

## PletX Ltd Privacy Policy

### 1. Introduction

This privacy policy governs your actions within PletX Ltd public services, including PletX Ltd service websites. And this applies to the following URLs:

- pletx.net

Ensure that the URL/domain you are dealing with is one of these domains. It is the client's/user's responsibility to ensure that this URL/domain is related to ours.

**Please note that this includes any subdomains associated with these domains, e.g.**

[https://portal.pletx.net /](https://portal.pletx.net/)

By visiting any of these websites you agree about processing your information also, you have the full responsibility to check this policy from time to time, as PletX Ltd has the right to change any of these policies at any time.

The data which is collected through our website will remain between the client and PletX Ltd members, and PletX Ltd will **NOT** share any of this data without permission from the user/client or a legal request from the court.

### 2. Information we collect:

We collect some information from the user/client and the following is all information we collect:

- Your name
- Email Address
- Login account information to our dashboard/website
- Your IP Address
- Your browser version

### 3. The usage of the collected information:

- It may be necessary to save/know the user's IP address to determine if the user is in an Arabic country. This is to set the website's language. Additionally, it may be required to check whether a client's IP address is a proxy or VPN. Furthermore, we would keep the information in case the client was scammed, or his account was compromised.
- It may be necessary to save/know the user's Email address to send it to Payment method such as "Stripe", they may check whether the user is marked as a scammer or not, also it may be used for receiving order details such as login information to the product. It may be used for newsletter emails

- The login information is **NOT** shared with any PletX Ltd members or staff since it is stored securely using hashing methods, and you, the user, are responsible for preserving and remembering it.
- We may save/check your browser version to improve browsing and the quality of our website.
- It is possible that analysis websites, such as Google Ads analytics, may collect some information about you, such as your browser version, the links you are visiting on our website, and your IP address.

#### **4. How do we store your personal data?**

The data is stored in highly secured databases located at two locations, one in Frankfurt, Germany, and another in Amsterdam, Netherlands, and it is backed up daily in one of our secured nodes.

#### **5. How long do we keep your personal data for?**

Under the UK GDPR and the Data Protection Act 2018, personal data that we collect and that may later be audited by HMRC must **NOT** be retained for longer than is necessary for its lawful purpose. The standard retention period for HMRC records is '6 years plus current'. When you no longer have any active services or orders with us and have opted to close your account, this retention period starts. After the HMRC '6 years + 1' retention period has elapsed, this personal data (e.g., personal identifiers, order records, invoices, transaction data) will be securely destroyed.

All other data is stored for 12 months before being purged from our databases. This includes, for example, general logging (actions carried out on the control panel), email logs, API logs, and abuse reports.

Data such as service passwords is destroyed once the user has received it on the email.

#### **6. What cookies do we use?**

- “YD\_LANG”, This cookie saves the chosen language of the user.
- “YD\_LOGIN”, This cookie saves user login, it only appears if the user activates “remember me” in the login dashboard.
- “\_ga”, “\_gat”, “\_gid” (Google): This cookie allows us to collect anonymous information about our website visitors and statistics to help us develop and improve our website.

- “\_cfduid”;“\_\_cf\_bm”;“\_\_cf\_logged\_in” (CloudFlare): This cookie is used to identify individual clients behind a shared IP address and apply security settings on a per-client basis.

## **7. Payments**

As PletX Ltd doesn't offer any type of automatic subscription, we will **NOT** save any payment data such as (Credit card data), All the payment data is processed via our payment method (Stripe-PayPal)