



## Privacy Policy

RackBank is committed to protecting the security and maintaining the privacy of your personal information and your data shared with us via any medium.

### NETWORK AND INFORMATION SECURITY

We maintain a variety of physical, electronic, and procedural safeguards to guard the data you share with us. Also, we use encryption technologies to protect your account information when you are viewing your bill on our Website or via email. You should be aware that RackBank has no control over the security of other sites on the Internet you might visit, interact with, or from which you buy products or services.

You should keep your username, password or other access information safe and confidential to protect against unauthorized access to your account information and services.

### PERSONALLY INDENTIFIABLE INFORMATION

RackBank will not collect any personally identifiable information about you (that is, your name, address, telephone number, or e-mail address) unless you provide it to us voluntarily. RackBank does not share, disclose or sell any personally-identifiable information (such as your name, address, telephone number or e-mail address) collected online on RackBank sites with other unaffiliated companies or organizations for non- RackBank marketing purposes, but we restrict their use and limit disclosure of CPNI for purposes or providing service to you or to market products and services as previously described. Because this information is a critical part of our business, it would be treated like our other assets in the context of a merger, sale or other corporate reorganization or legal proceeding.

### HOW WE USE THE INFORMATION

RackBank uses the personally-identifiable information we collect online principally to provide you with the service(s) you have ordered and to let you know about other offerings which may be of interest to you. Postal and e-mail address information, for



example, enables communication about services offered and ordered, as well as the proper provisioning and billing of those services.

We also provide personally-identifiable online information in response to subpoenas and other legal demands, and where we believe that disclosing this information is necessary to identify, contact or bring legal action against individuals who may be endangering public safety or interfering with RackBank property or services, or with our customers or any other such use.

Internal Business Use. Your personal information is used in many aspects of our business operations. We use personal information to provide you the services you request, to properly identify you when you contact us, to bill and collect for services, to ensure your creditworthiness for continued service, to determine appropriate state and local payment of taxes, to protect our rights or property, or to enforce the terms of any agreements or terms of service. We use personal information to communicate with you about your account or other matters, to provide effectively the services you have opted for, or to respond to your requests

## MARKETING COMMUNICATIONS

We may use personal information to inform you about new offers and services. We may contact you via email or text message, fax or buy automated voice messaging and call.

While you may choose not to receive email or telephone marketing information from us, you will continue to receive invoices, customer service-related notifications, technical or network-related notifications and similar information from us electronically or otherwise.

## COOKIE POLICY

RackBank is committed to protecting the security and maintaining the privacy of your personal information and your data shared with us via any medium.

### What are cookies?

A cookie is a small text file, typically of letters and numbers, downloaded to your computer when you access websites. Typically, they contain the following information: a site name and unique user ID, the duration of the cookie's abilities and effects, and a random number. As a rule, cookies cannot be used to reveal your identity or personally identifying information.



When you visit a website that uses cookies for the first time, a cookie is downloaded onto your computer. The next time you visit that website, your computer checks to see if it has a cookie that is relevant and sends the information contained in that cookie back to the website. The website then notes that you have been there before, and in some cases, tailors what pops up on screen to take account of that fact. They also might record how long you spend on each page on a site, what links you click, even your preferences for page layouts and colour schemes.

Generally, the role of cookies is beneficial, making your interaction with frequently-visited sites smoother with no extra effort on your part. Without cookies, online shopping would be much harder. Without cookies, some websites will become less interactive with the cookie option turned off.

## **Most Common Cookies**

### **Session cookies**

These cookies expire when you close your web browser (Internet Explorer, Firefox, Safari, Google Chrome). These cookies are used for various reasons, for example, remembering what you have put in your shopping basket as you browse a website. They can also be used for security to access your Internet banking or email.

### **Persistent cookies**

These cookies are still stored on your computer after you have closed your web browser which allows your preferences on websites to be remembered. These cookies are used for a variety of purposes, for example, remembering your preferences on a website (your language choice or your user name on a particular website).

### **First and Third Party cookies**

This refers to the website placing the cookie. First party cookies are cookies set by the website you are visiting. Third party cookies are set by another website; the website you are visiting may have advertising on the page and this other website will be able to set a cookie on your computer. Third party cookies on the main web browsers allow third party cookies by default. Changing the settings on your browsers can prevent this.

### **Exceptions**

There are some exemptions to the above where it is essential for a website to store information on your computer, for example, to provide a service to you that you have requested.



RackBank uses cookies for the following purposes:

- We use cookies to improve your experience on our websites and for functionality purposes, for example, if you choose to buy any of our products and services, you must consent to us placing a cookie on your computer;
- We also use cookies to understand your usage of our website;
- We have partners who have referred clients and in using cookies, we track referred sales so we can compensate our partners accordingly;
- We also use cookies for remarketing purposes, for example, once you have been on the Fasthosts website and then you visit another website which has Google adverts, you will see a Fasthosts advert to remind you of our products and services.

## MATERIALS AND PRODUCTS

- We will exercise no control whatsoever over the content of the information passing through the network or on the Customer's websites.
- We make no warranties or guarantees of any kind, whether expressed or implied for the service provided and also disclaims any warranty of merchantability or fitness for particular purpose and will not be responsible for any damages that may be suffered by the Customer, including loss of data resulting from delays, non- deliveries or service interruptions or gaps by any cause or errors or omissions of the Customer.
- RackBank is not responsible for any loss, erasure, or corruption of Customer's data or files whatsoever.

## ACTS APPLICABLE TO RACKBANK

Companies Act, 1956, and Trade Marks & Patents Act

## CHANGES TO THIS PRIVACY POLICY

RackBank reserves the right to amend, alter, or modify this Privacy Policy at any time in its sole and absolute discretion. Any amendment or modification is effective when posted and any use of RackBank services after the posting of a modification or amendment will be considered acceptance of those modifications.

## WEBMASTER

Any Security breaches, bugs and updates on the website, please inform the Webmaster.