

# Privacy Policy

DNS Wizard is committed to protecting your privacy. This document outlines how we handle your private information. For more information or clarification please contact us. DNS Wizard may make changes to our privacy policy from time to time. You should check our privacy policy occasionally for updates.

## Information Collection

DNS Wizard collects the information you give us either online or by email, post, phone or through online systems. In most cases, the personal information DNS Wizard will collect from you is the personal information required in order to provide services to you, and also for ongoing management and support of those services. This information may include your full name, mailing address, phone number, email address, tax identity, and other relevant additional details. We also collect your payment details such as your credit card details or bank account details. If you are a domain name registrant, when you register or renew a domain name, we will collect data from you in order to satisfy the requirements of ICANN (the Internet Corporation for Assigned Names or other gTLD (generic top level domain) or ccTLD (country code top level domain) policies. We only collect data that is needed to meet compliance requirements. DNS Wizard makes some use of cookies on this website. A cookie is a small piece of code stored in your web browser by our web server in order to store information about user preferences. We also use cookies to track your interaction with our website, and personalise your experience on our website.

## How we use information

We collect and use your personal information to deliver our services to you. This will include providing you with technical and sales support, renewal notices, maintenance notices, system changes and other situation related to your services with us.

We may use your information to analyse your experiences of our services, improve existing services, develop new services and perform research and analysis associated with your services. We also use the information to provide you with special offers and promotions. All our marketing communication is CAN-SPAM Act compliant and will contain an unsubscribe function. You can use that function to opt-out of our marketing emails at any time.

We may record telephone calls with you in order to assist with staff training and for internal compliance and accountability. We will always inform you prior to any telephone conversation that is going to be recorded. When you purchase an SSL certificate from us, we are required by the Certificate Authority to collect personal information from you to pass that on to the Certificate Authority (other than your payment details, which will not be passed to any third party).

## Information Disclosure

We operate under a number of company subsidiaries. Your information may be shared within the company group but you can be confident that each member of the group has the same commitment to protect your personal information.

DNS Wizard offices are located in Hong Kong and Cebu, Philippines. We also have subsidiary company offices in Australia and Singapore. Any information which you supply to DNS Wizard or any of its subsidiary companies will likely be shared within the internal company group to facilitate our provision of products and services to you. Each of our subsidiary companies is committed to protecting your personal information.

We may supply your personal information to third parties to perform services on our behalf, or who provide services to us in assisting us with the purposes for which we have collected and use your personal information, such as the following:

If you are a domain name registrant, we may provide your data to the registry operator. Under ICANN policy, we are also required to transfer your data to a data escrow agent. In response to ICANN contractual compliance requests, we may be required to provide your data to ICANN.

Our relationships with such third party service providers are governed by our individual contracts with them and we will ensure that your personal information is protected by law.

We may also disclose your personal information to law enforcement or other government agencies as required by law.

[dnswizard.com](https://dnswizard.com)