

PRIVACY POLICY

Last Updated: 18 / 01 / 2024

This Privacy Policy (“Policy”) describes how **TopShield Networks Limited** (“**TopShield**”, “**we**”, “**us**”, or “**our**”) collects, uses, discloses, and protects personal data when you visit our website or use our services.

By accessing or using our services, you acknowledge that you have read and understood this Policy.

1. Scope of This Policy

This Policy applies to:

- Visitors to TopShield websites
- Customers and users of TopShield services
- Business contacts and communications

This Policy does **not** apply to data processed by our clients through their own applications, systems, or services.

2. Information We Collect

2.1 Information You Provide Directly

We may collect information that you voluntarily provide, including:

- Name, email address, company name
- Billing and contact information
- Account registration details

- Communications with us (emails, support requests)

2.2 Information Collected Automatically

When you visit our website or use our services, we may collect limited technical information, such as:

- IP address (or partial IP)
- Device type and browser information
- Access timestamps and basic usage logs

This data is used **solely for security, performance, and operational purposes**.

2.3 Client Business Data

TopShield provides **network and infrastructure services only**.

We do **not** control, own, or determine the content of data transmitted, processed, or stored by our clients using our services.

Clients are solely responsible for personal data they collect from their own users.

3. How We Use Information

We use collected information to:

- Provide, operate, and maintain our services
- Process subscriptions, billing, and invoices
- Communicate service updates and support responses
- Monitor security, prevent abuse, and ensure system integrity
- Comply with legal obligations

We do **not** sell personal data.

4. Legal Basis for Processing

Where applicable, we process personal data based on:

- Performance of a contract
- Legitimate business interests
- Compliance with legal obligations
- User consent (where required)

5. Data Sharing and Disclosure

We may share data only:

- With trusted service providers (e.g., hosting, billing, email delivery)
- When required by law or legal process
- To protect the security, rights, or property of TopShield

We do **not** share personal data for advertising or profiling purposes.

6. Data Retention

We retain personal data only for as long as necessary to:

- Fulfill the purposes described in this Policy
- Meet legal, accounting, or regulatory requirements

Data retention periods vary depending on data type and legal obligations.

7. Data Security

We implement reasonable technical and organizational measures to protect personal data, including:

- Access controls
- Encryption where appropriate
- Network and infrastructure security safeguards

However, no system can be guaranteed to be 100% secure.

8. International Data Transfers

Your information may be processed or stored in jurisdictions where we or our service providers operate.

We take reasonable steps to ensure appropriate safeguards are in place.

9. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent (where applicable)

Requests can be submitted using the contact details below.

10. Third-Party Links

Our website may contain links to third-party sites.

We are not responsible for the privacy practices of those sites.

11. Changes to This Policy

We may update this Policy from time to time.

The updated version will be posted on our website with a revised "Last Updated" date.

12. Contact Us

For privacy-related inquiries, please contact:

TopShield Networks Limited

Email: admin@topshield.net