X4B.Net Privacy Policy

Privacy Policy governing our usage of customer data

This privacy policy sets out how X4B uses and protects any information that you provide us when you use this website.

Should you provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

Information collected through the website

In order to improve our website, we may track which pages you visit and for how long, but we will not use this information to identify you personally.

Where website visitors provide us with information about themselves, such as through registration forms, this information will only be used for the stated purposes. Our website operates on a secure platforms, we ensure data is only available to those with a legitimate need to access it.

We will not sell, distribute or lease your personal information to third parties.

Information Retention

We will only retain information about you for as long as necessary to fulfil the purpose for which it was collected, or to comply with legal or internal policy requirements. However, if a website visitor wants his or her personal data removed from our databases, we will delete their information upon written request, so long as permitted by legal and regulatory rules. If in the case this data is stored by a third party, including but not limited to Google Analytics we will make a good faith attempt to remove your information.

Analytics

Google Analytics is a piece of software that grabs data about visitors (you). It's something like an advanced server log.

What does Google Analytics record?

- What website you came from to get here.
- How long you stay for.
- What kind of computer you're using.
- And quite a bit more.

What do we do with your data?

The tracking information allows us to better understand the kind of people who come to our site and what content they're using. This allows us to make better decisions about design and writing, and identify areas of improvement.

Occasionally, we will compile aggregate statistics about the number of visitors this site receives and browsers being used. No personally identifying data is included in this type of reporting.

All of this activity falls within the bounds of the Google Analytics Terms of Service.

FraudRecord (3rd Party)

We reserve the right to communicate non-personally identifiable information to FraudRecord for the purposes of contributing to the community Fraud tracking and prevention database. If you feel we have communicated any information which is inaccurate or personally identifiable you may contact us or make the appropriate enquiry to FraudRecord.

Cookies

We may use cookies to identify which pages are being used. This helps us analyze data about web page traffic in order to improve the website and tailor it to customer needs.

Most web browsers can be set to prevent you from receiving new cookies, notify you before accepting cookies or disable cookies altogether. The instructions for this can often be found via your browser's Help function. You can delete cookies already on your hard drive at any time. If you choose to disable cookies, this may limit some of the services provided by our website.

Enquiries

Individuals may have a right to access and update information which we hold about them. If you have questions regarding the collection or use of your personal data or regarding this statement, contact us via a Support Ticket.

Privacy Policy governing our usage of traffic through our network

Security of communication

We do not perform routine captures of complete network traffic, general staff do not have this ability either. We do not record clean traffic passing through our network as a matter of process. Captures may be taken of traffic blocked for mitigation purposes (such as in PCAP's provided to clients)

Logging of requests

Logs are kept for the purposes of performing mitigation and the analysis of mitigation actions. This data may include:

- The traffic source (IP, port)
- The traffic destination (IP, port, client details)
- Metadata about the HTTP request (but never any POST payload)

Most logs are kept for 30-60 days. Aggregated statistics persist potentially indefinitely.

IP addresses are treated as personal data in most contexts. We have a legitimate interest in the capture of, display and taking action with IP addresses for the purposes of mitigation. In line with GDPR we have weighed this legitimate interest against the interest against the interests, rights, and freedoms of the affected data subjects. Such logs are necessary for security and anti-abuse purposes for us and our clients.