

Privacy Policy

Effective Date: December 23, 2024

At NixLabs Networks, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our colocation, server hosting, IT, and network services (the "Services").

1. Information We Collect

1.1 Information You Provide

We may collect the following types of information when you use our Services:

- **Account Information:** Name, email address, billing address, and payment details.
- **Support Information:** Any data you provide when contacting our support team.

1.2 Automatically Collected Information

We may also collect information automatically when you interact with our Services, including:

- **Log Data:** IP address, browser type, device information, and access times.
- **Usage Data:** Information about how you use our Services.

1.3 Cookies and Tracking Technologies

We use cookies and similar technologies to improve our Services and enhance your experience. You can manage cookie preferences through your browser settings.

2. How We Use Your Information

We use your information for the following purposes:

- **Service Provision:** To set up, manage, and deliver the Services.
- **Billing and Payments:** To process transactions and send invoices.
- **Customer Support:** To respond to your inquiries and troubleshoot issues.
- **Security:** To monitor for and prevent unauthorized access or misuse of our Services.
- **Compliance:** To comply with legal obligations.

3. How We Share Your Information

We do not sell your personal information. We may share your information in the following circumstances:

- **With Service Providers:** To perform functions such as payment processing and data storage.
- **For Legal Reasons:** If required by law or to protect our rights and interests.
- **With Your Consent:** When you explicitly authorize us to share your information.

4. Data Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

5. Data Retention

We retain your personal information only as long as necessary to provide the Services or fulfill the purposes described in this Privacy Policy. We may retain certain data to comply with legal obligations or resolve disputes.

6. Your Rights

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

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request corrections to inaccurate or incomplete data.
- **Deletion:** Request deletion of your personal information.
- **Objection:** Object to the processing of your personal information in certain cases.

To exercise these rights, please contact us using the information provided below.

7. Third-Party Links

Our website or Services may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to review their privacy policies.

8. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website with the updated effective date. Your continued use of the Services constitutes acceptance of the revised policy.

9. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

Email: legal@nixlabs.dev

Phone: 615-818-7362

Address: 2301 Cloverdale Road, Nashville, TN 37214

Thank you for trusting NixLabs Networks with your data.