



Information Collected

We collect the following information from you in order to provide our services as described below.

Personal Information: The personal information we collect depends on the type of service, support, or sales inquiry, and may include your name, address, telephone number, fax number and email address, dates of service provided, types of service provided, payment history, manner of payment, amount of payments, date of payments, domain name, credit card or other payment information. The financial information will only be used to bill you for the products and services you purchased. If you purchase by credit card, this information may be forwarded to your credit card provider. When transferring personal information a security icon will appear in your browser.

Cookies and Tracking: Your Internet browser has the in-built facility for storing small text files - "cookies" - that hold information which allow a website to recognize your account. We use cookies to save your preferences and login information, and to provide personalized functionality. We may use cookies to collect, store, and sometimes track information for statistical purposes to improve the products and services we provide and to manage our telecommunications networks. We may utilize cookies to track referrals from internal and external affiliates, as well as advertising campaigns. You can reject cookies by changing your browser settings, but be aware that this may disable some of the functionality on the geo-itservices.co.uk website.

Customer Surveys: We may periodically conduct customer surveys. Participation in our customer surveys is voluntary. Your personal information, if provided, will remain confidential, even if the survey is conducted by a third party service provider on our behalf.

Information Use

Personal Information: The information we collect is used for billing and to provide service and support to our customers. We may study this information to determine our customers' needs and to promote certain products and services or additional support. We may also generate non-identifying and aggregate profiles from information that our customers provide during registration (such as the total number of customers in a given category). This aggregated and non-identifying information may be used to promote advertisements that appear on our website and in connection with our services.

We take reasonable precautions to prevent unauthorized access to your information. Accordingly, we may require you to provide additional forms of identity should you wish to obtain information about your account details. GEO IT Services may also use the information you provide to contact you about other products or services we offer that we think may be of interest.

Logs: We use IP addresses to analyse trends, administer our site and servers, track access, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. However, it is possible that personal information about a customer may be included in the log files due to the normal functions of IP addresses and Web browsing.

Customer Surveys: We may use the contact and other information provided to follow up with customers who respond to our customer surveys to help resolve issues internally or with our third party partners.

Disclosure of Information

Partners: Some of our products or services are offered to our customers in conjunction with a partner. We may share your information with these parties to offer the product or service or to facilitate your use of additional amenities included with your hosting account. For example, one of our partners may provide services to you based on links that you access from your control panel.

Service Providers: We may transfer (or otherwise make available) your personal information to third parties that help us provide our services or provide services on our behalf. For example, we may use service providers to authorize and process payments, administer surveys, or run promotions. Your personal information may be maintained and processed by our third party service providers in the United Kingdom or in other jurisdictions. Our service providers are given the information they need to perform their designated functions, and we do not authorize them to use or disclose personal information for their own marketing or other purposes.

Online Advertisements: We do not share personally identifiable information about individual customers with advertisers. We may display online advertisements and we may share aggregated and non-identifying information about our customers that we collect through the registration process or through online surveys and promotions with certain advertisers. In some instances, we may use this aggregated and non-identifying information to deliver tailored advertisements.

Domain Registration: In certain jurisdictions or pursuant to the rules of the Internet Corporation for Assigned Names and Numbers ("ICANN") or certain registries, the contact information you provide to register a domain name ("Domain Name Registration Information") has to be made available and accessible to the public through a "WHOIS" search. The WHOIS database is a publicly accessible database that lists the Domain Name Registration Information for a particular domain name, the name server(s) to which the domain name points, and the domain name's creation and expiration date. The Domain Name Registration Information you provide is hosted by us or a third party service provider and is made available to the public through WHOIS searches. At times, customers may receive solicitations that result from searches of the publicly available WHOIS database by other companies or individuals. Any such solicitations or SPAM do not come from GEO IT Services and we do not control the use of WHOIS information by third parties. The Domain Privacy option will protect your WHOIS information from being viewed however GEO IT Services will fully comply with any investigation under the laws of the United Kingdom.

Legal Reasons: We may access and share information about customers with any legal body if we believe that UK law requires us to do so or if you are in breach of our Acceptable Use Policy. We may also access and share information about customers as necessary to defend any legal claim against GEO IT Services, to investigate, prevent or take action regarding suspected fraud or any other illegal activity or to prevent death or serious physical harm to any person.

Data Security: GEO IT Services uses technical security measures to prevent the loss, misuse, alteration or unauthorized disclosure of information under our control. GEO IT Services uses security measures including and not limited to: physical, electronic and managerial procedures to safeguard and secure the information we collect online. All sensitive information is collected on a secure server. When we ask customers or users to provide financial information (such as a credit card number) that data is protected using Secure Sockets Layer ("SSL") technology.

Hosted Sites

GEO IT Services have a clear Acceptable Use Policy for websites hosted on our systems however our privacy policy is not applicable to any sites hosted by GEO IT Services.

Changes to this policy

We reserve the right to revise, amend, or modify this Privacy Policy at any time and in any manner. However, if we plan to materially change how we plan to use previously collected personal information, we will provide you with advance notice prior to the change becoming effective and an opportunity to opt-out of such differing uses. We encourage you to periodically review this page for the latest information on our privacy practices.

Contacting us

Any privacy concerns relating to this policy can be addressed by contacting us by email on support@geo-itservices.co.uk

We will endeavour to address any concerns or questions you might have as a customer or prospective customer of GEO IT Services.