

Privacy Policy

1. General information

Your privacy is important to us. This Privacy Policy describes what information "CLODO CLOUD SERVICE" CO. L.L.C. ("Provider") collects, uses and processes information about its customers (clients, users of its services) and across our website ispserver.ae ("Website") and how this information and personal data is used in the course of our business. 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.

Provider does not collect personal information of any non-customer under any circumstance. Any information received, whether that of customer or non, will not be distributed to any party.

Access to customer information will not be granted to any third-party unless this is required & requested by a competent law enforcement agency in the geographies that we operate in.

Provider does not sell or rent customer e-mail addresses or other information to any third-party and, inversely, Our Terms of Service prohibits any client from sending Unsolicited Commercial Email (UCE aka "spam") using our web services.

All client information, such as your e-mail address and phone number, is used only for internal purposes to contact if necessary for announcements and updates. Financial information that is collected is stored securely and is used only to bill the client for products and services which have been purchased.

Provider is a legal entity registered in the United Arab Emirates and we also maintain a GDPR/Cookie policy for our EU customers. Details on this policy can be requested.

2. Acceptance of the Policy

You accept this Privacy Policy by using our Website, placing an order for Services or joining our email list.

3. Changes to Policy

If we make any significant changes to this Policy we will notify you by email, post a notice of such changes on the Site or flag our Privacy Policy on the Site as updated. You agree to our use of electronic communications with you for purposes of this Policy. If you do not agree to the changes to this Policy, we will continue to maintain and use Personal Data previously collected in accordance with the Policy in force as of that date.

4. The information we may collect and purposes:

When using this Website and the services of the Provider, you provide us with, and we receive from you, the following information:

- *Your full name*
- *Your mailing address*
- *Your mobile and landline numbers*
- *Your email address*
- *Your credit card number*
- *The expiration date of your credit card*

If you require technical support from our customer support department, we may ask you to provide us with certain technical information about your system so that we can better address your issues. The information that may be required includes:

- *The name of your operating system*
- *Its version and updates*
- *The programs you are using*
- *Details about your internet connection*
- *Other relevant technical information*

We will also record certain details of your behavior when you visit our Website to create better services and meet your needs. The information we may collect includes:

- *Your IP address*
- *Your entry point*
- *The time and duration of your visit*
- *The time you spent on different pages of the Website*

We place cookies on your system to be able to recognize you each time you return to our site. This cookie file may be linked to your personal information that we have in our database.

5. Access and Ability to Change information

You can request access, updates, and corrections to your data by contacting the Provider. You can also change your information in your account or request the removal of information related to your inquiries by contacting us through tickets.

You may request the Provider to delete your personal information, and we will make reasonable efforts to fulfill such requests. However, we may retain and use your data for such periods as required or permitted by law.

6. Security

We employ technical, physical, and administrative security measures designed to protect data from loss and unauthorized access, use, and disclosure of any information. Passwords are stored on our server in encrypted form. We have methods of storing personal information designed to store personal information if necessary for the purposes stated above or otherwise to comply with legal requirements. Unless otherwise specified in this Privacy Policy, our employees are required to maintain the confidentiality of the information outlined herein.

7. Use of Cookie

Cookie files are simple, small, and harmless text files. We place cookie files on your computer to help us identify you when you return to our Website. The cookie file contains an alphanumeric code that is unique to your browser. This

information allows us to better meet your needs and continuously improve our services during your visits.

8. Final Provisions

This Privacy Policy applies from the moment of its posting on the Provider's Website.

If you have any questions regarding our Privacy Policy, please contact our company through any available means.

CLODO CLOUD SERVICE CO. L.L.C.

E-mail:info@ispserver.ae