

It is important that we (customer and Aquirex) must follow standards and terms. This document will ensure a successful business operation with a mutual understanding.

In this Privacy Policy mentioned below, you will find the updates made on [February 15th, 2016](#)

[Legal Team – *Aquirex Technologies*]

Aqurex Technologies esteems the privacy of its consumers, business clientele, and treats personal information provided by you as confidential. We pledge to fully comply with the requirements of the International Personal Data (Privacy) Ordinance. We use your personal data and information in order to fulfil our commitment to provide you with distinctive of IT service. Thus, by using our services/products you concur to the use of the data that we collect in agreement with this Privacy Policy. The objective of this (Privacy Policy) is to enable you to understand what personal information of yours is collected, how/when we might use or share your information, and how you can correct any inaccuracies in the information. This Privacy Policy also explains our online information practices and the choices you can make about the way your information is collected and used.

1. INTRODUCTION (WHO WE ARE?)

Aqurex Technologies is a subsidiary product of its parent entity **Protocols360**. Aqurex provides cloud-based solutions, including SSD based web hosting, domain name registration/maintenance and related products and services, to small & medium businesses, individuals, non-profit organizations and others.

The information that Aqurex collects in connection with the Services is hosted on servers located in the United States (U.S.), unless otherwise provided. By using the Services, you freely and expressly give Aqurex your consent to export your information and data to Sri Lanka.

2. INFORMATION COLLECTED/USED

I. COLLECTING PERSONAL DATA AND SECURITY

The term "personal data" refers to personal information which is capable of identifying the customer as an individual/organization. You may visit our website without providing any personal data or information as required. But when we need to collect personal data from you on certain occasion to provide you with a particular service, which we will ask you to voluntarily supply us with the information we need. Personal data may be collected as part of:

- a. Creating/Assigning packages, services requested by you
- b. Issuing invoices, due notices of any subscribed service(s)
- c. Newsletter and subscriptions
- d. or any related changes... etc

Personal Information we collect

The information that we collect to process:

- a. Name, contact details including the packages subscribed for
- b. Basic credit card or any other subscribed details, member information
- c. or any other related information to fulfil specific requests

Personal Information we may use

There are occasions that we may use and disclose necessary portions of your personal information in-order to:

- a. Create & process accounts, package subscriptions... etc
- b. Process payment details
- c. or any other related information to fulfil specific requests

General users apart from registered customers are considered to be anonymous users who visits aqurex.com on an anonymous basis. Neither we have configured nor collect from your computer (or any device you're using to access this site), without your acknowledged input. This means that unless you voluntarily and or knowingly provide us with any information, we will not know your identity at any given time.

While managing your personal information(s), as well as preventing it from any security breaches and as well ensuring the correct use of your personal data(s), we have implemented various technological mechanism to safeguard them securely. These measures are subject to ongoing review and will always be monitored. Whilst we make every effort to protect our customer's personal data, no security measures can guarantee that your personal data and information will not be subject to interference, misuse or hacking and we shall not be responsible for any loss, misuse or alteration arising as a result of such incidents.

II. DISCLOSURE OF YOUR PERSONAL INFORMATION

We may disclose and transfer some of your personal data and information to certain Solution companies (for example, SSL certification authority, domain registrar, credit card processing bank or intermediary), and business partners who provide administrative, telecommunications, payment or other services to Aqurex Technologies to facilitate your requests or provide you with packages and services you require and for the purposes described under the section "Collecting Data(s) and Security". The recipients of any such data are contractually prohibited from using personal data and information for any purpose other than for the purpose Aqurex specifics.

We reserve the right to disclose any personal data and information we have concerning you if we are compelled to do so by a court of law or requested to do so by a governmental entity or if we determine it is necessary or desirable to comply with the law or to protect or defend our rights or property. We also reserve the right to retain information collected and to process such information to comply with accounting and tax rules and regulations.

Except as described herein, we do not permit the sale or transfer of personally identifiable information to third parties.

III. WEB COOKIES AND ITS USAGE

To enhance the user experience on our web site, some of our web pages, its contents may use "cookies." Cookies are text files that will be placed in your computer's browser to store our website preferences. Cookies, by themselves, do not expose use any user email address or other personally-identifiable information unless you choose to provide such information to us by, for example, registering for any of our given services. However, once you choose to furnish the site with your personally-identifiable information, this information may be linked to the data stored in the cookie in a secure manner.

We use cookies to understand site usage, frequently viewed pages and to improve the content and offerings within our sites. For example, we may use cookies to personalize your experience at our web pages (e.g., to recognize you by name when you return to our site), save your username and/or password in certain password-protected areas, and to offer you products, programs, or services.

IV. BACKUP AND DATA LOSS

From the moment you subscribe for any of Aquirex.com provided service, you then agree that your use of its Services is at your own risk, and that Aquirex is not liable for any data loss in connection with its Services. You are alone responsible for creating backups of your own Content. If, during our own routine maintenance, we do create a backup of Your Content which you later request us to restore to your account, we cannot confirm that we will be able to do so, or that Your Content will be unharmed as a result of the initial data loss or the subsequent restore procedure. To that end, we highly recommend that you establish your own routine backup procedure and that you periodically test restoring files from your backup media to ensure that you are making viable backups. Should you wish for Aquirex to provide you with routine backup service, in addition to the Services provided under this Agreement please do Contact Us? We offer backup solutions as an add-on service to our regular Services, and all such services are provided through a separate, written agreement.

V. UPTIME GUARANTEE

Aquirex.com may offer its clients a Service level agreement (SLA) guaranteeing availability of our Services based on certain functionalities. This will vary with the service subscribed and the SLA's that are specific for the named Services.

3. YOUR CHOICES

I. CORRECTING OR UPDATING INFORMATION

In an event of a consumer information changes, or if the consumer no longer uses our service, we will seek to provide a way to correct, update or remove the said DATA(s) in our records. Mostly this can be achieved via our client portal at <https://secure.aquirex.com> or by emailing us at support@aquirex.com

II. OPTING OUT INFORMATION

Similar to most systems, consumers will receive invoices, updates, newsfeeds, and other mailings in default. Nevertheless, consumers do have the options to opt out for newsletters and other mailings by following the unsubscribe link. However, consumers are not able to opt out for any important notifications that are send to their accounts.

III. PUBLIC COMMUNITIES

Kindly note, that any information you may expose or post on public forums relating our services becomes public and we have no relation in any way to take them down. You should exercise when carrying out such operations in these public areas. However, if the public forums or services are under Aqurex premises; then you may contact us at contact@aqurex.com with the subject of "Privacy: Your Issue Title", in which case we will contact you as to whether we can do or cannot.

4. POLICY CHANGES

All our Terms and policies including this but not limited to others (such as AUP, domain policy... etc) are subjected, to change at any time and or will become effective upon updating it on any of our web portal. Any changes to this policy will be posted, updated & sent over to make sure that our users (which is you), are acknowledged always of the way we collect and use personal data(s).

5. CONTACTING AQUREX

Aqurex recommends consumers covered by this Privacy Policy to raise any concerns about our processing or personal information by contacting Aqurex Technologies at the address given below;

Operations Office: No. 34, Jayawardana Place, Hill Street, Dehiwala, Western Province, Sri Lanka.	Corporate Office: No. 154, Hemmathagama Road, Mawanella, Sabaragamuwa Province, Sri Lanka.
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Aqurex will seek to resolve any concerns raised by. Further, if you have any questions about the policy, you may email us at contact@aqurex.com

Furthermore, subscribing to any services and/or products listed at Aqurex.com means the individual user or organization has natrually read the policies and complying for its terms.