

Privacy Policy

Last Updated: October 8, 2025

Infected Game Hosting ("IGH," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our game server hosting services, visit our website at infectedgamehosting.com, or interact with our billing portal at billing.infectedgamehosting.com (collectively, the "Services").

Please read this Privacy Policy carefully. By using our Services, you consent to the practices described in this policy.

1. Information We Collect

1.1 Personal Information You Provide

When you register for an account, purchase services, or contact us, we may collect:

Account Information:

- Full name
- Email address
- Username and password
- Billing address
- Phone number (if provided)

Payment Information:

- Credit card details or payment method information
- Billing address and payment history
- Transaction records and invoices

Communications:

- Support ticket messages and inquiries
- Email correspondence
- Feedback and testimonials
- Any other information you choose to provide

1.2 Automatically Collected Information

When you access our Services, we automatically collect:

Usage Data:

- IP address
- Browser type and version
- Operating system
- Device information
- Pages visited and time spent on pages
- Referring/exit pages
- Click-stream data

Server and Service Data:

- Server performance metrics
- Resource usage statistics
- Connection logs
- Error logs and crash reports
- Server configurations (non-sensitive)

Cookies and Tracking Technologies:

- Session cookies for authentication
- Preference cookies for settings
- Analytics cookies for service improvement
- Security cookies for fraud prevention

1.3 Information from Third Parties

We may receive information from:

- Payment processors regarding transaction status
- Game publishers for service integration purposes
- Analytics providers for usage insights
- Security services for fraud detection

2. How We Use Your Information

We use collected information for the following purposes:

2.1 Service Provision

- **Creating and managing your account**
- **Processing payments and maintaining billing records**
- **Deploying and managing your game servers**
- **Providing customer support and technical assistance**
- **Sending service-related notifications and updates**

2.2 Service Improvement

- **Monitoring and analyzing usage patterns**
- **Improving server performance and infrastructure**
- **Developing new features and services**
- **Conducting research and analytics**
- **Testing and optimizing our systems**

2.3 Communication

- **Responding to your inquiries and support requests**
- **Sending account-related notifications**
- **Providing service updates and maintenance alerts**
- **Marketing communications (with your consent)**
- **Requesting feedback and reviews**

2.4 Security and Compliance

- **Detecting and preventing fraud and abuse**
- **Protecting against security threats**
- **Enforcing our Terms of Service**
- **Complying with legal obligations**
- **Resolving disputes and enforcing agreements**

2.5 Business Operations

- **Processing transactions and payments**
- **Maintaining accurate financial records**
- **Analyzing business performance**
- **Improving customer service quality**

3. Legal Bases for Processing (GDPR)

For users in the European Economic Area (EEA), United Kingdom, or other jurisdictions with similar regulations, we process your personal information based on:

- **Contract Performance:** Processing necessary to provide Services you've requested
- **Legitimate Interests:** Operating, improving, and securing our Services
- **Legal Obligations:** Complying with applicable laws and regulations
- **Consent:** Where you have provided explicit consent (e.g., marketing communications)

4. How We Share Your Information

We do not sell, rent, or trade your personal information. We may share information in the following circumstances:

4.1 Service Providers

We share information with trusted third-party vendors who assist us in:

- Payment processing (e.g., payment gateways)
- Infrastructure hosting and data center operations
- Email delivery and communication services
- Analytics and performance monitoring
- Customer support tools
- Security and fraud prevention services

These providers are contractually obligated to protect your information and use it only for specified purposes.

4.2 Business Transfers

If IGH is involved in a merger, acquisition, asset sale, or bankruptcy, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or control.

4.3 Legal Requirements

We may disclose your information when required by law or to:

- Comply with legal process or government requests
- Enforce our Terms of Service and policies

- Protect our rights, property, or safety
- Protect the rights, property, or safety of our users or the public
- Prevent or investigate fraud, security issues, or illegal activity

4.4 With Your Consent

We may share information for other purposes with your explicit consent.

5. Data Retention

5.1 Active Accounts

We retain your personal information for as long as your account is active or as needed to provide Services.

5.2 After Account Termination

Following account closure or service cancellation:

- Server data and configurations are deleted within 7 days
- Billing and transaction records are retained for 7 years for accounting and tax purposes
- Support communications are retained for 3 years
- Other account information is deleted within 90 days unless retention is required by law

5.3 Legal Retention

We may retain information longer when required for legal, regulatory, or contractual obligations, or to resolve disputes and enforce agreements.

6. Data Security

We implement industry-standard security measures to protect your information:

6.1 Technical Safeguards

- Encryption of data in transit using TLS/SSL
- Encrypted storage of sensitive information
- Docker container isolation for server security

- Regular security updates and patches
- DDoS protection and network security measures
- Access controls and authentication systems

6.2 Organizational Safeguards

- Limited employee access to personal data
- Background checks for staff with data access
- Regular security training for employees
- Incident response procedures
- Regular security audits and assessments

6.3 Important Notice

While we implement strong security measures, no method of transmission over the Internet or electronic storage is 100% secure. We cannot guarantee absolute security of your information.

7. Your Privacy Rights

Depending on your location, you may have the following rights:

7.1 Access and Portability

- Request access to your personal information
- Receive a copy of your data in a portable format

7.2 Correction and Updates

- Update or correct inaccurate information
- Complete incomplete information

7.3 Deletion ("Right to be Forgotten")

- Request deletion of your personal information
- Subject to legal retention requirements

7.4 Restriction and Objection

- Restrict processing of your information

- Object to processing based on legitimate interests
- Opt-out of marketing communications

7.5 Consent Withdrawal

- Withdraw consent where processing is based on consent
- Note that withdrawal doesn't affect prior processing

7.6 Exercising Your Rights

To exercise these rights, please contact us through our support ticket system or email. We will respond within the timeframe required by applicable law (typically 30 days).

8. International Data Transfers

Our servers are located in the United States (Denver, Colorado). If you are accessing our Services from outside the United States, your information will be transferred to, stored, and processed in the United States.

For users in the EEA, UK, or Switzerland, we rely on:

- Standard Contractual Clauses approved by the European Commission
- Your explicit consent for data transfers
- Other legally approved transfer mechanisms

The United States may have different data protection laws than your jurisdiction. We take appropriate safeguards to protect your information in accordance with this Privacy Policy.

9. Children's Privacy

Our Services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately. We will take steps to delete such information from our systems.

10. Cookies and Tracking Technologies

10.1 Types of Cookies We Use

- Essential Cookies: Required for basic site functionality and authentication

- **Preference Cookies:** Remember your settings and preferences
- **Analytics Cookies:** Help us understand how visitors use our Services
- **Security Cookies:** Detect and prevent fraudulent activity

10.2 Third-Party Cookies

We may use third-party analytics services that set cookies on your device. These services have their own privacy policies.

10.3 Cookie Management

Most browsers allow you to control cookies through their settings. Note that disabling certain cookies may affect the functionality of our Services. You can:

- Block all cookies
- Accept all cookies
- Notify you when a cookie is set
- Delete existing cookies

11. Do Not Track Signals

Some browsers include a "Do Not Track" (DNT) feature. Currently, there is no industry standard for recognizing DNT signals. We do not respond to DNT browser signals at this time.

12. California Privacy Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

12.1 Right to Know

You can request information about:

- Categories of personal information collected
- Sources of personal information
- Business purposes for collection
- Categories of third parties we share information with

12.2 Right to Delete

You can request deletion of your personal information, subject to certain exceptions.

12.3 Right to Opt-Out

You have the right to opt-out of the sale of personal information. Note: We do not sell personal information.

12.4 Non-Discrimination

We will not discriminate against you for exercising your CCPA rights.

To exercise these rights, contact us through our support system. We will verify your identity before processing requests.

13. European Privacy Rights (GDPR)

If you are in the EEA or UK, you have rights under the General Data Protection Regulation (GDPR):

- Right to access your personal data
- Right to rectification of inaccurate data
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent
- Right to lodge a complaint with a supervisory authority

To exercise these rights or for GDPR-related inquiries, please contact us through our support system.

14. Third-Party Links

Our Services may contain links to third-party websites, games, or services that we do not control. This Privacy Policy does not apply to third-party sites. We are not responsible for the privacy practices of third parties. We encourage you to review the privacy policies of any third-party sites you visit.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes:

- We will update the "Last Updated" date at the top of this policy
- For material changes, we will provide notice through email or a prominent notice on our website
- Continued use of our Services after changes constitutes acceptance of the updated policy

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

16. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Infected Game Hosting

Support Email: support@infectedgamehosting.com

Billing Portal: billing.infectedgamehosting.com

Website: infectedgamehosting.com

Email: support@infectedgamehosting.com

For privacy-specific inquiries or to exercise your privacy rights, please clearly mark your communication as "Privacy Request" in the subject line.

Note: As an online business, we operate without a physical mailing address. All communications should be directed through our electronic channels listed above.

By using Infected Game Hosting Services, you acknowledge that you have read and understood this Privacy Policy and consent to our collection, use, and disclosure of your information as described herein.