

## PRIVACY NOTICE

Last modified 1 January 2023. Contains 5 pages.

### ABOUT US

Mauritius.biz Hosting (“we, “our”) is based in Port Louis, Mauritius and is a leading provider of online tools for businesses to establish and build their web presence, get found in online search and connect with customers.

We care about protecting the personal information of our customers and visitors who use our website, mobile applications, products or services (collectively, our “Users”). This Privacy Notice provides details about how your personal information is collected, shared and used by us.

### INFORMATION COVERED BY THIS PRIVACY NOTICE

This Privacy Notice, which may also be referred to as a “privacy policy” on some websites, covers personal information, including any information we collect, use and share from you, as described further below. This Privacy Notice applies to all our websites, emails, platforms, brands, products, services and mobile applications (collectively, the “Services”). This Privacy Notice does not cover how our Users may use or share data that they collect using our Services.

When you purchase a Service from us, your personal information will be collected, used and shared consistent with the provisions of this Privacy Notice.

### YOUR CONSENT

By using our Services, you are acknowledging that you have agreed to our Service Agreement and that you have read and understood this Privacy Policy, and that you consent to your information being used for the purposes and for the manner described in this Privacy Policy. For children under the age of 18 to order or use our Services, a parent or legal guardian must provide the consent on their behalf.

You may withdraw your consent to our management of your personal information, at any time, subject to legal and contractual restrictions, upon reasonable notice. However, such a withdrawal may reduce our ability to provide you with certain Services.

### INFORMATION YOU VOLUNTARILY PROVIDE TO US

In the course of your use of the Services, we obtain the following information about you as described below.

We collect the following information from you when you provide it to us:

- Information you provide prior to any registration process, such as your email when you provide it to us.
- Information that you provide during any registration process, including domain name registra-

tions (such as your name, company name, email address, phone number, billing address or credit card information, geographic location and industry).

- Information and content provided to or acquired by support, including but not limited to information and content provided or acquired through email or phone calls.
- Information you provide, when you call or email us (for support or otherwise) or when you use our products or Services.
- Payment information, including credit card data and billing address that you provide to us (by way of our Services or otherwise) when you purchase some of our Services.

## INFORMATION WE COLLECT ABOUT YOUR USAGE AND DEVICES

We collect data relating to your online activity on our websites, including the following:

- Your IP address, browser type and version, geographic location and operating system version.
- Method of communication you use to interact with our Services including device identifiers.
- How you got to our Services and any links you click on to leave.
- Pages you view including your interactions with any videos we offer.
- When you update your information, communicate with us or order new Services.
- Metadata about your use of our Services and emails we send to you (including clicks and opens).
- Metadata about how your customers, contacts and users interact with the Services we provide you.
- Issues you encounter requiring our support or assistance.

We store the data we collect in a variety of places within our infrastructure, including system log files, back end databases and analytics systems.

## INFORMATION WE ACQUIRE FROM SOCIAL MEDIA

- We collect information from third party social networking sites, including information that they provide to us if you use your credentials at such social networking sites to log into some of our Services (such as your name, social media account name and email address).
- The information you allow us to access varies by social networking site, and depends on the level of privacy settings you have in place at the social networking site. You can control and find out more about these privacy settings at the applicable social networking site.

## INFORMATION WE ACQUIRE FROM OTHER SOURCES

We also collect the following information from other sources:

- Information you provide to us at seminars or to our partners.
- Information you provide to us in surveys.
- Information that is publicly available.
- Information you consent to us receiving from third parties.

We may collect demographic information (such as postal code, gender, date of birth, and/or age), and use this data to tailor your experience, ensure you are at least 18 years of age to use our Services, and perform general improvements to our Services. No personally identifiable information will be linked to such aggregated demographic information.

We also collect information that you may provide during your telephone conversations with us, which we may monitor or record.

## HOW WE USE YOUR INFORMATION

We use the information we collect, both on its own and combined with any other information we collect about you, for the following business and commercial purposes:

- To provide the requested Services to you.
- To provide you with useful content.
- To ensure the proper functioning of our Services.
- To offer and improve our Services.
- To provide you with requested information or technical support.
- To facilitate your usage of our Services.
- To diagnose problems with our servers or our Services.
- In connection with our security and compliance programs.
- To administer our websites.
- To communicate with you.
- To bill for Services.
- To assist us in offering you a personalized experience or otherwise tailor our Services to you.
- As otherwise described in this Privacy Notice.

We also use the information we receive to produce reports on trends and statistics, such as mobile search trends, email open rates by industry, campaign best practices or the number of users that have been exposed to, or clicked on, our websites or evaluated or purchased our products or Services.

Payment information that you provide to us, including credit card data, will only be used to facilitate payment for the Services.

We also use recorded telephone conversations for quality control purposes, to train our employees and for our own protection.

## SHARING OF INFORMATION

We share your personal information according to this Privacy Notice to provide you the Services you request, as well as to operate our business and to law enforcement, government officials and authorized individuals for legal reasons.

## LEGAL PROCESS

If legally required to do so, or if we have a good faith belief that such disclosure is reasonably necessary, we may disclose your personal information to courts of law, public authorities (including to meet national security or law enforcement requirements) and other relevant third parties, such as internet service providers, to conduct an investigation, respond to a third party or law enforcement agency or court order, to bring legal action, prevent harm to others or pursue other relief when you or a third party are or may be:

- Violating our terms and conditions of use.
- Causing injury or other harm to, or otherwise violating the property or other legal rights, of us, other users, or third parties.
- Violating any local or other applicable law.

To the extent we are legally permitted to do so, we will notify you in the event that we are required to provide your personal information to third parties in connection with a court order.

## SECURITY

The transmission of information via the internet, email or text message is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted through websites or over email; any transmission is at your own risk.

Once we have received your information, we will take appropriate technical and organizational measures to safeguard your personal information against loss, theft and unauthorized use, access or modification. When we collect financial account information, such as credit card numbers, we protect its transmission through the use of encryption such as the Secure Socket Layer (SSL) protocol.

## TRACKING TECHNOLOGIES AND ONLINE ADVERTISING

We use cookies, web beacons, pixels, tags, scripts and other similar technologies in the course of our business. Information about the technologies we use, why we use them (for example, in connection with online advertising).

## RETENTION OF PERSONAL INFORMATION

We retain your personal information to provide Services to you and as otherwise necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We will retain your personal information for no more than seven years following the date on which you terminate your use of the Services, unless we are otherwise required by law or regulation to retain your personal information for longer. For example, where you have a contract with us, we will retain your data for the length of the contract, and will further retain that information for a time period consistent with our legal or regulatory responsibilities after the termination or expiration of your Services with us in order to allow us to resolve disputes, enforce our relevant Service Agreement, and to adhere to the technical and legal requirements and constraints related to the security, integrity and operation of the websites.

## YOUR RIGHT TO CONTROL HOW YOUR PERSONAL INFORMATION IS USED

You have the right to make requests regarding your personal information. You can:

- Ask us to access (and provide information on how we use and how we share), update, remove, restrict, or correct your personal information.
- Ask us to identify what personal information of yours has been shared.
- In certain circumstances, receive or (if technically feasible) ask us to provide your personal information to a third party, in a structured, commonly used and machine-readable format, although we will not provide you with certain personal information if it so would interfere with another individual's rights or where another exemption applies.

You can view the personal information you have provided us by logging in to the Client Area for which appropriate login credentials have been provided to you at time of your signing up for our Services.

### THIRD PARTY LINKS AND INFORMATION COLLECTION AND USE BY OUR USERS

Some of our Services provide links to other websites. Because we do not control the information policies or practices of these third party sites, you should review their privacy policies to learn about how they collect and use personal information and direct any concerns to the site administrator of that website.

### CHILDREN

Our Services are not directed to persons under 18. We do not knowingly collect personal information from children under 18. If you are a parent or guardian of such a child and become aware that your child has provided personal information to us, please contact us as described in this Privacy Notice and we will take reasonable steps immediately to remove any such information.

### NOTIFICATION OF CHANGES

We reserve the right to modify this Privacy Notice at any time, to adapt it to our business Services so please review it frequently. Any continued use of our Services after any changes are made to our Privacy Notice will mean that you accept the updated Privacy Notice.

### CONTACT US

If you have any questions about this Privacy Notice or our data handling practices, you may contact our Data Protection Officer at [privacy@mauritius.biz](mailto:privacy@mauritius.biz) or by regular mail at:

Junaid Rabbani  
Mauritius.biz Hosting  
Etienne Pellereau Street  
Port Louis  
MAURITIUS