

Privacy Policy

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Updated July 13, 2018

We take your privacy seriously. We are committed to protecting any data we collect. By using our products and services, you agree to the use of the data that we collect in accordance with this Privacy Policy. The purpose of this Privacy Policy is to enable you to understand what personal information of yours is collected, how and when we might use or share your information, and how you can correct any inaccuracies in the information and make choices about the way your information is collected and used. Please read the following to learn more about our Privacy Policy.

1. WHO WE ARE

We provide internet-based services including web hosting, domain name registration and related products and services (the "Services"), to businesses, individuals, non-profit organizations and others.

2. WHAT THIS PRIVACY POLICY COVERS

The information that we collect in connection with the Services is hosted on servers located in the United States (U.S.), unless otherwise provided, and may be processed or accessed inside or outside of the U.S. by us or our service providers. By using the Services, you freely and expressly give us your consent to export your information and data in accordance with this Privacy Policy.

This Privacy Policy covers how we treat personal information that we collect and receive, including information related to your use of the Services. Personal information is information about you that is personally identifiable (such as your name, address, email address, or phone number) that is not otherwise publicly available ("Personal Data").

This Privacy Policy does not apply to the practices of companies that we do not own or control or to persons that we do not employ.

3. INFORMATION COLLECTION

Personal Data. We collect Personal Data when you register with us, when you use Services, when you visit our pages or the pages of certain our partners, and/or when you enter promotions or sweepstakes. The Personal Data we collect depends on the type of Services, support, or sales inquiry you have initiated with us, and may include your name, address, telephone number, fax number and email address, dates of service provided, types of service provided, payment history, manner of payment, amount of payments, date of payments, domain name, credit card or other payment information. The financial information will only be used to bill you for the Services you purchased. If you purchase by credit card, this information may be forwarded to your credit card provider. When transferring personal information, a security icon will appear in your browser.

Cookies and Tracking. Your Internet browser has the built-in facility for storing small text files - "cookies" - that hold information which allow a website to recognize your account. We use cookies to save your preferences and login information and to provide personalized functionality. We may use cookies to collect, store, and sometimes track information for statistical purposes to improve the Services we provide and to manage our telecommunications networks. More specifically, we use different types of cookies for different purposes: (i) "required cookies" are necessary for our website to work properly, (ii) "performance cookies" allow us to analyze how visitors use our website so we can measure and improve the performance of our website, (iii) "functional cookies" allow us to remember choices you may have made on our website, and (iv)

"advertising cookies" are used to present ads that are relevant to your interests. We may utilize cookies to track referrals from internal and external affiliates and advertising campaigns. We may also use a third party service provider to send emails that you have agreed to receive. Pixel tags and cookies may be used in those email messages to help us measure the effectiveness of our advertising and to enable us to provide more focused marketing communications to you. You can reject cookies by changing your browser settings but be aware that this may disable some of the functionality on one or more of our pages.

Customer Surveys. We may periodically conduct customer surveys. Participation in customer surveys is voluntary. However, we encourage our users to participate in these surveys because they provide us with important information that helps us improve the types of Services we offer and how we provide them to you. Your Personal Data, if provided, will remain confidential, even if the survey is conducted by a third party service provider on our behalf.

Social Media. Our website may include social media features. These features may collect your IP address and which page you are visiting on our website, and may set a cookie to enable the feature to function properly. Social media features and widgets may be hosted by a third party or directly on our website. Your interactions with these features are governed by the privacy policy of the company providing the feature.

Data and Information Submitted to Third Parties on Our Network. This Privacy Policy does not apply to data or personal information that may be submitted to, or collected by, third-party websites hosted by us or to domain names registered by us. Such websites and domain names are not owned or controlled by us. You should independently evaluate the privacy policies of such third-party websites before submitting data or personal information to them.

4. INFORMATION USE:

Personal Information. The information we collect is used for billing and to provide Services and support to our customers. We may study this information to determine our customers' needs and to promote certain products and services or additional support. We may also generate non-identifying and aggregate profiles from information that our customers provide during registration (such as the total number of customers in a given category). This aggregated and non-identifying information may be used to promote advertisements that appear on our website and in connection with our services.

We take reasonable precautions to prevent unauthorized access to your information. Accordingly, we may require you to provide additional forms of identity should you wish to obtain information about your account details. We may also use the information you provide to email our monthly newsletter to the primary contact e-mail on file or to contact you about other products or services that we think may be of interest. You can always "opt-out" from such monthly newsletters or promotional advertisements.

Log Files. We use IP addresses to analyze trends, administer our site and servers, track access, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. However, it is possible that personal information about a customer may be included in the log files due to the normal functions of IP addresses and Web browsing.

Customer Surveys. We may use the contact and other information provided to follow up with customers who respond to our customer surveys to help resolve issues internally or with our third party partners. For example, we may contact customers based on their survey answers or to highlight certain changes we made in response to customer feedback.

5. INFORMATION SHARING AND DISCLOSURE

Partners and Sponsors. Some of our products or services are offered or promoted to our customers in conjunction with a partner or sponsor, or another brand or company from an affiliate or subsidiary company within our corporate family. We may share your information with these parties to offer the Services or to

facilitate your use of additional functions, features, or amenities with your account (i.e., one of our partners may provide services to you based on links that you access from within a control panel).

We may also disclose aggregate, anonymous data based on information collected from users to potential partners, reputable third parties and other another brand or company from an affiliate or subsidiary company within our corporate family. We will only share your information with third parties that agree to maintain your information in confidence and to use it solely for purposes of providing the Services as agreed to by us. Our use of anonymized data is not restricted by this Privacy Policy.

Service Providers. We may transfer (or otherwise make available) your Personal Data to third parties that help us provide Services or provide Services on our behalf. For example, we may use service providers to authorize and process payments, administer surveys, or run promotions. Your Personal Data may be maintained and processed by our third party service providers in the United States or in other jurisdictions. Our service providers are given the information they need to perform their designated functions, and we do not authorize them to use or disclose personal information for their own marketing or other purposes.

Online Advertisements. We do not share Personal Data about individual customers with advertisers. We may display online advertisements, and we may share aggregated and non-identifying information about our customers that we collect through the registration process or through online surveys and promotions with certain advertisers. In some instances, we use this aggregated and non-identifying information to deliver tailored advertisements.

Customer Surveys. We may share customer information obtained from customer surveys within us and our corporate family, and with trusted third parties to develop or provide products and services that we believe would be of interest to our customers.

Domain Registration. In certain jurisdictions or pursuant to the rules of the Internet Corporation for Assigned Names and Numbers ("ICANN") or certain registries, the contact information you provide to register a domain name ("Domain Name Registration Information") may be required to be made available and accessible to the public through a "WHOIS" search. The WHOIS database is a publicly accessible database that lists the Domain Name Registration Information for a particular domain name, the name server(s) to which the domain name points, and the domain name's creation and expiration date. The Domain Name Registration Information you provide is hosted by us or a third party service provider and is made available to the public through WHOIS searches. At times, customers may receive solicitations that result from searches of the publicly available WHOIS database by other companies or individuals. Any such solicitations do not come from us, and we do not control the use of WHOIS information by third parties. Further, pursuant to ICANN rules, we may be required to make WHOIS data available to any third party that enters into a bulk access agreement. While ICANN allows individuals to opt-out (using the account management panel, domain management console or similar service) of having their WHOIS information made available to third parties through bulk access, companies, such as ours, businesses, and other organizations do not have the ability to opt-out of having their information made available to a third party that enters a bulk access agreement. We may also deposit your Domain Name Registration Information with a third-party escrow provider to comply with ICANN requirements.

Legal Reasons. We may access, preserve and share Personal Data about customers with companies, organizations, governmental entities or individuals outside of us if we believe, in good faith, that the law requires us to do so. This may include, but is not limited to, responding to subpoenas, court orders or other legal processes (such as law enforcement requests). We may also access, preserve and share information about customers as necessary to: (i) establish or exercise our legal rights or defend against any legal claim including threatened claims involving us based on the anonymity of a domain name; (ii) investigate, prevent, or take action regarding suspected fraud or other illegal activities; (iii) prevent death or serious physical harm to any person; or (iv) investigate violations of our Terms of Service.

Testimonials. If you submit a testimonial to us via email, verbally or via web form, then you agree that we may publish your testimonial, together with your name and any logo that is associated with your project, on our website or any other marketing material that we produce as we may determine in our sole discretion. You

further agree that we may edit the testimonial and publish edited or partial versions of the testimonial. However, we will never edit a testimonial in such a way as to create a misleading impression of your views. You may terminate this license by giving to us 30 days' written notice of termination.

6. DATA RETENTION

We will retain your Personal Data for as long as you maintain an account or as otherwise necessary to provide you the Services. We will also retain your Personal Data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Where we no longer need to process your Personal Data for the purposes set out in this Privacy Notice, we will delete your Personal Data from our systems.

Where permissible, we will also delete your Personal Data upon your request, as further described in the Your Data Options section of this Privacy Notice.

7. CONSENT.

Consent. In the U.S., you typically provide consent when you receive notice of this Privacy Policy. This section addresses the legal basis for processing your Personal Data if you reside outside the U.S.

Processing Personal Data Where Consent Not Obtained. In certain cases, separate consent is not required including:

1. To perform a contract including rendering order or use of the Services, provisioning of Service or providing Personal Data to service providers for provision of the Services;
2. To comply with legal obligations including laws, regulators, court orders, or other legal obligations, or pursuant to legal process. and
3. For our legitimate Interests including operating our business and providing Services (i.e., to communicate with you regarding the Services, to send you customer surveys, to assist in or investigate suspected illegal or wrongful activity, to protect and defend our rights or the rights or safety of third parties, to develop, provide, and improve our Services, to enforce our Terms of Use or this Privacy Policy, or third party agreements,

Matters That May Require Consent. In cases where we are not already authorized to process the Personal Data under applicable law, we may ask for your consent to process your Personal Data, including for:

1. Marketing (i.e., we may ask for your consent to contact you by telephone, SMS, post and/or email about other offers, products, promotions, developments or services which we think may be of interest to you and for other marketing purposes);
2. Research; or
3. Use of Cookies.

Withdrawing Consent for Data Use (EU only). You may at any time withdraw the consent you provide for the processing of your Personal Data for the purposes set forth in this Privacy Policy by contacting us at abuse@ait.com provided that we are not required by applicable law or professional standards to retain such information.

8. Your Data Options

General Data Options: You can correct, update, or edit your Account Information at any time by accessing your account online. If you no longer desire our Services, we will endeavor to provide a way to remove your personal data in our records. In most cases, this can be achieved via your customer account or by emailing us at abuse@ait.com.

Opt Out. By default, you will receive invoices, any system updates, our newsletters and other mailings. You are able to opt out of newsletters and mailings by using the unsubscribe link in any promotional email or as otherwise provided in the communication. Please note: you cannot opt out of receiving important system notifications or emails about your account.

Public Forums. Please remember that any information you may disclose or post on public areas of our websites or the Internet, becomes public information. You should exercise caution when deciding to disclose personal information in these public areas. To request removal of your personal information from our website or testimonials, contact us at abuse@ait.com. In some cases, we may not be able to remove your personal information, in which case we will let you know why we are unable to do so.

9. DATA CONFIDENTIALITY AND SECURITY

We use technical security measures to prevent the loss, misuse, alternation or unauthorized disclosure of information under our control. We use security measures including physical, electronic and managerial procedures to safeguard and secure the information we collect online. All sensitive information is collected on a secure server. When we ask customers or users to provide financial information (such as a credit card number), that data is protected using Secure Sockets Layer ("SSL") technology. We limit access to Personal Data to employees who we believe reasonably need access to that information in order to provide Services to you or in order to do their jobs.

10. CHILDREN

Our website is not directed towards children, and we do not seek to collect any Personal Data from children. If we become aware that personal information from a child under the age of 13 has been collected, we will use all reasonable efforts to delete such information from our database.

11. RESELLERS

In addition to all of the terms and conditions set forth above, the following terms apply to Reseller Customers only.

Information Related to Data Collected through Resellers. We may collect information under the direction of our Resellers, and we have no direct relationship with the individuals whose Personal Data is provided, processed or obtained by our Resellers. Customers who seek access, or who seek to correct, amend, or delete Personal Data should direct their query to the Reseller. If the Reseller requests that we remove Personal Data, we will respond to such request within thirty (30) business days.

Choice. If you are a customer of one of our Resellers and would no longer like to be contacted by that Reseller, please contact the Reseller from whom you purchased products or services.

Data Retention. We retain Personal Data we process on behalf of our Resellers for as long as needed to provide Services under the relationship. We will retain and use this Personal Data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

12. CHANGES TO THIS PRIVACY POLICY

We may update this policy. We reserve the right to revise, amend, or modify this Privacy Policy at any time and in any manner. However, if we plan to materially change how we plan to use previously collected personal information, we will provide you with advance notice prior to the change becoming effective and an opportunity to opt-out of such differing uses. We encourage you to periodically review this page for the latest information on our privacy practices. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account or by placing a prominent notice on our site.

13. QUESTIONS AND SUGGESTIONS

Questions or Concerns. We encourage individuals covered by this Privacy Policy to raise any questions or concerns about our processing of Personal Data by contacting us at abuse@ait.com. We will endeavor to resolve any concerns.