

MANAGED HOSTING

PRIVACY POLICY

Providing High Availability Systems and Solutions by
Maintaining Highest Levels of Uptime using All-Inclusive
Managed IT Services



Updated Date: 12/31/2010

CCNet Managed Services stresses the following points, in addition to your General Terms and Conditions found on your individual contracts.

CCNet Managed Services's primary concern is your right to privacy and data security. Our policy on the collection and use of customer data is to ensure the highest level of confidentiality and security.

When you provide your personal information to (phone numbers, company name, address, credit card number or the package that you are shopping for or have selected) we will not give or sell your individual information to any outside company for its use in marketing or solicitation without your consent. We will maintain the confidentiality of your personal information and it will be used only to support your customer relationship with CCNet Managed Services.

CCNet Managed Services only asks for certain types of personal information.

On certain sections of our Web site and online customer support tools, we will ask you to provide information that will enable us to better assist you with technical support issues or to follow up with you after your visit. It is completely optional for you to participate. When you interact with a customer service representative they will ask for your domain name. Giving them this information, it allows them to troubleshoot the problem at a faster rate, and to log these problems in our database.

Some of the different categories where we may require personal information include the following:

Newsletters and promotional e-mails: We collect certain information from you when you opt-in for specials and/or our newsletter.

Feedback forms: When you fill in a feedback/contact us form, we collect this information in a file, which is assigned to your account; this helps us serve you better.

Online Registration: When you register for our online services such as web hosting, we use the information provided to bill you and to provide superior levels of customer service.

Technical support: We will usually ask you for your domain name that is assigned to your account; the information that you provide us will help us troubleshoot your problems.

Cookies

CCNet Managed Services is not using cookie technology.

We collect information with traffic analysis technologies, for example: Internet domain and host names, Internet protocol (IP) addresses, browser software and operating system types, click patterns, and dates and times that our site is accessed. Our stats are generated from collected information.

Accuracy

CCNet Managed Services would like to keep your information accurate and up-to-date.

If you register on the site for any of our services e.g. web hosting or customer support, you can at any time log on to review your account details and make relevant changes.

If you have provided us with information about yourself through the web and are having trouble either accessing your account or getting information changed, you can e-mail us with corrections to support@ccnetservices.com.

CCNet Managed Services provides links to third party web sites for your information and convenience. When you use one of these links you will exit the CCNet Managed Services web site. When entering a new site please read their privacy statement as CCNet Managed Services cannot be held liable for privacy policies and content of other sites.

Children's Privacy

CCNet Managed Services believes that children's privacy is very important. This web site is not structured to attract children. Therefore, we do not intend to collect Personal Information from anyone we know to be under the age of 13 years. In event of us developing a section of our site dedicated to children under the age of 13 years, we will implement a special children's privacy statement. Keeping sensitive information secure is our top priority.

When you sign-up online for any of our services, we use Secure Sockets Layer ('SSL') encryption technology which allows us to protect your credit card number and personal information while it is being sent to us. Secure Socket Layer (SSL) allows only CCNet Managed Services to view the data that your are sending. To confirm that an SSL connection has been established, look at the bottom right hand corner of your browser. You should see an image of a lock. The URL begins with "https://".

By using this web site, you consent to the terms of our Online Privacy Policy and to CCNet Managed Services's processing of Personal Information for the purposes given above. Should the Online Privacy Policy change, these changes will be accessible on our web site. Contact Us

If you have any questions or concerns about CCNet Managed Services's use of your information or about this Online Privacy Statement, please send e-mail to support@ccnetservices.com.