



**Exabytehub**  
Elevate online

# ***PRIVACY POLICY***

**The privacy of our clients is extremely important to Exabytehub. We strongly believe in individual's rights to privacy and that personal information is not a commodity and should not be treated as one. At all times we will never share your personal information with any third parties without your permission.**

# Privacy Policy

**Last Updated:** [Feb 2025]

Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website (“Website”) or use our services. By accessing or using our Website and services, you acknowledge that you have read and understand this Privacy Policy. If you do not agree with its terms, please do not access or use our services.

## 1. Scope of this Policy

This Policy applies to personal data we collect from users who signup for an account with Exabytehub from within or outside the boundaries of the UAE. It explains our data processing practices, the lawful bases on which we rely, and your rights under the UAE Personal Data Protection Law (PDPL), read more about this law [here](#).

## 2. Personal Data We Collect

- **Account Registration Information**
  - **Contact details:** Full name, company name, email address, phone number, address and vat/tax number.
  - **Credentials:** Username, password, and other information required to create an account.
- **Payment Information**
  - **Billing details:** Credit/debit cardholder name, partial card details (e.g., last four digits), and/or

information related to other payment methods (PayPal, bank transfer, card type).

- **Identity verification:** Copy of government-issued ID (e.g., Emirates ID or passport) and/or “selfie” images **only** when necessary to verify legitimate account ownership or payment.
- **Note:** We do not store your full credit card details.

We store only “tokens” or references provided by our payment gateway, as required for recurring billing and to prevent fraudulent transactions.

- **Domain and Hosting-Related Information**

- **Domain registration details:** WHOIS or registry information that may include personal data such as name, address, email, and phone number, as required by domain registries.
- **Server logs and usage data:** IP addresses, browser type, operating system, access times, and referring URLs for security and troubleshooting purposes.

- **Communication Data**

- Records of emails or other messages you send to us, including technical support requests, billing inquiries, and other interactions. This applies to all channels such as phone calls, support tickets, emails, whatsapp chat, live chat, social network messages and any other official channel that we use.

- **Cookies and Tracking Technologies**

- We use cookies and similar technologies to enhance user experience, maintain session information, and analyze site usage. You can control cookies via your browser settings, though disabling cookies may affect certain functionalities.

### 3. Lawful Bases for Processing

We collect and process personal data under lawful bases, including:

- **Consent:** Where you have clearly agreed to our processing (e.g., by opting in to certain marketing or account verification steps).
- **Contractual Necessity:** Where processing is necessary to provide the services you request (e.g., domain registration, hosting services).
- **Legitimate Interests:** For activities such as fraud prevention, network and information security, and improving our services, provided these do not override your fundamental rights.
- **Legal Obligations:** Where we must comply with applicable laws, regulations, or court orders.

### 4. How We Use Your Personal Data

- **Service Provision:** To register domains, set up hosting accounts, process payments, and provide customer support.
- **Account Management:** To send you important account updates, renewal notices, and customer service messages.
- **Verification and Security:** To verify your identity, process payments securely, and protect against fraud or abuse.
- **Improving Our Services:** To analyze performance, troubleshoot technical issues, and enhance the user experience.

- **Marketing Communications:** Where you have consented, we may send you promotional materials or newsletters. You can opt out at any time.
- **Legal Compliance:** To comply with UAE laws, respond to lawful requests by public authorities, or as otherwise required by law.

## 5. Disclosure of Personal Data

We may share personal data only in the following circumstances:

- **Service Providers:** With payment processors, domain registries, data center providers, or third-party tools needed to deliver our services. These parties process data on our behalf, subject to strict confidentiality obligations.
- **Legal or Regulatory Requirements:** Where we are legally required to disclose or otherwise believe in good faith that disclosure is necessary to comply with legal processes, protect our rights, investigate fraud, or respond to lawful requests.
- **Business Transfers:** If we undergo a merger, acquisition, or sale of assets, your data may be transferred as part of that transaction, subject to the same confidentiality commitments.

We do not sell or rent your personal data to third parties.

## 6. International Data Transfers

Your personal data may be transferred and stored on servers located outside the UAE. We ensure that any cross-border data transfer complies with the PDPL by

implementing appropriate safeguards (e.g., contractual clauses, technical security measures) to protect your personal data.

## 7. Data Retention

We only retain personal data for as long as necessary to fulfill the purposes for which it was collected, including:

- **Active Account:** During the term of your account with us.
- **Legal/Regulatory Requirements:** To comply with financial or legal record-keeping obligations (e.g., invoices, transaction records).
- **Dispute Resolution:** For a reasonable period after account closure in case of disputes, auditing, or data-subject claims.

When personal data is no longer necessary, we will securely delete or anonymize it – this applies to account that are inactive for a period of 5 years or more.

## 8. Your Rights

Subject to applicable UAE law, you have the right to:

- **Access:** Request a copy of the personal data we hold about you.
- **Rectify:** Ask us to correct any inaccurate or incomplete personal data.
- **Delete:** Request deletion of your personal data under certain conditions (e.g., no ongoing contractual obligation or legal requirement to retain).

- **Object or Restrict:** Object to certain processing or request we restrict processing of your personal data.
- **Withdraw Consent:** Where we rely on consent, you may withdraw it at any time (without affecting the lawfulness of processing based on consent before withdrawal).

To exercise any of these rights, please contact us at the information provided below. We will respond to your request in accordance with the PDPL timelines and requirements.

## 9. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. These measures include:

- Secure socket layer (SSL) encryption for data transmissions
- Tokenized payment processing (we do not store full credit card details)
- Restricted access to personal data on a need-to-know basis
- Regular security audits and intrusion detection systems

However, no method of transmission or storage is completely secure. While we strive to protect your personal data, we cannot guarantee absolute security.

## 10. Cookies and Tracking Technologies

We use **cookies** and similar technologies (e.g., web beacons, pixel tags) to collect information about how you interact with our Website, enhance your user experience, and personalize content. You may refuse or accept cookies by adjusting your browser settings. However, certain Website features may not function properly without cookies.

## **11. Third-Party Links**

Our Website or services may contain links to third-party websites. We are not responsible for the privacy practices or content of these sites. We encourage you to review the privacy policies of any external sites you visit.

## **12. Minors' Privacy**

Our services are not directed to individuals under 18 years of age. We do not knowingly collect personal data from minors. If you believe a minor has provided us with personal data, please contact us so we can delete the data.

## **13. Updates to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or UAE legal requirements. We will post the revised Policy with an updated "Last Updated" date. Your continued use of our services following the posting of changes constitutes your acceptance of such changes.



Note: Exabytehub is a owned and operated by Bloom Techno FZE-LLC a legal entity registered in the United Arab Emirates and we also maintain a GDPR/Cookie policy for our EU customers.

If you have any questions arising on our Privacy Policy, please contact our team via Email or open a support ticket.