

1: Privacy of Account Holders

An “Account Holder” is anyone who created an account with XZBackup.

The data we collect from you

We collect the following data from you:

Account and Billing Information: this is the information you put on when opening an account including your name, username, email address etc. Where you pay for using our service, we will also collect information regarding the payment method you have selected (including billing address, card number, expiry date etc).

Account Settings

Any other information you share with us including support tickets, emails, queries and testimonials.

The legal basis for us collecting the above data is that it is necessary for us to provide you the services under contract.

Billing Information

We request information from the user on our order form. A user must provide contact information (such as name, email, and address) and financial information (such as credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, the information is used to contact you.

What we do with the information we collect

We use the information we collect to provide our services to you. This includes:

Providing you customer support and help about our services when you contact us.

Contacting you about your account, billing information, changes to our Terms of Use, changes to other policies, and any other issues regarding our services.

For trouble shooting and testing of our services to ensure that it is secure, reliable and of high standard.

Maintain and improve our services.

To enforce our Terms of Use to ensure you are not carrying out any prohibited activities.

To respond to legal requests, court orders or lawful requests from government agencies.

For providing our services to you as per your request.

Sharing & Disclosure of your data

All account data is stored in the US. Any backed up files are also be stored in UK.

We do not share your data with any third parties.

We also use payment processors to accept card payments. Please check the privacy policies and terms & conditions of those. We use the following 2 payment processors:

Authorize.net, their privacy policy can be found at: <https://www.authorize.net/company/privacy/>

PayPal, their privacy policy can be found at:

<https://www.paypal.com/ee/webapps/mpp/ua/privacy-full>

We may disclose account details to the billing contact (if different, and if billing contact demands it).

We may disclose account details to your organization, where the registered account belongs to the organization itself.

We may disclose account or billing details if required by law or to comply with a court order or legal process.

We may disclose account details if there is a change in business ownership in the event of a merger, change in ownership, consolidation amalgamation or other corporate change, you agree that the successor will process that data instead of XZBackup following a notice of 1 month given to all of XZBackup customers.

Your data to third countries

All user data is stored in the US and backup accounts are stored in UK, unless requested to be stored in a US datacenter or account was created before our UK datacenter was an option and a transfer request hasn't been received.

Rights to your data

If you are an Account Holder, you have the following rights to your data (please see below under the Heading "General Statement" for more information):

Right to access: You have the right to access most of the data we hold about you and for you by logging in to your account.

You also have the right to access any information we hold about you and your account in a common machine readable format for free of charge, unless your request is excessive or repetitive.

We will process your request without undue delay and at the latest within 1 month, unless, your request is complex or numerous in which case we may take up to 3 months, but we will inform you within 1 month if this is the case.

Right to rectify: when you log on to your account, you can also rectify or update any information on your account . If you are not able to do so, please contact us at support@xzbackup.com.

Right to erase: When you log on to your account, you may also erase any data on your account with the exception of data that is required for you to keep your account open (such as your email address, name etc). You also have the right erase any other data which we hold about you including raising any questions or support tickets, if you would like to do so please contact us at

support@xzbackup.com

When you terminate your account, you can request all of your data will be erased.

When you delete your data or terminate your account, it may still be stored with us for up to an additional 3 weeks due to the backups we have.

Communication from the site

We send all new members a welcoming email to verify their registration.

Established members may occasionally receive information on improvements to our service, and general service announcements.

On rare occasions it is necessary to send out a strictly service related announcement. For instance, if our service is temporarily suspended for maintenance we might send users an email.

We communicate with users on a regular basis to provide requested services and in regards to issues relating to their account we reply via email or phone, in accordance with the user's wishes.

Retention Periods:

We will retain your data for as long as necessary to carry out the service to you. If you wish to cancel your account, you may do so from your account settings. Alternatively, you may request that we no longer use your information to provide you our services then please contact us at:

support@xzbackup.com

Part 2: Privacy of All Site Visitors

A "Site Visitor" is anyone who visits our site.

Cookies

We use both session ID cookies and persistent cookies. For the session ID cookie, once users close the browser, the cookie simply terminates. A persistent cookie is a small text file stored on the Site Visitor's hard drive for an extended period of time. Persistent cookies can be removed by following Internet browser help file directions (see below). With session cookies we are able to ensure that only people who have entered in correct login details are able to use password-protected areas, and only areas that they are authorised to use.

When you visit our site, we use cookies to store data on your device. This is so that we can:
Distinguish you from other users of our website.

Helps us to improve our website's performance and your experience of using our website.

Make it easier and more convenient for you to log in to our site, by storing the username and password on your device.

For ensuring secure login.

To track referral data and see how you got to our site.

To measure your usage of our services.

How to control cookies from your web browser

Web browsers general accept cookies. You can however change your setting to decline cookies. To learn more about this, please visit this link: <https://www.aboutcookies.org/how-to-control-cookies/>

Do note that changing the setting on your browser to reject cookies means that you may not have access to important features on our site.

As the legal basis of using cookies, it is necessary for the purposes of the legitimate interests pursued by XZBackup. Our legitimate interests are:

- Distinguish you from other users of our website.

- Helps us to improve our website's performance and your experience of using our website.

- Make it easier and more convenient for you to log in to our site, by storing the username and password on your device.

- For ensuring secure login.

- To track referral data and see how you got to our site.

- To measure your usage of our services.

However, if you believe that such interests are overridden by the interests or fundamental rights and freedoms of you as the data subject and that those require protection of your personal data, please contact us at support@xzbackup.com. We will block access to your data or give you the means to quickly do so, while we make a decision as to your request.

Source Data

XZBackup records the source of how you got to our site, including for example from another website or from a link to our website.

Log Files

We collect information about you when you visit our site including which webpages you visit, when you have visited them etc. We may also keep log files which contain data about the device you're using, the IP address, internet service provider, operating system, timestamps and files you view from our site.

IP Addresses

By visiting our site, your IP address will be recorded by our servers and stored in log files. These log files are used for record keeping, tracking referring websites, inferring your general location, and for security purposes to avoid SPAM, abuse and DDOS attacks.

Device Data

We collect data about the device and system you use to access our site. In particular, we collection your IP address, operating system, device type, browser type and your general location of accessing the site.

Security

XZBackup has active security measures to ensure that we are compliant with all data we process in accordance to data privacy legislation as applicable to the UK. Our technical and organizational security measures mean that we comply with our obligations to ensure that data stored with us is stored safely and securely.

Our security measures include:

ISO27001 certified

Cyber Essentials Plus certified

Access controls

Firewalls

Online Security (TLS Encryption)

Encryption of data

Our website takes every precaution to protect our users' information. When users browse or submit information via the website, their information is protected both online and off-line. Our website is encrypted and is protected by HTTPS . The lock icon displayed on your web browser signifies that HTTPS protection is active, as opposed to un-locked (or open). While we use HTTPS encryption to our website, we also do everything in our power to protect user information offline. All of our users' information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information. Furthermore, all employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our users' information is protected. Finally, the servers that store personally identifiable information are in a secure environment, in a locked facility.