

1. Introduction

At Abyss Hosting, we are committed to maintaining the trust and confidence of our visitors to our web site. In this Privacy Policy, we've provided detailed information on when and why we collect personal information, how we use it, the limited conditions under which we may disclose it to others, and how we keep it secure.

We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This document outlines how we handle the data we collect from you or that you provide to us in the context of using our hosting services and visiting our website. It will give you a clear understanding of:

- The types of data we collect.
- How we use your data.
- Your rights and choices in relation to your data.
- Specific measures we take to ensure the privacy of children under the age of 13 and our compliance with the Children's Online Privacy Protection Act (COPPA).
- Our practices and responsibilities under the General Data Protection Regulation (GDPR) for our users in the European Union.

Please read this privacy policy carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our website, using our services, interacting or joining our social media such as Discord, you are accepting and consenting to the practices described in this policy.

Your use of our website and services and any dispute over privacy is subject to this policy and our Terms of Service, including its applicable limitations on damages and the resolution of disputes.

Abyss Hosting is the data controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy policy).

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us using the details provided below.

2. Information Collection and Use

2.1 Types of Data Collected

- **Personal Information:** Includes name, email, address, etc.
- **Usage Data:** Information on how you access and use our services.
- **Cookies:** Small data files stored on your device.

2.2 Methods of Data Collection

- **Forms:** Data entered by you.
- **Cookies and Analytics:** Data collected automatically.

2.3 Purpose of Data Collection

- **Service Provision:** To offer personalized services.
- **Analytics:** To improve our website and services.
- **Marketing:** For promotional purposes, where permitted.

2.4 Use of Cookies

Cookie Name - Description/use & expiry time (1e after session, after 2 hours, never, etc)

3. Data Storage and Security

Storage Methods

Cloud-Based Servers: Our primary method of storing your data involves the use of cloud-based servers.

Browser Cookies: For enhancing user experience and functionality, we store cookies in your web browser. These cookies help in remembering your preferences and settings, making your subsequent visits to our site more personalized and efficient. We strictly adhere to privacy laws and guidelines in our use of cookies, ensuring that your privacy is respected and protected at all times.

Security Measures

We use robust security systems to protect your account and data, this may include monitoring user data, and browser cookies to prevent unauthorized access.

Data Retention

To comply with data retention regulations, we retain personal data for specific periods depending on the type of data and the purposes for which it is processed.

- **Account Information:** Retained for the duration of the user's account activity plus an additional 5 years for audit and legal compliance.
- **Transaction Records:** Kept for 7 years to comply with financial and tax regulations.
- **User Interaction Data:** Stored for a maximum of 3 years for service improvement and analytical purposes.
- **Cookie Data:** Retained for up to 2 years for enhancing user experience and website functionality.

Upon expiration of these periods, or if the data is no longer needed for its intended purpose, we securely delete or anonymize the data. We may keep some data longer if we have a reasonable and legitimate interest to do so.

4. Data Sharing and Disclosure

Circumstances of Data Sharing

- **Partners:** We share data with our partners only for essential operational purposes, ensuring they adhere to our privacy standards.
- **Legal Reasons:** Data is disclosed if legally mandated or to comply with legal processes.
- **Third Parties:** Trusted third-party service providers may access data to assist in providing our services. These providers are bound by confidentiality agreements and are only given the necessary data to perform their specific functions.

5. User Rights and Choices

User Rights

As a user, you may be entitled to several key rights regarding your personal data:

- **Access:** You can request access to the personal data we hold about you.
- **Rectification:** If you find that any data we hold is inaccurate or incomplete, you have the right to have it corrected.
- **Deletion:** You can request the deletion of your personal data from our systems, subject to certain conditions.

Exercising Your Rights

To exercise any of these rights, please contact us using the contact details provided in our Terms of Service. We will respond to your request in accordance with applicable laws.

6. COPPA Compliance

Account Registration: Users under the age of 13 are not permitted to register accounts with our service. This policy is in strict compliance with COPPA to ensure the online safety and privacy of children.

7. Changes to the Privacy Policy

Policy Updates

We reserve the right to update this privacy policy as necessary. Any changes made will reflect our ongoing commitment to protect your personal information and to comply with legal requirements. In the event of any significant changes to our privacy policy, users will be notified through email.