

Privacy Policy

Last Updated: March 08, 2026

This Privacy Policy explains how Eastern Shore Web Services, L.L.C. ("we," "us," or "our") collects, uses, and protects your personal information when you visit our website (<https://store.eshorews.com>) or use our web hosting and domain registration services.

We believe in data minimization. We only collect the information absolutely necessary to provide you with secure hosting, process your payments, and register your domains. **We do not sell your personal data to third parties, and we do not use third-party marketing or tracking cookies.**

1. Information We Collect

To provide our services, we collect two types of information:

- **Information You Provide:** When you create an account, open a support ticket, or purchase a service, we collect your name, email address, physical billing address, phone number, and account passwords.
- **Information Collected Automatically:** When you access our website, our servers automatically record standard diagnostic data. This includes your IP address, browser type, operating system, and the date and time of your visit. This data is strictly used for server security, fraud prevention, and system diagnostics.

Note: We do not process sensitive personal information (such as racial origins, religious beliefs, or medical data).

2. Our Use of Essential Cookies

Our platform relies on a small number of "Strictly Necessary" cookies and local storage tokens. Because these are required for the website to function safely and process transactions, they cannot be turned off.

We use these essential technologies for the following purposes:

- **WHMCS System & Security Tokens:** Used to keep your user session active, remember the items in your shopping cart, and protect the website against Cross-Site Request Forgery (CSRF) attacks during form submissions.
- **Stripe & PayPal:** Used dynamically during the checkout process to verify device fingerprints, process secure financial transactions, and prevent credit card fraud.
- **Google reCAPTCHA:** Used in the background (`rc::a` and `rc::c` cookies) to distinguish human users from automated bots, protecting our network from spam and malicious abuse.

3. How We Share Your Information

We only share your Account Data with trusted third-party service providers to fulfill your specific orders and process your payments.

- **Payment Processors:** Your payment data is transmitted securely to our payment gateways (**Stripe** and **PayPal**). We do not store your full credit card numbers on our servers.
- **Domain Registrars:** To fulfill domain name registration orders, we are legally required by ICANN to share your name, contact information, and physical address with our upstream domain registrar (**Openprovider**) and the applicable central registries to establish your legal ownership of the domain.

4. Hosted Data vs. Account Data

This Privacy Policy applies solely to the **Account Data** (billing and contact info) you provide directly to us to purchase and manage your services.

It does not apply to the **Hosted Data** (website files, databases, application user data, or emails) that you upload, store, or process on our hosting servers. You are exclusively responsible for the privacy, security, and legal compliance of your own Hosted Data and your own website's end-users.

5. Data Retention and Security

We implement robust server-level security and technical measures to protect your Account Data. We retain your personal information only for as long as your account is active, or as long as necessary to fulfill our legal, tax, and accounting obligations (typically no longer than 12 months after account termination, unless required by law).

6. Your Privacy Rights

Regardless of whether you reside in California, Europe, or elsewhere, we believe you should have control over your data. You have the right to:

- **Access and review** the personal data we hold about you.
- **Correct** any inaccuracies in your personal data.
- **Delete** your personal data (subject to our legal obligations to retain certain billing records).
- **Opt-out** of non-essential promotional emails.

To exercise any of these rights, or to request the deletion of your account, please submit a request through our secure client portal at: <https://store.eshorews.com/submitticket.php>.

7. Contact Us

If you have any questions or concerns regarding this Privacy Policy or how we handle your data, please reach out to us:

Eastern Shore Web Services, L.L.C. 22930 Fairgale Farm Ln Chestertown, MD 21620 United States **Email:** support@eshorews.com