



AwakeNode LTD

Privacy Policy

This document applies to everyone who uses AwakeNode's services (<https://awakenode.com>). In this document, the terms "we," "us," and "AwakeNode" relate to the company AwakeNode; the terms "you," "your," and "the user" refer to the client using the services. A parent or legal guardian is considered accountable for the user if they are younger than 13.

In Discord no staff member will ever ask you for your password that is only to the user who set it, the only information we would ever ask is if you are requesting, a service to be moved to another account or cancellation, or anything that may damage your files. This would only occur via a private ticket on our official Discord server and never in DMs or a public chat.

1. ACCOUNT

- a. If a user reveals information with a third party, Awakenode is not liable. However, we will only request information that can be located in the Awakenode billing and if it's connected to either PayPal or Stripe if we anticipate that the current user does not actually own the account.

ii. INFORMATION WE COLLECT

- a. Creating an account with Awakenode Hosting, you do understand that the following information is collected and not used outside of Awakenode.
 - i. First Name
 - ii. Last Name
 - iii. Email address
 - iv. Postal address
 - v. Telephone number

- b. We do suggest adding it, but as mentioned above, it will only be used within Awakenode. The following information is optional and can only be used to ensure your account security if necessary in the future.
 - i. Second Address

iii. HOW WE USE YOUR INFORMATION

- a. Awakenode will only use your information within the boundaries of Awakenode. No third party has access and will not be granted. All staff members are required to sign an NDA that prohibits them from accessing, sharing, or changing any client information (without the client's prior permission), on our billing page ([billing.Awakenode.com](https://billing.awakenode.com)). No user information is sold and is safe by protecting using an external PCI-compliant payment gateway that handles all transactions.

iiii. WHAT A STAFF MEMBER COULD ASK OF YOU IN BILLING OR DISCORD TICKET

- a. A staff member on our Discord can ask for the following if any task puts the user's files at risk
 - i. First Name
 - ii. Last Name
 - iii. Email address
 - iv. Postal address
 - v. Telephone number

- b. This will only occur in a ticket or email within Awakenodes boundaries and will not happen via
- c. Personal Call
 - i. Personal Private Messages
 - ii. Public Chats
- d. OR anywhere where others may gain access to the information given.

5. SERVICE PRIVACY

- a. Awakenode and all staff members WILL NOT access your files without permission. This means we will not delete, copy, move, or upload files to your service without the user's prior permission. If a user makes a request in a ticket, Awakenode staff members may start, stop or restart your service, to see if any errors may appear to resolve a client's issue.
- b. Awakenode may access your files if we see malicious activities occurring on your service. In this case, we can either keep a copy of the file or permanently delete it without the user's consent; this is to ensure any or all files from other users on the machine will not be affected at all.
- c. All client services are secure and the team members with access follow both statements above. Awakenode takes daily backups of all user's services daily. However, these backups are only used in the case that Awakenode is at fault. User's requesting a backup without valid reasons will be denied, as backups are only provided if Awakenode is at fault. These backups are only saved to 3 machines within Awakenode's policies and are only accessible by the system team.