

Your Privacy

Introduction :

This Privacy Statement deals with information that a user may provide on the SPIDERACE related websites.

Web space resellers, webspace clients, affiliates, partners (who subscribe for different partner programs), visitors, companies, hardware vendors, software resellers, hardware resellers, sales agents, sponsors, customers and institutes, etc everyone who uses SPIDERACE online related services, hardware services or software services or network solutions or educational programmes or stores, or any product or service from SPIDERACE, for which, and for subscribing to the purpose, he gives his information to the SPIDERACE is termed as USER. SPIDERACE respects the privacy of its customers. all collected data (directly in forms) and all tracked data (from website logs and cookies) will be used to know interests of USER and to serve him better.

All different business partners, technology partners, and different strategic partners all were termed as Partners.

The following is a better description of SPIDERACE's Privacy Statement:

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Modes of collection of user's information:

SPIDERACE collects information in the following methods from its users.

:: Registration

SPIDERACE collects personally identifiable information as well as customer either individual or company(if they subscribe to SPIDERACE services in the name of a company or an organisation) for different purposes through the following forms (Different Partner Program's registration forms, discussion forums & Web Helpdesk registration forms,Product order form, Service Requisition Form for different services and implementations etc) where the applicant either individual or authorised person(primary or administrative contact with whom SPIDERACE communicates about all official things related to that company and he who make the contracts with and payments to SPIDERACE for services on behalf of that customer company)is required to give some of the following contact information: company information, technical information(inregard to the service which they like to get from SPIDERACE), credit card information (Clients (individuals as well as companies) will have to give their credit card details to the the payment processor account of SPIDERACE while theywere subscribing for servcies or products, while in the case of Partners, they have to give their credit card information(to make bulk purchases, and to recieve their periodical settlements). Then general clients have to submit information like(Main contact, name, telephone number, email address, postal address etc) and partners have to submit information like, (Registrant, administrative contact, technical contact and billing contact, then telephone numbers, postal address and e-mail address etc of all). All this information will be for a better contact and to serve better and only for legitimate purposes as these were three basic modes of making communication contact with the clients and partners. In the case of PARTNERS, if single person acts as all REGISTRANT, administrative, technical and billing contact, then giving the same info is enough.

:: Ordering

In order to complete a customer information request or to purchase a product, the user is required to provide SPIDERACE the Shipping address along with previously discussed different modes of contact information and technical information and credit card information. This credit card information is not needed, if the mode of purchase is by cheque (for now it is only to indian users alone). This information is used to confirm the work request and start processing the customer product order form. If it is any service or some implementation then that will be handled in a different way in a different process.

:: Tracking

Users' Internet Protocol (IP) address is automatically received and collected when they visit some SPIDERACE websites. The present SPIDERACE official website is <http://www.spiderace.com> and other domains that belong to SPIDERACE presently were <http://www.wonkmail.com> , then <http://www.wonkhost.com> . These specificaitons and rules apply in the case of not only existitng domains but also domains that will be added into this lineup in the future too. SPIDERACE also tracks information such as the domain name from which a user visits us, the pages a user requests, and the amount of time that a user spends on the site. From the IP address, SPIDERACE can only determine the Internet Service Provider and the geographic location of user's point of connectivity. This information is used in the aggregate for statistical purposes.

SPIDERACE NO Spam Policy:

Partners, or any third party working on their behalf shall not use the SPIDERACE mail service and or its name to send unsolicited e-mail messages, including, without limitation, bulk commercial advertising or informational announcements ("spam"). In addition, PARTNERS or any third party working on their behalf shall not (a) send e-mail messages which are excessive and/or intended to harass or annoy others, (b) continue to send e-mail messages or USENET postings to a recipient who has indicated that he/she does not wish to receive them, (c) send e-mail messages with forged header information, or (d) send malicious e-mail messages or USENET postings, including, without limitation, "mailbombing."

Usage of Collected Information:

:: Information Collected Through Tracking

The information that SPIDERACE collects is used in the aggregate to obtain demographic information about the

entire SPIDERACE audience in order to improve service to its direct customers and to customers (indirectly through partners), to perform statistical analysis of the collective characteristics and behavior of its users. From this information, SPIDERACE can measure overall patron demographics and interests regarding specific areas of the SPIDERACE' domain and to analyze how and where to apply its resources. SPIDERACE also uses the collected aggregate data to inform its sponsors of the number of visitors who have seen and "clicked" on their advertisements. Cookies are used to determine what particular content (e.g. advertising) users view, how long they view it, which content or sites that users link to, and which services members and visitors tend to use.

:: Information Collected Through Registration

Partners' personal information is used to set up the partner's account, to send the updates, or changes to SPIDERACE services. SPIDERACE uses credit card information to take payments for BULK products orders, as well as for genral periodical payment settlements (from SPIDERACE to partners). Customers' personal and payment information is used to charge (for the service or product) and process the order and deliver the ordered product to the cusotmer. Regarding thes ervcie, there will not be any fixed price and custom quotes will be given (to the benefit of customer's requirements) and serve his purpose better. Only personal and information about workplace (where the service is to be implemented) is required initialy, and if the customer is satisfied with the custom quote(for his service requirements) then, he will be charged and service will be given as accepted previously. All queries are initiated by the customer, through his/her entering of personally identifiable data on www.securitywonks.com; serving as a official company site as well as customer service site.

NOTE:

SPIDERACE will not directly recieve credit card information of the customer, instead he gives the information and pay to the respective payment processor of his choice(in the list of processors given by SPIDERACE) and the same is the case to partners while taking payments from SPIDERACE, anyhow while transferring funds (i.e. periodical settlements) to the partners, it will be decided on different factors.

Who all will share the collected information, for what purpose?

Regarding customer information, it will be shared (only if it is really required) with the regional office or SPIDERACE PARTNER (of that geographical location) to serve the customer better, and to give local customer support. Then in the case of partners, all CONTACT INFORMATION of different partners will be published on the website. this is only to give a better chance of contacting to customers, likewise, it helps to have better contacts and CO-ORDINATION between SPIDERACE and its different Partners. SPIDERACE uses commercially reasonable precautions to keep all disclosed personal information secure. Information collected through tracking and registration will not be shared or sold to third parties for any purpose except as provided in this Privacy Policy, any contract between SPIDERACE and the user and/or without the user's expressed permission.

:: Financial Institutions

Presently, SPIDERACE donot directly process financial transactions and all transactions will be handled by the payment processor (the local financial institutions will be involved indirectly in the process as the customers when they pay through their credit card, these transactions will then from payment processor be handled by third-party financial institutions that receive the credit card number and other personal information in order to verify the validity of the credit card numbers and process the transactions.

:: Law Enforcement Investigations

SPIDERACE may be required to disclose personal information when required by law wherein it believes that such disclosure is necessary to comply with legal proceedings. SPIDERACE responds to subpoenas, warrants, or other court orders regarding information that is contained within our access logs concerning any partner, user, customer or visitor. SPIDERACE reserves the right to release information concerning any user who is believed to be in violation of contract, regulations, laws or guidelines, even without a subpoena, warrant, or other court order. SPIDERACE cooperates with law enforcement agencies in identifying those who use its services for illegal activities. SPIDERACE also reserves the right to

report any deemed illegal activity by its users to law enforcement agencies.

:: Third Party

SPIDERACE discloses information of clients only to third parties (who are either business or strategic partners) that provide intrinsic services and good local support on behalf of SPIDERACE (business partners) or directly (strategic partners can do on behalf of as well as directly too), to the customers and who are required to treat the information with the same degree of care. Please note that SPIDERACE's websites link to a wide variety of other websites, and SPIDERACE is not accountable for their privacy policies or how they treat information about their users. Please note that SPIDERACE does not control the acts of its users, partners, suppliers, etc. All users should be aware that, when they disclose personal information to third parties on or off the SPIDERACE websites, the information may be collected and used to send that user unsolicited email. In the event that a customer encounters a SPIDERACE Partner who is improperly collecting or using personal information, please contact SPIDERACE immediately.

Security:

SPIDERACE uses commercially reasonable precautions, such as security software, physical security features and strict policy guidelines to safeguard the privacy of its users' personal information; it is also committed to constantly improving its security measures as new technology is made available. SPIDERACE works diligently to protect the safety of customers' online purchases and Partner' sensitive information by using authentication technology (Certificates) and encryption technology (SSL). Our secure server software encrypts all personal information, including credit card information and/or social security number, which is transmitted over the Internet to and from SPIDERACE websites.

Updating and Correcting Information:

If you would like to view the information SPIDERACE has collected about you, correct your information or opt not to consent to certain uses of your personal information, please contact appropriate account executive, who will assist you in this process.

If you have questions or suggestions, we can be reached at:

Spiderace Technologies Private Limited

Attn : Privacy Officer

E-mail :

This email address is being protected from spam
bots, you need Javascript enabled to view it.

Changes to the Privacy Statement:

This Statement is subject to change as SPIDERACE enhances its services and products, as well as being amended to maintain compliance with the applicable laws and regulations. Users who have a contract with SPIDERACE will be notified of any changes and other users will be notified prior to collecting such information, as well as of changes to any other part of the business that SPIDERACE deems appropriate for disclosure.

If SPIDERACE intends to use personal information in a manner other than is stated at the time of collection, users will be notified and given the opportunity to consent to such a use.

Final Note :

Users of SPIDERACE websites must abide by the regulations and laws of their country of origin.