

Last Updated: 18/11/2024

Welcome to TallDwarf Hosting's Privacy Policy. Your trust is important to us, and this document outlines how we collect, use, and protect your information while providing our hosting services.

Information We Collect

Personal Information

When you sign up for our services, we collect personal details such as your:

- Name
- Email address
- Billing information
- Contact details

Technical Information

To optimize our services and ensure security, we may collect:

- Device information (e.g., IP address, active sessions)
- Browser type and version
- Usage data related to our platform

How we use your information

Service Provision

We use your personal information to deliver and maintain hosting services tailored to your needs.

Communication

Your contact details allow us to:

- Notify you about updates, account activities, and import service announcements
- Respond to your inquiries and support requests

Billing and Account Management

We process your billing information for payments, refunds and account maintenance. You can update your billing details at any time in your account profile.

Information Sharing

Third-Party Service Providers

To deliver our services effectively, we may share limited information with trusted third-party providers such as:

- **Payment Processors:** Stripe, for handling payments and refunds
- **Technical support providers**

Legal Compliance

We may disclose your information if required to comply with legal obligations, enforce our terms or respond to valid legal requests.

Security Measures

Data Security

We follow industry-standard practices to protect your data from unauthorized access, alteration, or misuse.

SSL Encryption

All communications and transactions on our platform are secured with SSL encryption for safe data transmission.

Your Choices

Managing Your Data

- **Minecraft Panel:** Within the Minecraft control panel used for managing your Minecraft servers, you can update your account details, change your password, and view server activity logs.
- **Billing Panel:** Through the Paymenter platform, you can manage your billing preferences, review invoices, and update payment methods.
- **Stripe Payments:** Stripe processes all payments securely. While you cannot directly manage Stripe settings through our platform, you can review your transaction history and manage subscriptions via the Billing Panel.

Communication Preferences

We do not send marketing emails or promotional communications. However, we may occasionally announce giveaways or promotions through our Discord server. These are optional, and participation is entirely at your discretion. You will continue to receive essential service-related notifications, such as billing reminders, service updates, and security alerts, to ensure uninterrupted service and account security.

Data Access Requests

If you wish to review, modify or delete your personal data associated with your account:

- For hosting-related details, access your Minecraft panel or Billing panel Account.
- For payment-specific or any other queries or requests, contact our support team via either our Discord server or privacy@talldwarfhosting.com

Opting Out of Data Collection

Some data collection, such as billing and technical information, is necessary for service delivery and security. If you wish to minimize data collection, consider limiting unnecessary usage of features in the Minecraft or Billing panel.

Children's Privacy

Our services are not intended for individuals under the age of 13. For individuals between the ages of 13 and 18, parental or legal guardian consent is required to use our services. By using TallDwarf Hosting, individuals in this age group confirm that they have received such consent.

As part of our billing process, payments are managed through Stripe, and we rely on Stripe's system to ensure compliance with their Privacy Policy and applicable laws. For more details on how Stripe handles payments and associated data, please refer to their [Privacy Policy](#).

(<https://stripe.com/gb/privacy>)

Contact Us

If you have any questions, concerns, or feedback about this Privacy Policy, reach out to us at:

- **Ticket System:** <https://billing.talldwarfhosting.com/tickets>
- **Email:** privacy@talldwarfhosting.com