

Privacy Policy

VPN Spot believes in privacy and online freedom and that it should be very clear how we manage and protect your personal information. If you have any questions or concerns, please contact us.

The VPN Spot Private Network

The core of our service is the VPN Spot Private Network which provides private and secure data transmission. If you are using the VPN Spot Virtual Private Network (VPN) Service, we route all of your Internet traffic through our network. Our VPN client establishes and maintains an encrypted tunnel between your device and our network.

The VPN Spot network is a no-log network. That means, except for the limited exceptions below, we do not collect any information transmitted through our network. More specifically, we do not collect any information regarding the websites you visit assigned to you when you access the VPN Spot Private Network, and with respect to our VPN service, we do not collect any data stored on or transmitted from your device, including any data that applications on your device may transmit through our network.

There are a few exceptions where we may need to collect or monitor traffic through our network:

What information do we collect?

We will record your aggregate bandwidth usage for billing and network operations and support;

It may become necessary to temporarily maintain usage data to assist in debugging a problem with the service. This usage data may include such information as the date and time of your login and the IP addresses you visited. This personal information is not retained once the troubleshooting is resolved;

We may collect and disclose personal information, including your usage data, to governmental authorities or agencies, including law enforcement agencies, at their request or pursuant to a court order, subpoena or other legal process, if there is a good faith belief that such collection or disclosure is required by law;

We perform automated rules-based traffic management for the purposes of maintaining and improving our service. Applying these rules may require real-time analysis of Internet and data traffic including destination websites or IP addresses, originating IP addresses. However, no log is maintained regarding this information as it is a real-time process.

Since we manage a global network, your Internet traffic may be routed through one or more different countries.

Account Information

In order to enroll you in our service and maintain your account we need to collect your email address. We may also use your email address for billing and customer support. From time to time we may use your email address to request your feedback on our service, advise you of promotional offers regarding our current and new services and provide you with updates on our new products and product features.

We may also collect information such as your name, address, phone number and payment information in connection with your purchase of our products and services. This information is used to fulfill your purchase and to bill you as necessary based on your service plan.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database is only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

We use cookies to help us remember and process the items in your shopping cart and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to

keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Customer Support

We collect your email address and other contact information when you request customer support. We also collect information regarding your support request. This information is used to address your inquiry or service problem and to improve our service.

Our Privacy Policy applies to information we collect when you use or access our website, application, or just interact with us. We may change this Privacy Policy from time to time. Whenever we make changes to this Privacy Policy, the changes are effective immediately after we post the revised Privacy Policy (as indicated by revising the date at the top of our Privacy Policy). We encourage you to review our Privacy Policy whenever you access our services to stay informed about our information practices and the ways you can help protect your privacy.

Collection of Information

Information You Provide to Us

We collect information you provide directly to us. For example, we collect information when you participate in any interactive features of our services, fill out a form, request customer support, provide any contact or identifying information or otherwise communicate with us. The types of information we may collect include your nick name, email address, other contact or identifying information you choose to provide.

Information We Collect Automatically When You Use the Services

When you access or use our services, we automatically collect information about you, including:

Log Information: We log information about your use of our services, including the version of app you use, access times, your IP address.

Device Information: We collect information about the device you use to access our services, including the hardware model, and operating system and version.

Information We Collect From Other Sources

In order to provide you with access to the Service, or to provide you with better service in general, we may combine information obtained from other sources (for example, a third-party service whose application you have authorized or used to sign in) and combine that with information we collect through our services.

Use of Information

We use information about you for various purposes, including to:

- Provide, maintain and improve our services;
- Provide services you request, process transactions and to send you related information;
- Respond to your comments, questions and requests and provide customer service;
- Monitor and analyze trends, usage and activities in connection with our services;
- Personalize and improve our services.

By accessing and using our services, you consent to the processing and transfer of your information in and to the United States and other countries.

Sharing of Information

We may share personal information about you as follows:

- With third party vendors and other service providers who need access to your information to carry out work on our behalf;
- If we believe disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request;
- To enforce applicable user agreements or policies, including our Terms of Service; and to protect us, our users or the public from harm or illegal activities;
- In connection with any merger, sale of Infinity Software assets, financing or acquisition of all or a portion of our business to another company; and
- If we notify you through our services (or in our Privacy Policy) that the information you provide will be shared in a particular manner and you provide such information.

We may also share aggregated or anonymized information that does not directly identify you.

Third Party Analytics

We may allow third parties to provide analytics services. These third parties may use cookies, web beacons and other technologies to collect information about your use of the services and other websites, including your IP address, web browser, pages viewed, time spent on pages, links clicked and conversion information. This information may be used by us and third parties to, among other things, analyze and track data, determine the popularity of certain content and other websites and better understand your online activity. Our Privacy Policy does not apply to, and we are not responsible for, third party cookies, web beacons or other tracking technologies and we encourage you to check the privacy policies of these third parties to learn more about their privacy practices.

Security

We take reasonable measures to help protect personal information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction.

If you have any questions about our Privacy Policy, please contact us by mail.