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LEGAL DOCUMENT

Privacy Policy

How we collect, use and protect personal information

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Issued by	Credible Brands (trading as Credible Host), Harare, Zimbabwe
Official version	The version published at credible.host/legal prevails over any printed or downloaded copy.

This policy explains what personal information we collect when you visit our website or use our hosting, domain and email services, why we collect it, who we share it with, and the rights you have under Zimbabwe's Cyber and Data Protection Act.

CONTENTS

1. Who we are 2
2. Scope of this policy 2
3. Information we collect 2
4. How we use your information 3
5. Domain registration data 3
6. Content you host with us 3
7. Cookies and analytics 4
8. Who we share information with 4
9. Where your information is stored 5
10. How long we keep it 5
11. How we protect it 5
12. Your rights 6
13. Marketing messages 6
14. Children 6
15. Data breaches 6
16. Other websites 6
17. Changes to this policy 7
18. Contact us and complaints 7

1. Who we are

Credible Host is a web hosting, domain registration and business email provider operated by **Credible Brands**, a company registered in Zimbabwe and based in Harare. In this policy, "Credible Host", "we", "us" and "our" refer to Credible Brands.

For the personal information described in this policy, Credible Brands is the **data controller**: we decide why and how that information is processed. We have appointed a Data Protection Officer, who can be reached at dpo@crediblebrands.co.zw.

2. Scope of this policy

This policy applies when you:

- visit **credible.host** or our client area at **my.credible.host**;
- create an account, order or use our hosting, domain, email, VPS or website services;
- contact us by email, phone, WhatsApp, live chat, contact form or support ticket; or
- subscribe to our newsletter or take part in our affiliate programme.

It should be read together with our Terms of Service and Acceptable Use Policy.

3. Information we collect

Type of information	Examples	Where it comes from
Account and contact details	Name, company name, email address, phone number, postal address, account password (stored encrypted)	You, when you register or update your account
Domain registration details	Registrant, administrative, technical and billing contacts for each domain, nameservers	You, as required by domain registries
Billing and payment records	Invoices, order history, transaction references, payment method type, account credit	You and our payment processors
Support and communications	Support tickets, live chat transcripts, emails, contact form messages, call notes	You, when you contact us
Technical and usage data	IP address, browser and device type, pages visited, referring page, login times, server and security logs	Collected automatically when you use our website and services
Marketing preferences	Newsletter subscription, how you heard about us	You

We do not ask for sensitive personal information (such as health, religious or biometric data) and ask that you do not send it to us.

4. How we use your information

We only process personal information where we have a lawful reason to do so:

Purpose	Lawful basis
Creating and managing your account, and providing the services you order	Performance of our contract with you
Registering, renewing and transferring domain names with registries	Performance of our contract; registry and legal requirements
Billing, collecting payments and keeping financial records	Contract; legal obligation (tax and accounting laws)
Providing support and sending service notices (renewals, invoices, outages, security alerts)	Performance of our contract
Protecting our network and customers from fraud, spam, malware and abuse	Legitimate interests; legal obligation
Understanding how our website is used so we can improve it	Consent (through our cookie banner)
Sending newsletters, offers and promotions	Consent, which you can withdraw at any time
Complying with court orders, lawful requests from authorities, and protecting our legal rights	Legal obligation; legitimate interests

We do not make decisions about you based solely on automated processing that have legal or similarly significant effects.

5. Domain registration data

When you register a domain name, the rules of the relevant registry require us to collect contact details for the domain and pass them to that registry. For **.co.zw** and other Zimbabwean domains this is the Zimbabwe domain registry; for international domains (such as .com, .net and .org) it includes the registry operator and the registrar partners we work with, under rules set by ICANN.

Some registration details may appear in public domain lookup services (WHOIS/RDDS), depending on the registry's policy. Where privacy or redaction options are available for your domain, we will apply them or let you choose them. Registries may also be required to keep registration data with an escrow provider.

6. Content you host with us

Websites, files, databases and email you store on our servers belong to you. For that content you are the data controller and we act as your **data processor**: we store and process it only to provide the service to you.

We do not access the contents of your hosting account or mailboxes except where you ask us to (for example, for support), where it is needed to keep our systems secure (for example, automated malware scanning), or where the law requires it. If your website collects personal information from your own visitors, you are responsible for having your own privacy policy and complying with data protection law. How we process this content on your behalf is set out in our Data Processing Agreement.

7. Cookies and analytics

Our website uses cookies and similar technologies. When you first visit, a cookie banner lets you accept or reject non-essential cookies, and you can change your choice at any time from the same banner.

Category	What they do	Provider
Essential	Keep you logged in to the client area, remember your cart, record your cookie choices, and keep the site fast and secure	Credible Host, CookieYes
Functional	Power the live chat widget and customer reviews shown on our pages	tawk.to, Trustindex
Analytics	Help us understand how visitors use our website, using aggregated statistics	Google Analytics
Advertising	Show and measure advertisements	Google

Analytics and advertising cookies are only set if you accept them. You can also block or delete cookies in your browser settings; some parts of the site may not work properly without essential cookies.

8. Who we share information with

We do not sell or rent your personal information. We share it only with:

- **Domain registries and registrar partners**, to register and manage your domains (see section 5).
- **Payment processors**, including Paynow, Pesepay, EcoCash, Stripe (for card payments) and our bank, to process your payments.
- **Infrastructure providers**, such as the data centres that host our servers (see section 9).
- **Service providers** that help us run our business, such as live chat, email delivery, website analytics and cookie consent tools. They may only use your information to provide their service to us.
- **Professional advisers**, such as auditors, accountants and lawyers, where necessary.
- **Authorities**, including courts, regulators and law enforcement, where we are legally required to, or to protect our rights and the safety of our customers.
- **A successor business**, if Credible Host is sold or merged, in which case this policy will continue to apply to your information.

9. Where your information is stored

We operate servers in **Zimbabwe**, **South Africa** and the **United Kingdom**. Depending on the service you use, your information may therefore be stored or processed outside Zimbabwe.

> We only transfer personal information outside Zimbabwe where the destination provides an adequate level of protection or appropriate safeguards are in place, as required by the Cyber and Data Protection Act. South Africa (Protection of Personal Information Act) and the United Kingdom (UK GDPR) both have comprehensive data protection laws.

Some of our service providers, such as Google, may process information in other countries. Where they do, we rely on their contractual data protection commitments.

10. How long we keep it

We keep personal information only for as long as we need it for the purposes in this policy or as the law requires:

Information	How long
Account, billing and invoice records	While your account is active, then for up to 7 years to meet tax and accounting requirements
Domain registration data	For the life of the registration, then as long as registry or ICANN rules require
Support tickets and chat transcripts	Up to 3 years after the conversation ends
Server and security logs	Up to 90 days, unless needed to investigate a security incident
Hosted websites, files and email	Deleted after your service ends; backup copies are overwritten within 30 days
Newsletter subscriptions	Until you unsubscribe

When information is no longer needed, we delete it or anonymise it so it can no longer identify you.

11. How we protect it

We use technical and organisational measures appropriate to the risk, including:

- encryption of data in transit (HTTPS/TLS) across our website and client area;
- firewalls, malware scanning and intrusion protection on our servers;
- restricted, role-based access to customer data for staff who need it;
- passwords stored in encrypted (hashed) form; and
- regular backups and software updates.

No system is completely secure. You can help by using a strong, unique password and keeping your login details private.

12. Your rights

Under the Cyber and Data Protection Act you have the right to:

Right	What it means
Be informed	Know how your information is collected and used, as set out in this policy.
Access	Ask for a copy of the personal information we hold about you.
Correction	Have inaccurate or incomplete information corrected.
Deletion	Ask us to delete information we no longer need or have no lawful basis to keep.
Object	Object to processing, including direct marketing, at any time.
Withdraw consent	Withdraw consent you have given, without affecting earlier processing.

To use any of these rights, email our Data Protection Officer at dpo@crediblebrands.co.zw. We may ask you to confirm your identity before acting on your request. We will respond as soon as possible and normally within 30 days, free of charge. If we cannot fully meet your request, for example because we must keep records by law, we will explain why.

13. Marketing messages

We only send newsletters and promotional messages if you have opted in. Every marketing email has an unsubscribe link, or you can email us to stop them. Service messages about your account (such as invoices, renewal reminders and security notices) are not marketing, and we will continue to send them while you have an active service.

14. Children

Our services are intended for people aged 18 and over. We do not knowingly collect personal information from children. If you believe a child has given us personal information, please contact us and we will delete it.

15. Data breaches

If a security incident affects your personal information, we will act quickly to contain it, notify the Data Protection Authority (POTRAZ) as required by law, and inform affected customers without undue delay where the incident is likely to put them at risk, including what we are doing and what steps they can take.

16. Other websites

Our website contains links to other websites and services, such as social media pages and payment pages. Their privacy practices are not covered by this policy, so please read their

own privacy policies.

17. Changes to this policy

We may update this policy to reflect changes in our services or the law. The latest version will always be published on this page with its effective date. If we make significant changes, we will notify active customers by email or through the client area.

18. Contact us and complaints

If you have any questions about this policy or how we handle your information, please contact our Data Protection Officer:

Data controller	Credible Brands (Credible Host)
Data Protection Officer	dpo@crediblebrands.co.zw
Location	Harare, Zimbabwe

If you are not satisfied with our response, you have the right to complain to Zimbabwe's Data Protection Authority, the **Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)**, at www.potraz.gov.zw.

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