

# Privacy Policy for Hostra LTD

Last Updated: 28/04/2025

## 1. Introduction

Hostra LTD ("we," "us," or "our") operates hostra.co.uk. We are committed to protecting your privacy and complying with the **UK GDPR** and **Data Protection Act 2018**. This policy explains how we collect, use, and safeguard your personal data.

## 2. Information We Collect

We may collect:

- **Identifiers:** Name, email, username, phone number, IP address.
- **Financial Data:** Payment details (processed securely via PCI-compliant gateways).
- **Technical Data:** Server logs, essential cookies (see Cookie Policy).

## 3. How We Use Your Data

Purpose	Legal Basis
Account creation	Contractual necessity
Billing	Legal obligation
Customer support	Legitimate interest
Marketing*	Consent (opt-in required)

\*You may opt out anytime via **email (help@hostra.co.uk)** or account settings.

## 4. Data Sharing & International Transfers

- **No third-party sharing** without explicit consent.
- Servers may be located in the **UK, EU, or USA**. We ensure safeguards (e.g., Standard Contractual Clauses) for transfers outside the UK.

## 5. Data Retention

We retain data for **up to 5 years after account inactivity**. You may request:

- **Access / Deletion / Correction** via email.
- **Portability** of your data in a machine-readable format.

## 6. Security Measures

We implement:

- Encryption (SSL/TLS).
- Regular security audits.
- Restricted staff access.

## 7. Contact Us

For questions or requests:

**Email:** [help@hostra.co.uk](mailto:help@hostra.co.uk)

**Address:** 34 Devon Road, DT4 0PH, Weymouth, UK