

Privacy Policy

Last Updated: 14 March 2026

Company Registration Number: 17091516

ICO Registration: Pending

1. Introduction

This Privacy Policy explains how **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our") collects, uses, stores, and protects personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and other applicable UK data protection laws.

We are committed to protecting the privacy of our clients, website visitors, and users of our hosting and infrastructure services.

This policy explains:

- what personal data we collect
- how we process and protect it
- your legal rights regarding your data

2. About Us

Legal Entity:

Zentrix Hosting Ltd

Company Registration Number:

17091516

Registered Address:

3rd Floor
86–90 Paul Street
London
England
United Kingdom
EC2A 4NE

Privacy Contact:

legal@zentrixhosting.com

General Enquiries:

contact@zentrixhosting.com

Legal / SAR Requests:

legal@zentrixhosting.com

Zentrix Hosting Ltd is registered in **England and Wales** and operates in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Registration with the **Information Commissioner's Office (ICO)** is currently pending.

3. Scope of This Policy

This Privacy Policy applies to:

- zentrixhosting.com
- client portals and billing systems (including WHMCS)
- support and ticketing systems
- hosting infrastructure and control panels
- customer support communications
- infrastructure and network services

This includes services such as:

- Web hosting
- VPS hosting
- Game server hosting

- Bot hosting
- Infrastructure hosting
- Managed hosting services

Zentrix Hosting may act as either:

Data Controller

When we determine how personal data is processed (for example, account registration, billing systems, and internal records).

Data Processor

When we store or process data on behalf of our customers, such as hosting websites, databases, or applications.

Zentrix Hosting Ltd provides **infrastructure and hosting services only and does not control the content hosted by customers**. Customers are responsible for ensuring that any personal data processed through their hosted services complies with applicable data protection laws.

4. Personal Data We Collect

We may collect and process the following categories of personal data.

Identity and Contact Data

- Full name
- Email address
- Phone number (if provided)
- Billing address
- Company name (if applicable)

Account and Authentication Data

- Account identifiers
- Password hashes

- Login history
- IP addresses used to access services
- Security settings and authentication logs

Billing and Financial Data

Billing records and payment confirmations processed through **third-party payment processors**.

Zentrix Hosting **does not store full credit card or payment card details**.

Communications Data

Information contained within:

- support tickets
- emails
- live chat conversations
- customer enquiries
- abuse reports

Technical and Usage Data

Infrastructure logs generated during service operation including:

- IP addresses
- browser information
- access timestamps
- authentication logs
- system logs
- error reports

Client Hosted Data

Customers may store data on our infrastructure including:

- website files
- application data
- databases
- log files

- email content
- other hosted content

This data remains the **responsibility of the customer as the data controller**.

5. How We Collect Personal Data

Personal data may be collected through:

- website contact forms
- account registration within our billing system (WHMCS)
- support tickets and communications
- infrastructure access logs
- abuse reports and security monitoring systems
- automated infrastructure monitoring systems

Certain technical information may be automatically collected through **server logs and infrastructure monitoring systems** required for the operation and security of our services.

6. How We Use Personal Data

We process personal data for the following purposes.

Service Delivery

Providing and managing hosting infrastructure including:

- web hosting
- VPS hosting
- game servers
- bot hosting

Account Management

Managing customer accounts, billing, and service provisioning.

Infrastructure Security

Monitoring systems to detect:

- abuse
- malicious activity
- service misuse
- security incidents

Legal and Regulatory Compliance

Complying with UK legal obligations including:

- accounting requirements
- tax reporting
- fraud prevention

Communications

Responding to enquiries and providing service updates.

7. Legal Bases for Processing

Under UK GDPR, we rely on the following lawful bases.

Contractual Necessity

Processing required to provide services requested by customers.

Legitimate Interests

Including:

- infrastructure security
- service improvements
- fraud prevention
- abuse investigation

Legal Obligation

Processing required for legal compliance including tax and regulatory requirements.

Consent

Where users provide explicit consent (for example optional communications or cookie consent).

8. Cookies and Session Technologies

Our services may use **essential cookies and session technologies** for:

- authentication
- login sessions
- fraud prevention

- infrastructure security

Our billing platform (**WHMCS**) uses cookies required for secure login sessions.

Where applicable, users are informed via a **cookie notice or banner**.

9. Data Retention

We retain personal data only for as long as necessary for operational, legal, and security purposes.

Typical retention periods include:

Support tickets — up to **24 months**

Billing and financial records — **6 years**

Login and access logs — **90 days**

Security and infrastructure logs — **30–90 days**

Live chat transcripts — up to **12 months**

Contact form submissions — up to **12 months**

Account records — retained until account closure plus **6 months**

Backup data — retained on a **rolling 30-day schedule**

10. Data Sharing

We **do not sell or rent personal data**.

Data may be shared with trusted service providers including:

- payment processors

- infrastructure providers
- support systems
- business productivity platforms

These providers operate as **data processors** and are contractually required to comply with UK GDPR.

11. Sub-Processors

As a hosting provider, Zentrix Hosting may use **sub-processors** for infrastructure and service delivery.

Examples may include:

- payment processors
- infrastructure and datacentre providers
- support platforms
- productivity software providers

All sub-processors are required to implement appropriate data protection safeguards.

12. International Data Transfers

Zentrix Hosting primarily operates within the **United Kingdom and European Economic Area (EEA)**.

Where third-party providers process data outside the UK or EEA, appropriate safeguards are used including:

- UK adequacy decisions
- Standard Contractual Clauses (SCCs)

13. Data Security

We implement appropriate technical and organisational security measures including:

- encrypted communications (TLS/HTTPS)
- firewall and network protections
- role-based access controls
- infrastructure monitoring and logging
- intrusion detection systems
- secure infrastructure architecture

Security practices are reviewed regularly.

14. Security Incidents and Abuse Investigations

To protect our infrastructure and other users, Zentrix Hosting may process personal data when investigating:

- abuse complaints
- network attacks
- spam or malware distribution
- infrastructure misuse

This processing is carried out under **legitimate interests and legal obligations**.

15. Disclosure to Law Enforcement

We may disclose information where legally required, including:

- court orders
- lawful requests from authorities
- legal investigations

Information may also be disclosed where necessary to prevent fraud, abuse, or threats to network security.

16. Your Data Protection Rights

Under UK GDPR you have the right to:

- access your personal data
- request correction of inaccurate data
- request deletion of personal data
- restrict or object to processing
- request data portability (where applicable)

Requests can be submitted to:

contact@zentrrixhosting.com

Identity verification may be required before requests are processed.

17. Complaints

If you have concerns about how your data is handled, please contact us first.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

Information Commissioner's Office

<https://ico.org.uk>

18. Changes to This Policy

We may update this Privacy Policy periodically to reflect legal, technical, or business changes.

The latest version will always be available on our website.

Continued use of our services constitutes acceptance of the updated policy.

19. Contact Information

Zentrix Hosting Ltd

3rd Floor

86–90 Paul Street

London

England

United Kingdom

EC2A 4NE

Email:

contact@zentrixhosting.com

Authorised by

Alex Cheetham

Chief Executive Officer

Zentrix Hosting Ltd

