

At VertexCloud we are committed to ensuring the safety of your privacy. Our privacy policy is here to help you understand what information we collect about you and how it will be used by us.

## What information is being collected?

When using our services at <https://vertexcloud.gg> you acknowledge and consent to the various forms of data being stored about you. This data includes your email address, your billing information, your phone number, and your internet protocol address, and your activity on our website. If you do not agree to us storing this data you can contact us and request the removal of your data at [contact@vertexcloud.gg](mailto:contact@vertexcloud.gg).

## How is your information being used?

We use the collected information for various reasons. These reasons can be viewed below:

- Creating accounts.
- Banning users from our services.
- Sending emails such as reminders for unpaid invoices.
- To prevent fraudulent activity.
- To help us automate billing.
- To help create analytics reports.
- To help us improve our services

## What are cookies?

A cookie is a small file that contains information. When you visit our website, the website will send a cookie to your computer. This file is stored locally and can be used to help our website work more efficiently to help the user's experience when interacting with our website.

## How are we using cookies?

We use cookies to help us improve the experience of the user while accessing our website. These cookies allow us to keep a user's preferences so each time they log in to our website it will keep those preferences. Cookies also allow us to keep a user logged in even after their browser has been closed.

## CCPA Rights

Under the California Consumer Protection Act (CCPA), Californian users have specific rights regarding their personal information. You have the right to request VertexCloud to disclose the information being held about you. Once a request has been received we will disclose the following information:

- The personal information being held about you.
- The use for the specific information and the reason that it is needed.
- If any of the data stored about you is being provided to external companies. We will disclose what information is being provided to these external companies and give a list of the external companies this information is being provided to.

You are able to request this information at [contact@vertexcloud.gg](mailto:contact@vertexcloud.gg). We may ask for proof that you are the owner of the account you are requesting information for.

## GDPR Rights

You have rights regarding privacy and data protection and we want you to be aware of them. Below you are able to find a list of all your general data protection rights.

- The right to be informed: You have the right to be informed about the collection and use of your personal data.
- The right of access: You have the right to request copies of the personal data that is being held about you.
- The right to rectification: You have the right to request us to update to any information that may be inaccurate or incomplete.
- The right to erasure: You have the right to request a removal of your personal information from our services.
- The right to restrict processing: You have the right to request a restriction or suppression of personal data.
- The right to data portability: You have the right to obtain and reuse your personal information for your own purposes across different services.

Once we have received a request we have one month to respond to the request.

## COPPA

We do not knowingly collect personal information from children under the age of 13. If you are a parent and suspect that your child is using our service and is under the age of 13, We recommend reaching out to us through email at [contact@vertexcloud.gg](mailto:contact@vertexcloud.gg) to request the removal of your child's data from our services.