



Revivenode LLC

Privacy Policy

This full document is regarding any person or persons who purchase a service from Revivenode (<https://revivenode.com>). 'we', 'us' and 'Revivenode' as found on this document all refer to Revivenode as a company, 'you', 'your' and 'the user' refers to the client purchasing services. If the user is under 13, a parent or guardian is held responsible for the user.

In Discord no staff member will ever ask you for your password that is only to the user who set it, the only information we would ever ask is if you are requesting, a service to be moved to another account or cancellation, or anything that may damage your files. This would only occur via a private ticket on our official Discord server and never in DMs or a public chat.

1. ACCOUNT

- a. Your account is required to have the correct first and last name set in our billing system for both legal reasons and to ensure we can contact the user on any important subject regarding Revivenode. All must be in order for the FTC Privacy and Policies guidelines for both the user or guardian purchasing the service on FTC Section 312.4(d). Failure to do so can leave your account at risk for any impression.
- b. Revivenode is not held responsible if the user shares information with any Third party. We will however ask for additional information in the case that we expect that the current user does not own the account, but only information that can be found within the Revivenode billing and if it's linked to either PayPal or Stripe

2. INFORMATION WE COLLECT

- a. Creating an account with Revivenode Hosting, you do understand that the following information is collected and not used outside of Revivenode.
 - i. First Name
 - ii. Last Name
 - iii. Email address
 - iv. Postal address
 - v. Telephone number
- b. The following information is optional and can only be used to ensure your account security if needed in the future, We do recommend adding it but as stated above it will only be used within Revivenode.
 - i. Second Address

3. HOW WE USE YOUR INFORMATION

- a. Revivenode will only use your information within the boundaries of Revivenode. No third party has access and will not be granted. All staff members are required to sign an NDA that prohibits them from accessing, sharing, or changing any client information (without the client's prior permission), on our billing page (billing.revivenode.com). No user information is sold and is safe by protecting using an external PCI-compliant payment gateway that handles all transactions.

4. WHAT A STAFF MEMBER COULD ASK OF YOU IN BILLING OR DISCORD TICKET

- a. A staff member on our Discord (discord.gg/revivenode) can ask for the following if any task puts the user's files at risk
 - i. First Name
 - ii. Last Name
 - iii. Email address
 - iv. Postal address
 - v. Telephone number

- b. This will only occur in a ticket or email within Revivnodes boundaries and will not happen via
- c. Personal Call
 - i. Personal Private Messages
 - ii. Public Chats
- d. OR anywhere where others may gain access to the information given.

5. **SERVICE PRIVACY**

- a. Revivenode and all staff members WILL NOT access your files without permission. This means we will not delete, copy, move, or upload files to your service without the user's prior permission. If a user makes a request in a ticket, Revivenode staff members may start, stop or restart your service, to see if any errors may appear to resolve a client's issue.
- b. Revivenode may access your files if we see malicious activities occurring on your service. In this case, we can either keep a copy of the file or permanently delete it without the user's consent; this is to ensure any or all files from other users on the machine will not be affected at all.
- c. All client services are secure and the team members with access follow both statements above. Revivenode takes daily backups of all user's services daily. However, these backups are only used in the case that Revivenode is at fault. User's requesting a backup without valid reasons will be denied, as backups are only provided if Revivenode is at fault. These backups are only saved to 3 machines within Revivenode's policies and are only accessible by the system team.