

## **EXTREME VPN PRIVACY POLICY**

### **INTRODUCTION**

Welcome to Extreme VPN Privacy Policy, which applies to the collection, use and disclosure of information in connection with the services we offer. When you visit and use our service, we may request your contact information, including but not limited to, your first and last name, telephone number, email address, home address etc.

We understand the importance of our customer's privacy, and we want you to feel confident about the privacy and security of your personal information. We take reasonable care to prevent any unauthorized access to your personal information and use personal information we collect in accordance with strict procedures and protocols. We have set out below some important information about the personal information we may hold about you, and how we use it.

We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy and you consent to our use of cookies in line with the terms of this policy regardless of how it is accessed or used, including through mobile devices.

### **DATA PROTECTION LAWS AND REGULATIONS**

The use of your data collected or supplied to us in the course of using our services are guided and safeguarded according to the applicable data protection laws in united Arab Emirate and USA and also strictly in line with the European Union General Data Protection Regulation.

### **PERSONAL DATA**

Personal Data means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. It can be anything such as your real name, address, telephone number, date of birth, email address, bank details, posts on social networking websites, medical information, and other unique identifier such as but not limited to MAC address, IP address, IMEI number, IMSI number, SIM and others.

### **WHAT PERSONAL DATA DO WE COLLECT AND STORE WHEN YOU SIGN UP FOR OUR VPN SERVICE?**

To maximize your privacy we collect the minimum information required, and that is your email address. We store your email address in encrypted form, on completely encrypted servers. Any personal data, including your email address, that gets sent from your web browser to our web server, or from our web server to your web browser, will be protected by using encryption technology. We do not request or store your name, IP address or physical addresses or any

other personal information. We may use your Personal Data within your account, i.e. your email address, to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us.

### **WHAT INFORMATION GETS PROCESSED WHEN OUR CUSTOMERS CONNECT TO OUR VPN SERVICE?**

We maintain a non-persistent log of connection data for troubleshooting purposes which includes customer's randomly generated username and internally assigned (non-public) IP address. The troubleshooting log gets securely erased every few hours. We purposely and strictly do not log any other data to mitigate our legal liability. We do not monitor or log your browsing behavior. It is impossible to record your browsing behavior with our technical backend. All the usage data is anonymous and not connected to your real, public IP address. Upon connection termination we process the amount of traffic you have spent during your VPN session to update the traffic usage counters. We account for the aggregated amount of monthly data traffic to properly bill you and to maintain a high quality of service.

### **WHAT PERSONAL DATA DO WE COLLECT AND STORE WHEN YOU SIGN UP FOR OUR VPN SERVICE?**

We may process your information which you included in your personal profile on our service. The community profile data is optional (i.e., you do not have to fill in the data to access the community forum) and may include your email address, location, occupation, profile pictures, gender, date of birth and/or other identities. The profile data may be processed for the purposes of enabling and monitoring your use of our community forums. You consent to this processing by signing up for an community.

### **WHAT PERSONAL DATA DO WE PROCESS WHEN YOU USE OUR SERVICE?**

We may process information that you post for publication on our service and/or any metadata associated with that publication such as timestamps or IP addresses. The publication data may be processed for the purposes of enabling such publication and administering our website and services. By publishing data on our forum you are giving consent for our processing of that data.

### **WHAT PERSONAL DATA DO WE PROCESS WHEN YOU CONTACT US OR OUR SUPPORT OVER EMAIL, LIVE CHAT OR SUPPORT FORMS?**

We may process information contained in or relating to any communication that you send to us ("correspondence data"). The correspondence data may include your email, the communication content and metadata associated with the communication. Our website or mail servers will generate the metadata associated with communications made using the website contact forms or SMTP protocol. The correspondence data may be processed for the purposes of communicating with you and record-keeping. Our legitimate interest is to provide the best possible customer support experience for you and to improve our services.

### **HOW AND WHY DO WE PROCESS THE COLLECTED DATA?**

We use the collected data for various purposes:

To provide, maintain and further develop our Services

To notify you about changes to our Services  
To allow you to participate in interactive features of our Services when you choose to do so  
To provide customer support, which includes sending password reset emails  
To gather analysis or valuable information so that we can improve our Services or to do scientific research  
To monitor the usage of our Services  
To detect, prevent and address technical issues  
To detect and prevent fraud or other criminal activities  
To execute the terms of a contract you have made with us or to enter into a contract with us  
For compliance with a legal obligation to which we are subject or in order to protect your vital interests or the vital interests of another natural person  
To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

## **INFORMATION ACCURACY**

We take due care in ensuring that personal information provided by you is retained and processed in a manner that ensures that this information is accurate, relevant and current for the purpose for which it is to be used for.

## **USE OF COOKIES**

- i. Cookies are files with small amount of data, which may include an anonymous unique identifier, sent to your browser and stored on your computer's hard drive that helps us to provide products and services to you. A cookie file stored in your web browser allows the Service or a third-party to recognize you and make your next visit easier and more useful to you.
- ii. Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate should you desire, when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.
- iii. Please note that our use of cookies does not infringe upon your privacy

## **CHILDREN'S PRIVACY**

Our Service does not address anyone under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we will take steps to remove that information from our servers.

## **CHANGES TO POLICY**

reserves the right to change this privacy policy at any time. In such cases, we will take every reasonable step to ensure that these changes are brought to your attention by posting all changes prominently on the our website for a reasonable period of time, before the new policy becomes effective. You should check this page occasionally to ensure that you are happy with any changes to this policy.