prevent unauthorised access. We work to protect the security of your Personal Data by training all our employees in data protection, by reviewing our policies and procedures in line with GDPR best practice, and updating our Terms of Service to comply with all applicable laws.

Our physical premises and datacentre facilities meet the highest security standards. All datacentres are manned 24x7, with CCTV and electronic door access throughout the facility. All guests must have a prior appointment and sign in/out.

We maintain a 24x7 network operations centre which monitors all our infrastructure and managed servers.

Our website and client area utilises SSL encryption and all web pages are 100% HTTPS. Wherever possible we encrypt all Personal Data during transmission and we comply with PCI standards for credit card handling.

Information is stored in encrypted and password protected databases, which records can only be accessed individually based on several security verification methods, such as location, email address, job title, security level, and the reason for record retrieval. All our employees are trained in data protection and privacy laws, and we restrict access to sensitive client information and webhosting data (files, databases and emails) to employees with the appropriate rank and training.

We acknowledge that information you provide to us may be confidential. We will only ever share information with our service providers when it is a necessary to do so, for example to register a domain name. We will never sell, lease or distribute any Personal Data to a third party.

Please note our Privacy Policy does not extend to websites or systems outside our control. If we provide you with a link to a third party website, for example a partner of Spiral Hosting, an online tutorial, or software provider, those websites should have their own Privacy Policy, and we encourage you to review it before submitting your Personal Data. We cannot accept any responsibility or liability for how third parties operate.

Your Rights

If you believe any Personal Data we hold is incorrect or incomplete, you can update it at any time via your Client Area. Please contact us if you have any issues logging in or updating your details. We will always take steps to correct any information providing we can validate your identity and we are satisfied the current information is inaccurate.

You have a legal right to data portability. This means you can request we provide an export file (in JSON format) containing the Personal Data we hold for you. If you are moving provider, you can give the export file to your new provider to make the process easier, providing they are able to import it.

You have a legal right to data erasure, or “the right to be forgotten”. This means you can request we permanently delete any Personal Data we hold about you, where it is no longer necessary for the purpose it was collected and where we have no other lawful basis for keeping it. Please note there are exceptions to this, for example we need to retain some information for legal and tax reasons.

Requests can be made by opening a support ticket with our Privacy Department (privacy@spiralhosting.com).

Your Responsibilities

If you are using our hosting services to store or process Personal Data, for example information relating to your clients, orders, a mailing list etc., then you have a legal responsibility to comply with all applicable data protection laws. For any data relating to EU citizens, you must abide by GDPR legislation (whether you are in the EU or not).

In some countries you are required to register as a Data Controller with your local data protection authority.

In the UK, under the Data Protection Act 1998 there is a legal requirement for organisations to register with the Information Commissioner’s Office (ICO).

<https://www.gov.uk/notification-to-process-personal-data>

Some exemptions apply to not-for-profit organisations and recreational activities.

In Ireland, the Data Protection Commissioner has removed the requirement for data controllers to register from 25th May 2018 and are focusing more on the concept that GDPR effects all organisations. Please see <http://gdprandyou.ie/organisations/>

It's important that you check with the authority in your country.

Our Company Organisation

SPIRAL HOSTING HAS A GLOBAL PRESENCE AND YOUR PERSONAL DATA MAY BE TRANSFERRED INTERNATIONALLY FOR US TO PROVIDE YOU WITH SERVICES. YOUR PERSONAL DATA MAY BE ACCESSED, TRANSFERRED AND/OR STORED WITH OUR IRISH, UK, OR AUSTRALIAN COMPANY FOR THE PURPOSE OF PROVIDING SERVICES. YOUR PERSONAL DATA WILL ALSO BE STORED AT THE LOCATION WHERE YOU HAVE PURCHASED HOSTING (FOR EXAMPLE AN IRISH CLIENT MAY PURCHASE HOSTING IN CHICAGO, A UK CLIENT MAY PURCHASE HOSTING IN SINGAPORE, AN AUSTRALIAN CLIENT MAY PURCHASE HOSTING IN DUBLIN ETC.).

CLIENTS IN AUSTRALIAN AND NEW ZEALAND WHO ARE CHARGED IN AUD CURRENCY ARE CLIENTS OF OUR COMPANY IN MELBOURNE, AUSTRALIA. ALL OTHER CLIENTS (CHARGED IN EUR, GBP, USD, CAD) ARE CLIENTS OF OUR MAIN COMPANY HEADQUARTERED IN BELFAST, N IRELAND.

*Please note we are closely monitoring Brexit and its implications. It's possible our Irish company will become the principal company for EU clients in 2019.

Our company details are:

Spiral Hosting Limited - Company Number: NI063784
3rd Floor, 60 Great Victoria Street, Belfast, BT2 7ET, N Ireland, UK

Spiral Hosting Limited - Company Number: 513696
Unit B15 South City Business Park, Tallaght, Dublin D24 N79F, IRELAND

Spiral Hosting Pty. Limited - ACN 615 483 899.
77 Station Street, Malvern, VIC 3144, AUSTRALIA

Our current hosting locations are:

- Dublin, Ireland
- London, United Kingdom
- Chicago, USA

- Montréal, Canada
- Toronto, Canada
- Singapore
- Frankfurt, Germany
- Amsterdam, Netherlands
- Sydney, Australia

Questions About This Privacy Policy

If you have any questions or concerns, please don't hesitate to contact us. Please open a support ticket with our Privacy Department via your Spiral Hosting client area (or by emailing privacy@spiralhosting.com). We will respond to all requests via support ticket within 7 days.

You can also write to us at the office addresses above. We will respond to all requests by post within 30 days.