

# Hello.website Privacy Policy

Effective Date: January 1, 2018

Last modification: August 1, 2021

Welcome to Hello.website's Privacy Policy. We've set out here what personal information we collect about our users, what we do (collect, use, store, retain or otherwise process) with it and your rights and choices.

By using any of our Services, you acknowledge that you have read this Privacy Policy.

## 1. Information we collect

To provide you our Services, we must collect Personal Information relating to an identifiable natural person ("Personal Information"). We collect various informations from your use of the Services:

- Information you provide to create and access an Account, Register Domain Names, or when you contact us directly by any communication channel, specifically email address, first name and last name.
- Information you share with us in connection with surveys, contests or promotions.
- Information from your use of our Services, that includes: IP addresses, pages of our website you visited, information of your browser or device, information on how you interact with our Services.

## 2. How we use the information we collect

The personal information we obtain from you and about is used for the following purposes:

- To provide you our Services
- To communicate with you on Service-related issues or announcements
- To further develop and improve our Services based on your experiences
- To provide you customer assistance and support
- To offer certain contests and promotions, contact participants, and grant prizes
- To enhance our data security and integrity, improving fraud prevention capabilities
- We have a legal obligation to use your personal information to comply with any applicable laws and regulations, like a court order or binding law enforcement request.

## 3. How we share the personal information we collect

We may share your Personal Information with third parties, like further service providers and others (like law enforcement) in the following ways:

- We may disclose or allow access to any categories of your Personal Information pursuant to a legal request, such as legal proceedings, criminal investigations or court order, or in compliance with applicable laws, with or without notice to you.

- We share with you, our User, data regarding usage by your website's end users.
- In order to complement our Services, we have partnered with Third Party Providers, such as Domain Registration companies. If required to comply with Domain Registration Rules and Regulations, Domain Registry or Registrar Policies etc. we share your Domain Registration information with such domain registration parties.
- We have also partnered with hosting services, communications and content delivery networks (CDNs), data and cyber security services, billing and payment processing services, web analytics services and content providers.
- We may share personal information with social media platforms or similar Third Party Services to improve your experience, or when you intentionally interact with them. Such case is for example when you use a Third Party Service to log in or create an account with us.

## 4. Your rights and choices

We do our best to follow and comply with privacy regulations worldwide. Whenever applicable law requires - and subject to any relevant exceptions under law, - we enable you to request access to, update, change, or delete your Personal Information.

You can exercise your rights access, update, change or delete personal information by contacting us directly at [human@hello.website](mailto:human@hello.website)

In order to fulfill your request, we may ask for additional information to securely confirm your identity. Should this procedure involve dedicated time and work on our end (excessive requests), we reserve the right to charge a fee (where permitted by law).

When you ask us to delete your data, for technical reasons, and due to the complex nature of such Service's systems, there is likely to be a delay in deleting your personal information from our systems. Also, we will retain required personal information in order to comply with the law, protect our and third party's rights, resolve disputes or enforce our legal terms or policies, to the extent permitted under applicable law.

## 5. How we protect your personal information

On a best effort basis we are dedicated to keep all your personal information safe and secure. We use technical and administrative measures and rules to always safeguard the data we store. We use and offer HTTPS secure access to most areas on our Services; we are using firewalls to protect against intruders; we have built redundancies for backing up all data; we are constantly monitoring and testing against network vulnerabilities.

## 6. Retention of personal information

We retain your personal information for as long as your account is active or for as long as needed to provide you with our Services.

We also may retain personal information after you deactivate your account for as long as necessary to achieve the purposes described in this Privacy Policy, for example, to comply with legal obligations, to protect us in the event of disputes and to enforce our agreements and to protect our and others' interests.

## 7. About us and how to contact us

The Hello.website Service is provided by Days Gone By LLC, a US company, based in 3719 W Quail Heights Ct, Boise, ID 83703

Should you have questions, comments or complaints about this Privacy Policy or our privacy practices, or if you would like to exercise your rights and choices, please email us directly at [human@hello.website](mailto:human@hello.website)

You can file a complaint with your local supervisory authority for data protection at any time, however we recommend that you contact us first so we can try to resolve it.