



At axigent our primary concern is your right to privacy and data security. Our policy on the collection and use of customer data is to ensure the highest level of confidentiality and security.

When you provide your personal information to axigent (phone numbers, company name, address, credit card number or the package that you are shopping for or have selected) we will not give, sell, or lease your individual information to any outside company for its use in marketing or solicitation without your consent. We will maintain the confidentiality of your personal information and it will be used only to support your customer relationship with axigent.

Axigent only asks for certain types of personal information

On certain sections of our Web site and online customer support tools, we will ask you to provide information that will enable us to better assist you with technical support issues or to follow up with you after your visit. It is completely optional for you to participate.

When you interact with a customer service representative they will ask for your domain name. Giving them this information, it allows them to troubleshoot the problem at a faster rate, and to log these problems in our database.

Some of the different categories where we may require personal information include the following:

Newsletters and promotional e-mails: We collect certain information from you when you opt-in for specials and/or our newsletter.

Feedback forms: When you fill in a feedback/contact us form, we collect this information in a file, which is assigned to your account; this helps us serve you better.

Live help: When accessing our live help, we collect your name and e-mail address, which is attached to your file.

Online Registration: When you register for our online services such as virtual hosting, we use the information provided to bill you and to provide superior levels of customer service.

Technical support: We will usually ask you for your domain name that is assigned to your account; the information that you provide us will help us troubleshoot your problems.

Surfing our site: We collect personal non-identifiable information when you surf our site, such as browser information. This information is used to help us run our site more efficiently.

Cookies

Axigent may utilize cookies and other tracking technologies. A cookie is a small text file that may be used to uniquely identify you as a returning visitor.

The aggregate information collected permits us to analyze traffic patterns on our Site.

Most browsers can be set to "notify you" when you receive a cookie, or you may choose to block cookies completely.

To read more about cookies and your browser, please go to:

Microsoft Internet Explorer:

<http://www.microsoft.com/info/cookies.htm>

Netscape Navigator:

http://www.netscape.com/legal_notices/cookies.html

We collect information with traffic analysis technologies, for example: Internet domain and host names, Internet protocol (IP) addresses, browser software and operating system types, click patterns, and dates and times that our site is accessed.

Type of cookies we use

Axigent uses two types of cookies, which are temporary and log cookies.

Temporary cookies are used to maintain user sessions; this is done to tell the server which page to send next.

The traffic log cookie tells us what pages are being used and which ones are not.

Cookies are used to help us give you a better Web site to use, by allowing us to monitor what is working and what is not, through site traffic analysis.

Accuracy

Axigent would like to keep your information accurate and up-to-date.

If you register on the site for any of our services e.g. virtual hosting or customer support, you can at any time log on to review your account details and make relevant changes.

If you have provided us with information about yourself through the web and are having trouble either accessing your account or getting information changed, you can e-mail us with corrections to privacy@axigent.net.

Links to other websites

Axigent provides links to third party websites for your information and convenience. When you use one of these links you will exit the axigent website. When entering a new site please read their privacy statement as axigent cannot be held liable for privacy policies and content of other sites.

Children's Privacy

Axigent believes that children's privacy is very important. This website is not structured to attract children. Therefore, we do not intend to collect Personal Information from anyone we know to be under the age of 13 years. In event of us developing a section of our site dedicated to children under the age of 13 years, we will implement a special children's privacy statement.

Keeping sensitive information secure

When you sign-up online for any of our services, we use Secure Sockets Layer ("SSL") encryption technology which allows us to protect your credit card number and personal information while it is being sent to us. Secure Socket Layer (SSL) allows only axigent to view the data that your are sending. To confirm that an SSL connection has been established, look at the bottom right hand corner of your browser. You should see an image of a lock. The URL should also begin with "https://".

Your Consent

By using this web site, you consent to the terms of our Online Privacy Policy and to axigent's processing of Personal Information for the purposes given above. Should the Online Privacy Policy change, these changes will be accessible on our website.

Contact us

If you have any questions or concerns about axigent's use of your information or about this Online Privacy Statement, please send e-mail to privacy@axigent.net or call us at 806.463.2442.