PRIVACY POLICY

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PO Box 302379, North Harbour, Auckland 0751, New Zealand

LEGAL & POLICIES

Version 1.6 | Effective 10 February 2026

This policy applies to all Cloudtria-operated websites and services, including:

- cloudtria.com
- protect.cloudtria.com
- hosting.cloudtria.com

Cloudtria Limited is the data controller for all personal information collected through these sites and associated services.

1. Information we collect

We may collect personal information that you provide directly to us, including:

- Name
- Email address
- Phone number
- Company or organisation details
- Billing and payment information
- Support requests and communications
- Account credentials and authentication data

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

- IP address
- Browser type and version
- Device information
- Pages visited and actions taken
- Referring URLs
- Date and time of access

2. How we use your information

We use personal information to:

- Provide, operate, and support our services
- Respond to enquiries and support requests
- Manage accounts, subscriptions, and billing
- Send service-related communications
- Improve website performance and service quality
- Meet legal, regulatory, and contractual obligations
- Protect our systems, users, and services from misuse or abuse

We do not sell personal information to third parties.

3. Legal basis for processing (GDPR)

Where applicable, we process personal information under one or more of the following bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate interests, including service delivery, security, and fraud prevention

4. Cookies and tracking technologies

Our websites use cookies and similar technologies to:

- Enable core site functionality
- Analyse traffic and usage patterns
- Improve user experience

You can control or disable cookies through your browser settings. Disabling cookies may affect site functionality.

5. Disclosure of information

We may share personal information with trusted third parties where required to deliver our services, including:

- Hosting and infrastructure providers
- Payment processors
- Email and communications providers
- Security and monitoring providers
- Professional advisers where legally required

All third parties are required to protect personal information and use it only for authorised purposes.

6. International data transfers

Some service providers may process data outside New Zealand. Where this occurs, we take reasonable steps to ensure personal information is protected in accordance with applicable privacy and data protection laws.

7. Data security

We take reasonable technical and organisational measures to protect personal information from loss, unauthorised access, misuse, or disclosure. These measures include access controls, encryption where appropriate, monitoring, and secure system design.

No method of transmission or storage is completely secure, but we work to reduce risk and respond promptly to incidents.

8. Data retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, unless a longer

retention period is required or permitted by law.

9. Your rights

Depending on your location, you may have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of personal information
- Object to or restrict certain processing
- Withdraw consent where processing is based on consent

Requests can be made using the contact details below.

10. Complaints

If you believe we have breached your privacy rights, please contact us first so we can address your concern.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Privacy Commissioner in New Zealand or the relevant supervisory authority in your jurisdiction.

11. Changes to this policy

We may update this Privacy Policy from time to time. Updates will be published on our websites with a revised “Last updated” date.

12. Contact us

For questions, requests, or complaints relating to privacy, contact:

Cloudtria Limited

Email: privacy@cloudtria.com

Website: https://www.cloudtria.com