

Insight Hosting Privacy Policy

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Insight Hosting is committed to your privacy. We respect your individual privacy. That is why we have adopted this Privacy Policy, which embodies our commitment to the protection of your privacy through adherence to fair electronic information practices. This Privacy Policy puts you, the individual, in control of how your personal information is processed, and you have our promise that we will not electronically process your personal information in any way that is incompatible with this policy. This Privacy Policy protects your privacy by outlining:

- The types of personal information we collect about you;
- How we collect that information;
- The general purposes for which we collect such information;
- The types of organizations to which we disclose the information;
- The choices and means by which individuals may limit its use and disclosure.

1) Getting to Know Our Customers. We are in the business of putting people in touch with other people. That requires more than simply offering innovative technical services. It also requires that we understand you, our customer, and your needs.

We get to know you primarily through the information you provide to us when signing up for, or using, one or more of our services. The information you provide ranges from basic contact information to payment information. All of the information we request from you when purchasing our services is obligatory unless otherwise noted on the relevant form. When you purchase our services, you agree to provide and maintain accurate, complete and updated information.

After you've signed up for our services, we may be in communication with you about your account, technical questions you may have about services provided by us, or any other matter relating to those services. Those communications are essential to our relationship with you and to our ability to provide you with quality services that are responsive to your needs. At the same time, those communications give us helpful insights about you, your preferences and the ways in which we might improve our services. We therefore may maintain this information for future use.

Additionally, for operational and quality assurance purposes, we take note of whether and how you use the information and services that we provide, such as by recording site traffic patterns and by maintaining log files of users' access to site files.

The information we receive from or about you is stored on systems designed to prevent the loss, misuse, unauthorized access, disclosure, alteration or destruction of that information. We also encrypt your transmission of sensitive information to us (e.g., credit card numbers, account passwords) in the interest of heightened privacy protection and information integrity.

2) How We Put Information to Good Use. We use information about you for purposes of monitoring and improving our internal operations, as well as to ensure that we: (i) bill you properly, (ii) administer your account in accordance with your agreements with us and (iii) properly perform the services you have requested.

An example of our use of information to enhance the experience of users in our network of sites is our reliance on cookie files. We use cookie files to make it easier for users to access our site or services. A cookie file is a small data file that certain web sites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you've visited. But the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. We use cookies to track user traffic patterns (as described above) when you register for Insight Hosting services. When you register, we may use a cookie to store a unique, random user ID. We use this ID to identify you anonymously in our database and to track the pages you visit on our site.

If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You may refuse cookies by turning them off in your browser; however, some of our sites may require a cookie for access.

Finally, we use the information we collect to direct important notices and information affecting your account or services, as well as to provide general information that may be of interest to you, including newsletters, surveys, and information about our service or product offerings or the offerings of our business affiliates. You may opt out of receiving information from us simply by notifying us of your desire in accordance with the opt-out instructions contained in any information message you receive from us. Note, however, that in order to fulfill our service obligations to you, we must continue sending you notices and other important information affecting your account or services.

3) With Whom We May Share Information. We may share certain information about you with those of our vendors who are responsible for handling your account or performing other necessary services that you require. Although we may share sensitive financial information (i.e., credit card numbers, banking information), security information (e.g., account passwords) and personal communications (e.g., personal e-mail messages or message board postings) with such vendors where necessary and appropriate, we will not share such information with other third parties, except in response to formal requests (e.g., subpoena or court order) made in connection with litigation or arbitration proceedings directly relating to service(s) we provide.

4) Our Accountability to You. By purchasing our services, you obtain and consent to the protection of the data processing practices described in, this Privacy Statement. When you purchase our services, you also represent to us that you have provided notice to, and obtained consent from, any third party individuals whose personal data you supply to us with regard to: (i) the purposes for which such third party's personal data have been collected, (ii) the intended recipients or categories of recipients of the third party's personal data, (iii) which of the third party's data are obligatory and which data, if any, are voluntary, and (iv) how the third party can access and, if necessary, rectify the data held about them.

5) Employee Accountability. Only those Insight Hosting employees that have a legitimate business purpose for accessing and handling personal information obtained by us are given authorization to do so. The unauthorized access or use of such information by an Insight Hosting employee is prohibited and constitutes grounds for disciplinary action against that employee.

If you feel that Insight Hosting, or any of our representatives or employees, is violating this Privacy Policy, please contact us immediately via email at: privacy@insighthosting.com, or by postal mail at: Insight Hosting, PO Box 162, Saskatoon, SK, S7K 3K4, Canada.