

# Privacy Policy

Freenom



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## 1 INTRODUCTION

At Freenom, we are committed to protecting your privacy. We use the information we collect about you and your domain name, payment method to process registrations only. Private account and address information is necessary to verify that you are the person making the registration and to thwart potential fraud. All information gathered in the course of a transaction is transmitted securely and is protected by our database throughout the transaction process. By visiting our website or otherwise interacting with Freenom, you agreed to accept the practices described in this Privacy Policy.

**WE WILL NEVER PROVIDE YOUR INFORMATION TO A THIRD PARTY OTHER THAN WHEN REQUIRED BY LAW.**

*Please read on for more details about our privacy Policy.*

## 2 WHAT INFORMATION DO WE COLLECT? HOW DO WE USE IT?

When you register, we need to know your full name, postal address, e-mail address, voice telephone number, and fax number if available; name of authorized person for contact purposes in the case of a Registered Name Holder that is an organization, association, or corporation; names of the primary name server and secondary name server(s) for the Registered Name; and the name, postal address, e-mail address, voice telephone number, and (where available) fax number of the technical and administrative contact for the Registered Name as well as payment information. This allows us to safely process and fulfill your registration, as well as to notify you of your registration status. We log the IP address for address verification purposes. However, the "IP" address is never used for any other purpose than to process your registration.

While this information is not directly shared with any third party, it is possible that some of your account information is published on the public WHOIS database of one or several of the domains in your accounts. Freenom is affiliated with a Privacy service called "ID Shield" which conceals this account information, and we enable this ID Shield service by default. However, you agree that this may not always be possible and the publication of some of your personal information in the WHOIS database may be required by the Registry Operator.

Even if you use ID Shield (and your personal data is hidden and remains unpublished) it is your responsibility to maintain accurate account information at all times, and failure to do so could result in the suspension or deletion of your domains and account.

**WE ONLY USE THE INFORMATION TO PROCESS, CONFIRM AND NOTIFY YOU OF THE SPECIFIC REGISTRATION YOU ARE MAKING, AS WELL AS COMPLY WITH ICANN REGULATIONS.**

## 3 HOW DOES FREENOM PROTECT CUSTOMER INFORMATION?

When you register your domain name, we use an internal secure network. This network encrypts all information between the servers of Freenom. Furthermore, all of the customer data we collect is protected against unauthorized access.

#### **4 WHAT ABOUT "COOKIES"?**

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information, but they do enable us to provide features such as linking and reselling. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. Sometimes at Freenom we do use cookies during the registration process, to have your own PC remember what kind of registration information was entered. We collect this information to better develop a sense of what services our customers need and not to track your individual usage patterns.

#### **5 CORRECT/UPDATE OF INFORMATION**

You may access, correct and update your personal information by logging into <http://www.freenom.com> with your email address and password. Your information can only be updated online through the <http://www.freenom.com> website.

#### **6 DISCLOSURE TO THIRD PARTIES**

Freenom does not sell, disclose or provide personal information to third parties. Freenom may contact you via e-mail regarding your Freenom account and matters that concern all Freenom registrants. These messages are critical to the proper functioning of your account. Should you desire to not receive these messages you must cancel your Freenom account.

**WE NEVER PROVIDE PERSONAL CREDIT CARD,  
DEBIT CARD OR BANKING INFORMATION.**

#### **7 HOW WILL FREENOM CORRESPOND WITH ME?**

Freenom will notify registrants via email that their registration is completed or to be completed. From time to time we may use your personal information to contact you by email concerning your use of our services. These communications are intended to inform you of important information regarding your account or about general services provided by us. Only in rare circumstances will Freenom contact registrants via telephone to confirm registrations or resolve disputes.

Will Freenom notify me to changes in the way it uses Personally Identifiable Information? Should Freenom make material changes to our Privacy Policy and method in which we handle your Personally Identifiable Information, we will notify you via email. Should you wish to cancel your account or affiliation, you will be able to do so by responding to Freenom. If you have any concern about privacy at Freenom, please contact us and we will attempt to assist you. Because our business and the online business is fluid and changes constantly, this Privacy Policy may change as well. You are advised to check our website to keep apprised of any recent changes.

**WE WILL NOT INCLUDE PERSONALLY IDENTIFYING INFORMATION.**

Freenom may release account information when we believe, in good faith, that such release is reasonably necessary to (i) enforce or apply the terms of any of our user agreements; (ii) protect the rights, property or safety of Freenom, our users, or others or (iii) comply with any legal requirement to disclose such information to any local, state, federal, national or international governmental enforcement authorities.

Although we are committed to the strongest possible protection of your privacy, certain other websites may not be. Therefore, we shall not be responsible for the content or privacy policies of other websites such as those of advertisers to which it may link. Our Privacy Policy is only applicable to the information we collect on the Freenom website. You should review the privacy policy of every online service you use before submitting personal or otherwise private information. In summary, we are committed to protecting your privacy. We use the information we collect on the site to process registrations and gather general statistical data about domain name registrations. We do not sell, trade, or rent your personal information to others.

By using our Web site, you consent to the collection and use of this information by Freenom. If we decide to change our privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.