

Privacy Policy

Thank you for choosing Web Artisan Studio. Your privacy is our top priority, and we want you to know how do we handle it.

Quick Version

We collect your personal information when you are using our services. We use this information to:

- Contact you (Invoice, Important service announcement, etc.)
- To provide you service
- To bill you (PayPal information)
- To analyze our website traffic

We never give your personal information to third parties. All your personal information is encrypted and securely stored on our server.

We enforce strict access policies to customer's personal information.

Detailed Version

When Do We Collect Your Information?

We collect your personal information when:

- You visit our website
- You create an account
- You are logging into our platform
- You start a project with us
- You sign up for hosting service
- We need to bill you

What Information Do We Collect?

When you visit our website:

When a visitor visits our website, we collect basic information about the session, such as cookies, your IP address, and your browser version.

This information is used to analyze our website traffic only and will be deleted after 3 months.

When you create an account:

There is some basic personal information we need when you create an account. They may include your email address, your real name, and your phone number.

When you are logging into our platform:

Web Artisan Studio

Our platform uses cookies to authenticate you. Therefore, we will collect browser cookies when you are logging into our platform.

When you start a project with us / sign up for hosting service:

We will require you to provide us your real name, and your PayPal information.

When we bill you:

We will require you to provide us your real name, and your PayPal information. Sometimes we may require you to provide your billing address as well.

What Information Do We Not Collect?

We never collect sensitive personal information such as SIN. And we will never ask you to provide your personal information via email.

How Do We Store Your Information?

All personal information is stored on our servers across Canada and Japan. They are operated by Microsoft Azure and ConoHa. Our personal information storage system is open-source on GitHub.

All information is encrypted using AES-256 encryption standard, we only decrypt the information when we need them. We operate a very strict policy regarding customer's personal information.

We never did, and will never share any customer's personal information with third parties.

You Are Always in Control

If you have any concern about how we handle your information, please contact us at privacy@webartisanstudio.com.

It is necessary for us to retain some personal information to provide you service. You can always delete your account by going to account center.

This policy may change, at any time, with or without notice, we will try our best to contact you when there is a policy change in the future.

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