

Privacy Policy Statement

This Privacy Policy explains how Spiral Hosting Limited will 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 sensitively. By using web hosting services provided by Spiral Hosting Limited, you agree to the practices described in this Privacy Policy.

Information you give us - We receive and store any information you enter on our website 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 websites, we use "cookies," and we obtain certain types of information when your Web browser accesses our sites. Examples of the information we collect and analyse 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 website, 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!

Does Spiral Hosting Limited. 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 against 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 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 and email address. ICANN then requires all registrars to make available this information 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 and indeed yours. 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.

How Secure Is Information About Me? - We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input and the information we may send to our agents. Information is stored in encrypted and password protected databases, which 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.

What Information Can I Access? - You can request any information we hold on record for you. Requests can be made by opening a support ticket with our Billing/Accounts Department.

We're Data Protection Registered – Spiral Hosting Limited is registered to the [Information Commissioners Office](#) in the UK and the [Data Protection Commissioner](#) in Ireland. We are bound by their policies as well as our own and, as data controllers, we understand our role and its responsibilities and endeavour to protect you and your information at all costs.