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# Privacy Policy of Rivercity Internet Group LLC DBA Hostirian

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## Contact Information

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## Introduction

Rivercity Internet Group LLC, doing business as Hostirian, respects your privacy and is committed to protecting your personal information. This privacy policy outlines our practices regarding the collection, use, and sharing of your personal data.

## Collection of Personal Information

We collect the following categories of personal information:

- Identification Data: Name, phone number, email address, mailing address.
- Account Data: Username, password, security questions and answers.
- Financial Information: Credit card details, billing address.
- Technical Data: IP address, device information, browser type, cookies.
- Usage Data: Clickstream data, pages viewed, time spent on pages, referral URLs.
- Communication Data: Email correspondence, chat logs, customer support inquiries, survey responses, reviews, and testimonials.
- Social Media Data: Social media profile information.
- Geolocation Data: GPS coordinates.

## Sources of Data Collection

Personal information is collected from various sources:

- Directly from you during account registration, contact forms, surveys, customer support inquiries, email correspondence, phone calls, and in-person interactions.
- Automatically through cookies, log files, analytics tools, and web beacons.
- From third-party sources like social media platforms, data brokers, publicly available sources, partners, and affiliates.
- Through user-generated content such as reviews, testimonials, forum posts, blog comments, and social media interactions.
- In-store or offline data collection including in-store purchases, membership programs, event attendance, and paper forms.

## **Use of Personal Information**

The primary purposes for collecting your personal data are:

- To provide and improve our services to you.
- To market new products and services.

We also use your data for secondary purposes like marketing and analytics.

## **User Rights and Choices**

You have the right to access, modify, or delete your personal information. Users can opt out of email marketing and manage cookie preferences.

## **Sharing of Personal Information**

We share personal information with third parties like Google, Quickbooks, Luckyorange.com, Jetpack, and PandaDocs to support our services and marketing efforts. Users cannot withhold consent for this sharing.

## **Data Security Measures**

We implement robust security measures including:

- Encryption of data in transit (SSL) and at rest.
- Strong, unique passwords and Multi-Factor Authentication.
- Limited access to personal data based on necessity.
- Regular reviews and updates of access permissions.
- Firewalls, regular updates, and patching of network devices and software.
- Network traffic monitoring, VPNs for remote access, vulnerability assessments, penetration testing.
- Adherence to secure coding guidelines and use of secure software libraries.
- Proper disposal procedures for physical media.
- Regular training for employees on privacy and security best practices.
- Clear security policy and guidelines, regular updates of training, a comprehensive incident response plan, regular review and auditing of vendor security practices, and implementation of IDPS.

## **Data Retention and Disposal**

Personal information is retained for 120 days post-termination of services and deleted immediately upon request. Secure disposal methods are employed for data no longer needed.

## **Notification of Privacy Policy Changes**

Significant changes to our privacy practices are communicated via email and website updates.

## **International Data Transfer**

We do not transfer users' personal information to other countries.

## **Applicable Privacy Laws**

Our privacy practices are compliant with applicable laws and regulations, including HIPPA.

## **Contact Information**

For any questions or concerns regarding this policy, please contact us using the details provided above.