



## LiteCloud Privacy Policy

LiteCloud respects your privacy and is committed to protect the personal information that you share with us. The purpose of our Privacy Policy is to demonstrate our commitment to the privacy and protection of all personal data shared with LiteCloud, in compliance with Safe Harbor provisions administered by the U.S. Department of Commerce (<https://export.gov/safeharbor>). Generally, you can browse through our website without giving us any information about yourself. When we do need your personal information to provide services that you request, access customer portal or when you choose to provide us with your personal information, this policy describes how we collect and use your personal information.

### **Information Collection**

Personal information means any information that may be used to identify an individual, including, but not limited to, a first and last name, email address, a physical address, other contact information, title, occupation, industry, and other information when needed to provide a service you requested.

When you visit this site and engage in certain activities, LiteCloud may request certain personally identifying information about you. For example, when you request information about LiteCloud services, we may ask you to provide certain information about yourself such as your name, address and company information. LiteCloud may use this information to respond to your request, and to keep you informed about existing or new service availability or improvements, special offers, and other information about LiteCloud services.

If you already are a customer of LiteCloud, meaning that you have signed a Services Agreement ("Customer"), you may request access to your account and information related thereto. As part of the process of giving you access to your account, we may request information that identifies you as a customer, such as your password and/or login information. LiteCloud encrypts all such customer-identifying information provided to us. We recommend that you not divulge your password to anyone, since you are responsible for any activities undertaken through use of your password access, whether by you or by someone else.

LiteCloud will disclose information (both personally identifiable and in the aggregate form) if legally required by subpoena, warrant or other legal process that LiteCloud



finds, in its sole discretion, to be valid and enforceable. When you, as a visitor, visit this Web Site you can surf the site anonymously and access important information without revealing your identity. However, if you are a customer seeking access to a restricted area, you will be required to identify yourself using pre-agreed login and/or password information.

### **Third Party Sites**

Your customer information and the substance of your request may also be provided to trusted third parties in order to register or fulfill your order, or to confirm your right, if any, to technical support, services or other benefits that may be made available to you and your company. LiteCloud may monitor and aggregate visitor traffic pattern data, and may use and disclose such aggregate information to third parties to help resolve matters regarding your web site and for other business reasons agreed to by you in advance. This aggregated information does not personally identify you.

LiteCloud web site contains links to web sites operated by other companies. Some of these third-party sites may be co-branded with an LiteCloud logo, even though they are not operated or maintained by LiteCloud. Although we choose our business partners carefully, LiteCloud is not responsible for the privacy practices of web sites operated by third parties that are linked to our site. Once you have left our web site, you should check the applicable privacy policy of the third party web site to determine how they will handle any information they collect from you.

### **Security/Encryption**

LiteCloud protects your privacy. All communication between the web browser and our servers is encrypted. All LiteCloud servers have their own firewalls to protect your data. These firewalls are continually tested to ensure your security. LiteCloud stores credit card information only for the purpose of satisfying your monthly recurring obligation to LiteCloud, if any.

LiteCloud employees do not have direct access to your password because all passwords are encrypted in our database. The original password cannot be accessed even outside the system as passwords are never transmitted in plain text. Should you forget your password, please contact us and we can help you to reset your account and choose a new password.



### **Credit Card Payments**

LiteCloud offers you the option of paying your monthly recurring fees using a credit card. All cardholder information entered on the LiteCloud website is encrypted for your protection. We collect cardholder information solely for the purpose of processing your payments. Such information is used only by LiteCloud personnel directly involved in the processing of your transactions.

### **Changes to This Policy**

LiteCloud will amend this policy from time to time. Please note that any modifications and amendments to this policy may be made at any time, and will be effective immediately. If we make any substantial changes in the way we use your personal information we will make that information available by posting a notice on this site. An updated version of the terms of use will always be available for you to review on line at <http://www.litecloudhosting.com/legal/privacy-policy>. Checking the privacy policy periodically will keep you apprised of any and all modifications made.

### **Dispute Resolution Mechanism**

LiteCloud is committed to resolving our customers' privacy concerns. Individuals should work directly with their assigned Account Managers and/or Service Delivery Managers to address concerns arising from LiteCloud's use of private information. If unable to address the issue via the assigned account team, individuals should contact LiteCloud directly via e-mail at [webmaster@litecloudhosting.com](mailto:webmaster@litecloudhosting.com) stating the suspected misuse of information.

### **Questions or Suggestions**

If you have questions or concerns about our collection, use, or disclosure of your personal information, please email us at [webmaster@litcloudhosting.com](mailto:webmaster@litcloudhosting.com). To view your personal information for the purpose of correcting, amending or deleting the information, please contact your assigned Account Manager or Service Delivery Manager. If you do not have an assigned AM or SDM, please e-mail us at [webmaster@litecloudhosting.com](mailto:webmaster@litecloudhosting.com). If you have any question or concerns about what has been stated in this Privacy Policy please feel free to contact us:



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