Zeniar
Perth, Western Australia, Australia
ABN 57295582608

Privacy Policy

Zeniar regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Zeniar users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact us at privacy@zeniar.com

Collection of Information

In order to use the Zeniar website and services, we may require information from you in order to provide the best service possible.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including Email.

Any information collected by Zeniar is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

Use of Collection Information

Any details collected from Zeniar customers is required in order to provide you with our products and/or services, and a high level of customer service.

Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details in full.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us at privacy@zeniar.com

In the normal course of providing our web hosting services, we also create and maintain other information such as account status, system usage, plan type and support requests. All information collected by Zeniar will be used for the sole purpose of maintaining our relationship with you as a customer.

We do not sell or rent customer information to any source.

We use customer information to notify customers of system and service related issues including: system upgrades, scheduled maintenance, network downtime, newly added services or features and any other communication deemed relevant to the continuance of our service.

As required by law, we will disclose customer information such as name, address, IP, contact, or bring legal action against persons causing harm or interfering with the rights or property of Zeniar, our customers, illegal content, or others.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at privacy@zeniar.com

Communications

Zeniar uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at privacy@zeniar.com or by unsubscribing in your billing account.

You will be notified when your personal information is requested by any third party that is not our agent/service provider when possible, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Zeniar may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose.

Zeniar does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

Links

Links on the Zeniar site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of https://zeniar.com

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.

END OF DOCUMENT