

# Privacy Policy

published and came into effect 16/09/2025

## 1. What Are Your Rights Regarding Personal Data?

Under UK data protection laws, you are entitled to exercise the following rights in relation to your personal information:

**Access** – you can request a copy of the data we hold about you.

**Correction** – you may ask us to amend inaccurate data or complete any incomplete records.

**Erasure** – in certain cases, you can ask us to remove your personal data.

**Restriction** – you may request that we limit how your data is processed.

**Objection** – you have the right to object to specific processing activities.

**Data portability** – you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

There is no fee to exercise these rights. We will normally respond within one month. For security purposes, we may request additional identity documents before providing the requested data. To submit a request, please contact us using the details at the end of this Privacy Notice.

## 2. Why Do We Collect Your Personal Data?

Email addresses provided during account registration or when placing an order are retained for fraud prevention and information security purposes. Additional contact details may also be collected for the same reasons.

Similarly, information such as your IP address, host name, and geolocation is logged to help verify your identity, enhance system security, and monitor account activity.

For payment verification and fraud protection, we securely transmit your name, IP, and email address to trusted third-party payment processors that you use in our hosting.

## 3. What Types of Personal Data Do We Collect?

Most of the information we process is provided directly by you when registering an account, purchasing services, or interacting with our hosting. For example, your email address is stored to verify your identity and generate invoices.

Indirectly, we collect technical information like your IP address, host name, and browser details. These are automatically logged when you register, place orders, or interact with our control panel. Actions taken in the panel (e.g., ordering, reinstall, reboot) are recorded along with this information.

## 4. On What Legal Grounds Do We Process Your Data?

Under the UK General Data Protection Regulation (GDPR), we process your personal information primarily to fulfil contractual obligations (such as providing services or support, or delivering purchased products), or prior to entering into a contract (such as preparing an offer).

We may also process data where it is strictly necessary to pursue our legitimate interests, including fraud prevention and ensuring the security of our network and information systems.

We do not rely on external analytics or marketing platforms. Only essential cookies are used to maintain service functionality, such as:

**billmgrses5, billmgrlang5** (Billmanager, ISPSYSTEM LTD, CY);

**ses6, lang6** (VMManager, ISPSYSTEM LTD, CY);

These cookies store unique session identifiers and ensure smooth navigation between pages.

and Google reCAPTCHA cookies **\_GRECAPTCHA** (Alphabet Inc., US);

This cookie is essential for protecting our website against automated abuse.

## 5. How Do We Store Personal Data?

All information is stored in secure databases located in EEA zone.

Passwords are securely hashed and salted.

Databases are backed up daily to ensure data resilience.

## 6. ICO Registration Details and DPO contact

For transparency and compliance, we are registered with the UK Information Commissioner's Office (ICO) under the following details:

Data Controller: H2nexus Ltd

ICO Registration Reference: ZB751872

Registered Address: 71-75 Shelton Street, Covent Garden, London WC2H 9JQ

You can view our registration entry directly on the ICO public register here: [H2nexus Ltd ICO entry](#)

Or get **pdf** copy of the registration certificate here: [Registration Certificate - ZB751872](#)

If you have any questions or concerns regarding our use of your personal information, please contact us through your [personal account](#) or [root@h2.nexus](mailto:root@h2.nexus).