

CloudExis Privacy Policy

CloudExis respects and values your privacy. In order to keep our users informed about our use of their information, we established this document. Included in this document is information regarding what information CloudExis collects about you, and how CloudExis uses, stores, and discloses such information.

CloudExis reserves the right to modify, revise, and add/remove provisions to this privacy policy at any time. In the event that this document is updated, users will be updated via email, or by the CloudAlerts mobile app. By continuing your use of <https://CloudExis.net> after this policy has been updated, you are agreeing that you have read and understand this policy.

How does CloudExis collect information from you?

CloudExis collects information from you when you send it to CloudExis by filling out forms on the Website (Including any application you file for Services), corresponding with CloudExis by email, or by telephone. CloudExis also collects information regarding your use of our Website and of your Services. Some data collection performed by CloudExis is automatic, and as such will be immediately added to your account as you use our services.

What information does CloudExis collect?

Personal information

Person information means any information relating to an identified or potentially identifiable person, an identifiable person that can be tied to an identifying piece of information, such as a name, identification number, location data, or anything regarding the physical location of a person.

CloudExis may collect the following Personal information from its users: name, address, telephone numbers, postal address, email address, IP address, general physical location, browser information, operating system information, ISP, time and duration of visit, credit card number (in the case of customers), and if applicable, company name, tax IDs, or third party contacts.

Non-Personal information

CloudExis also collects data in a way that does not, on its own, permit direct association with a specific entity. CloudExis may use, collect, transfer, and disclose non-personal information at any time for any purpose.

Server information

If you use one of CloudExis's services, CloudExis may collect certain information concerning said services and the machines on which they operate. This information may include: CPU usage, memory usage, network usage, information about installed software, IP addresses, usernames, passwords to access the services SSH, the root directory of the service, any email accounts and any MySQL accounts in use with services.

What information does CloudExis collect from users under 13?

CloudExis does not knowingly collect any Personal information about users under the age of 13. In the event CloudExis was to become aware that collected Personal information is about a user under the age of 13, it will take the proper steps to delete the information as soon as possible, unless CloudExis is required by law to keep it.

When CloudExis knows a minor is above the age of 13, but considered a minor under applicable law, CloudExis will obtain parental, or guardian consent prior to using the minor user's Personal Information.

What does CloudExis use the information it collects for?

As a general matter, CloudExis may use the Personal Information you disclose to CloudExis to improve and provide the Website, the Services and CloudExis' other products and services, and for the specific purpose that you gave CloudExis your Personal Information. More specific details on how CloudExis use your information follows below.

CloudExis may use Personal Information to create and authenticate your account, to process transactions you request such as software license purchases in order to perform any contract you have entered into with CloudExis, to provide you with customer and technical support and to communicate with you about your account and CloudExis' products and services.

The Personal Information you provide to CloudExis allows CloudExis to provide you with the newsletters and mailing lists that you have signed up for with CloudExis. If you do not want to be on CloudExis' mailing list, you can opt out at any time by changing your settings in your 'My Details' page within the client area.

CloudExis may also use Personal Information to offer, market or advertise to you CloudExis products and services. While such CloudExis products and services may reference, incorporate or include third-party products and services, CloudExis will not use your Personal Information to independently offer, market or advertise third-party products and services unless CloudExis first obtain your consent to do so.

From time to time, CloudExis may use your Personal Information to send important notices, such as important product updates and communications about purchases as well as changes to CloudExis' terms, conditions, and policies. Because this information is important for your interaction with CloudExis you may not opt out of receiving these communications.

CloudExis may also use your Personal Information for any other legal purpose stated in this Privacy Policy, and any other purpose for which you have given CloudExis express consent.

Where you consent to CloudExis doing so, CloudExis may use your Personal Information to send you direct marketing communications. Should you ever choose to 'opt out' of receiving such communications CloudExis may retain your Personal Information on file to ensure that CloudExis do not continue to target you with communications of the type that you have asked CloudExis to cease sending to you.

CloudExis limits the use of Personal Information to the purposes identified in this Privacy Policy and for which you have provided explicit consent. In accordance with established policies and procedures, CloudExis retains Personal Information only for as long as necessary to fulfil the stated purposes, unless it is required by law for a different period or CloudExis has the consent of the individual.

In accordance with established policies and procedures, CloudExis will periodically destroy or erase any Personal Information that is no longer needed.

CloudExis may use User Communications in the same way as CloudExis uses Personal Information. If you communicate with CloudExis for a particular purpose, CloudExis may use your User Communications for that purpose. For example, if you contact CloudExis for technical support, CloudExis may use your communications to provide technical support to you.

CloudExis may use Server Information to provide you with technical support services and to maintain, evaluate, improve and provide CloudExis products and services. CloudExis may also use such information to investigate unlicensed (and therefore unauthorised) uses of CloudExis' software.

Where does CloudExis store your information?

CloudExis is a company that operates on a global scale, hence, your personal information may not be stored within the United States. Your personal data may be transferred to and stored at our office and its associated datacenters. By accepting these terms of service and this privacy policy, you are consenting to the transfers and storage taking place. CloudExis will always take steps to ensure your personal information is safe at all times.

How does CloudExis disclose the Personal information it collects?

Except as disclosed in this Privacy Policy, CloudExis does not share your Personal Information with unaffiliated third parties other than as set out in this Privacy Policy. CloudExis will never disclose your Personal Information to an unaffiliated third party for the purposes of e-mail or other marketing unless CloudExis first obtain your consent to do so.

CloudExis cannot be responsible for protecting your Personal Information if you share such information in publicly available sections of the Website such as the user forums or testimonials section. You should use your own judgment in disclosing this information on the Website.

In the event that CloudExis is purchased by another company, merges with another company or has a substantial portion of its assets purchased by another company, CloudExis may share your Personal Information with that company. In such an event, CloudExis will notify you in accordance with the notice provisions of the Terms of Use.

CloudExis may share your Personal Information with third parties as permitted or required by applicable law, by a court order or by another judicial or governmental request. CloudExis may also disclose your Personal Information if CloudExis determine that such disclosure is necessary to protect CloudExis's rights and remedies or is necessary for national security, law enforcement, or other issues of public importance. Such disclosures could take place in the context of an investigation or to prevent or take action against illegal activity, suspected fraud, situations involving potential threats to the physical safety of any person, violations of CloudExis's Terms of Service, applicable EULAs or other CloudExis agreements, or as otherwise required by applicable law. Where this is the case CloudExis will endeavour to give you notice of such disclosures, to the extent that CloudExis are lawfully permitted to do so.

CloudExis may disclose your Personal Information to affiliated third parties that assist CloudExis in providing, maintaining, evaluating, improving and providing the Website, the Services and any other CloudExis products and services. CloudExis may disclose your Personal Information to affiliated third parties for the purposes of offering, marketing or advertising CloudExis products and services to you (such CloudExis products and services may reference, incorporate or

include third-party products and services). In such an event, CloudExis will take reasonable measures to prevent such affiliated third parties from using your Personal Information for other purposes.

Information and access to your Personal information

Based on what you have told CloudExis, CloudExis try to ensure that your contact information and preferences are accurate, complete, and up to date. You have the right to request access to and rectification or erasure of Personal Information or restriction of processing concerning your Personal Information or to object to processing as well as the right to data portability. CloudExis will comply with erasure requests as long as CloudExis is not required to retain the Personal Information by law and does not need to retain it for its legitimate business purposes. CloudExis may decline to process requests that are frivolous/vexatious, jeopardise the privacy of others, are extremely impractical, or for which access is not otherwise required by local law. Access, correction, or deletion requests can be made by emailing privacy@CloudExis.com.

Your Rights

As a Data Subject you have a number of rights in relation to your Personal Information. These include your rights:

- To ask CloudExis to confirm what (if any) Personal Information CloudExis hold relating to you and how that data is processed and used by CloudExis (often referred to as a 'Subject Access Request');
- To have CloudExis rectify Personal Information which CloudExis hold about you that is inaccurate;
- To have CloudExis erase Personal Information which relates to you if it is no longer necessary for CloudExis to continue to process it, or if CloudExis have no lawful basis to store, process or retain it (though CloudExis do have rights to refuse these requests in certain situations);
- To object to CloudExis processing your Personal Information;
- To be informed about the existence of any automated decision making and profiling of your Personal Information, and where appropriate, be provided with meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing that affects you;
- To have CloudExis provide you with a copy of your Personal Information for transfer to an alternative provider of similar services.

Should you ever wish to exercise one or more of these rights you should contact CloudExis at privacy@CloudExis.com.

Third party websites

CloudExis' Website may, from time to time, contain links to and from the websites of CloudExis' partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that CloudExis do not accept any responsibility or liability for these policies. Please check these policies before you submit any Personal Information to these websites.

Questions, concerns or complaints?

Please feel free to direct any questions, comments or complaints regarding this Privacy Policy using the contact information listed in the terms of service. It is CloudExis' policy to investigate and attempt to resolve all formal written complaints CloudExis receive concerning this Privacy Policy. CloudExis will cooperate with appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between CloudExis and an individual.