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LEGAL CENTER

Privacy Policy

How we collect, use, share and protect your personal information.

Last updated: 14 October 2026

Introduction

HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"), respects your privacy. This Privacy Policy explains how we collect, use, store and disclose personal information, in line with the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth).

It applies to our customers, website visitors and anyone else who contacts us. Job applicants should also read our Applicant Privacy Notice.

For more information about your privacy rights, visit the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

1. What Personal Information We Collect

"Personal information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Depending on how you deal with us, we may collect:

- **Contact details:** your name, business name, address, email address and phone number.
- **Account and billing details:** your client portal login details, order and invoice history, and payment details. Card details are processed and stored by our payment processors. We do not store full card numbers.
- **Identity and eligibility details:** identification or business documents, and your ABN, ACN or business name where we need them to verify you or to register .au domain names.
- **Domain registrant details:** the registrant and contact details required by domain registries.
- **Communications:** support tickets, emails, and recordings of support phone calls.
- **Technical and usage information:** IP addresses, browser and device details, server and access logs, resource usage, network traffic data, and how you use our website and client portal.
- **Content you host with us:** your websites, databases, files and email may contain personal information about other people. We only access this content where needed to provide or support the Services, protect our network, or comply with the law.

We don't usually collect sensitive information, such as information about health, racial or ethnic origin, political opinions or religious beliefs. If we need to, we will only collect it with your consent or where the law allows.

2. How We Collect Personal Information

We collect personal information:

- directly from you, when you order Services, create an account, fill in a form on our website, contact our support team, or apply for a job;
- automatically, through cookies, analytics tools and server logs when you use our website, client portal and Services (see section 7);
- through monitoring of our network and Services, as described in our Acceptable Use Policy; and
- from third parties, such as domain registries, our registrar partner, payment processors, people you authorise to deal with us on your behalf, and public sources such as the ABN Lookup.

Where practical, you can deal with us anonymously or using a pseudonym, for example when asking a general question. We can't provide most Services without identifying you.

3. Why We Collect and Use Personal Information

We collect and use personal information to:

- provide, manage and support the Services you order, including registering domain names and setting up Microsoft 365;
- bill you and process payments;
- verify your identity and eligibility;
- communicate with you, including by email and SMS, about your account, renewals, invoices, outages and maintenance;
- train our staff and maintain the quality of our support, including through call recordings;
- protect our network, customers and Services, and enforce our Terms of Service and Acceptable Use Policy;
- improve our website and Services;
- send you marketing about our Services (see section 6); and
- comply with our legal obligations, such as tax and record-keeping laws.

We may also use or disclose your information for related purposes you would reasonably expect, or where the law allows.

4. Who We Share Personal Information With

We do not sell your personal information. We disclose it only where needed for the purposes in section 3, to:

- **Domain registries and our registrar partner:** to register and manage your domain names. This includes auDA for .au domains, and registries and data escrow providers required by ICANN for generic domains. Some registrant details may appear in public domain registration data (WHOIS or RDAP), depending on the extension.
- **Microsoft:** to provide Microsoft 365 and professional email.
- **Payment processors:** such as Stripe and PayPal, to process payments.

- **Infrastructure providers:** data centre and cloud providers that host our servers, including Vultr for VPS services, and Cloudflare for website security and performance.
- **Communication providers:** email delivery services such as SendGrid, SMS providers and our phone system provider.
- **Analytics and website tools:** Google (Analytics, Tag Manager, reCAPTCHA and Maps) and Microsoft Clarity.
- **Professional advisers:** such as our accountants, auditors and lawyers.
- **Authorities:** law enforcement, regulators and courts, where the law requires or allows it.
- **Others with your consent:** for example, someone you authorise to manage your account.

We require our service providers to protect personal information and only use it to provide services to us.

5. Overseas Disclosure

Our hosting servers are located in Australia, in Sydney and Melbourne. VPS services may be deployed in other locations if you choose them.

Some of our service providers store or process personal information overseas, mainly in the United States, and may also use facilities in other countries, including in Europe and Asia. This includes Google, Microsoft, Cloudflare, SendGrid, Stripe, PayPal, and some domain registries and registrars. We take reasonable steps to make sure these providers handle personal information in a way that is consistent with the APPs.

6. Marketing

We may send you marketing emails about our Services through our client portal. You can opt out at any time by using the unsubscribe link in any marketing email, updating your email preferences in the client portal, or contacting us. Opting out of marketing doesn't stop service emails, such as invoices, renewal reminders and outage notices.

7. Cookies and Analytics

- Our website and client portal use cookies and similar technologies to keep you logged in, remember your preferences, keep the site secure and understand how it is used.
- We use Google Analytics and Google Tag Manager to measure website traffic.
- We use Microsoft Clarity to understand how visitors use our website, including through heatmaps and session recordings of clicks, scrolling and mouse movement.
- We use Google reCAPTCHA to protect our forms from spam and abuse.
- You can block or delete cookies in your browser settings, although some parts of the website or client portal may not work properly without them.

8. How We Store and Protect Personal Information

- We hold personal information electronically in our systems, including our client portal, support system and email, and with the service providers listed in section 4.
- We protect it using measures such as access controls, encryption in transit, firewalls, staff training, and limiting access to staff who need it.
- We keep customer and billing records for at least 7 years to meet tax and legal requirements. When we no longer need personal information, we take reasonable steps to destroy or de-identify it.

9. Data Breaches

If we have a data breach that is likely to cause serious harm, we will notify the affected people and the OAIC as required by the Notifiable Data Breaches scheme.

10. Accessing and Correcting Your Information

- You can view and update most of your details in the client portal.
- You can also ask us for access to the personal information we hold about you, or ask us to correct it, by emailing legal@hsj.host. We will need to verify your identity first.
- We will respond within 30 days. We don't charge for making a request, but we may charge a reasonable fee for providing access. If we refuse a request, we will tell you why in writing.

11. Questions and Complaints

If you have a question or complaint about how we handle your personal information, please contact us:

- Email: legal@hsj.host
- Phone: 1800 519 724
- Post: HSJ Host Pty Ltd, Suite 414, Level 2/66 Victor Cres, Narre Warren VIC 3805, Australia

We aim to respond to complaints within 30 days. If you're not satisfied with our response, you can complain to the OAIC.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The date of the latest version is shown at the top of this page. If we make a significant change to how we handle your personal information, we will tell you by email before it takes effect.