



ZONE NETWORKS Privacy Policy

Zone Networks is committed to providing its customers with high quality services and support. In order to protect our customers, and in the interests of transparency, this document outlines how we may use your personal data.

Should you have any questions regarding this Agreement, or any of our other policies, please contact us by emailing sales@zonetworks.com.au

This is a legal document that all customers of Zone Networks are required to accept.

Last updated 1 May 2016.

ZONE NETWORKS SOLUTIONS PRIVACY POLICY

1. Definitions

- 1.1 “Customer” refers to the person or organisation purchasing or receiving a product or service from Zone Networks.
- 1.2 “Service” or “Services” refers to the products or services ordered from Zone Networks including but not limited to web hosting, dedicated servers, cloud and virtual servers, managed services, colocation, IP transit and domain names. The nature of these Services is identified via the Customer’s Client Area.
- 1.3 The “Provider”, “Zone Networks” refers to Zone Networks Proprietary Limited, with ABN 83 136 050 578 and ACN 136 050 578.
- 1.4 The “Client Area” refers to the billing account supplied to the Customer upon registration, accessible at <https://myaccount.zonenetworks.com.au/clientarea.php>.

2. Acceptance

- 2.1 The Customer signifies and identifies their acceptance to Zone Network’s terms and policies, including but not limited to this Privacy Policy, upon placing an order for a Service.

3. General Privacy Policy

3.1 Zone Networks shall:

- a. only collection information from the Customer that is required to render the Service, and meet the Provider’s legal obligations;
- b. encrypt all information, including personal particulars and payment information;
- c. store encrypted data in a secure location;
- d. conduct audits of security and PCI compliance regularly, to industry and regulatory standards;
- e. provide a means for the Customer to modify the personal particulars collected;

- f. process transactions, and collect personal information over a secure means, including a 256-bit SSL encrypted website;
- g. not supply, distribute, sell or publish the personal particulars collected from its Customers to third parties excluding for fraud protection purposes;
- h. engage a trusted third party solely for fraud checking;
- i. at its sole discretion, render data in a criminal investigation.

4. Domain Registrations

- 4.1 The registration of a domain name through Zone Networks may require the Provider to publish, supply and distribute personal information of the registrant to third parties, including:
 - a. the Provider's wholesale partner for the purchased domain;
 - b. the governing body for the domain space purchased, such as AuDA.
- 4.2 All domain registrations and changes of domain ownership must be entered into a global database, "WHOIS". Personal particulars required for this database may be surrendered by the Provider for the purposes of completing the registration. This may include, but is not limited to, the name, email address, phone number and address of the Customer.
- 4.3 For some domain names, privacy protection may be offered by the Provider. In such cases, the WHOIS database entry for the purchased domain will be replaced with the name, address, phone number etcetera of the Provider. This shall be offered to the Customer, where available, as a free or paid service. WHOIS privacy protection is prohibited by the governing bodies of some domain spaces, such as AuDA.

5. Changes & Alterations to Policy

- 5.1 Zone Networks may alter this document outlining Acceptable Use at any time. Changes will be made available via the Zone Networks website. Changes made shall become effective immediately once revised policies are published. Should the Customer decline to agree to the revised terms, a cancellation may be requested in accordance with these Terms of Service.

5.2 Zone Networks agrees that all policies, including these Terms of Service, will be available for both existing and prospective customers via its website.

6. Aggregate Agreement

6.1 This Privacy Policy represents a formal contractual agreement between Zone Networks and the Customer.