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Applicable Law

English law governs access to and use of the web site. If you access this site from outside the UK you are responsible for compliance with any local laws relating to access.

DIVERSITY POLICY

Warp9 Web Hosting (hitherto referred to as "The Company") is committed to the goals of equal opportunity in employment. It aims to provide a work environment for staff that fosters fairness and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by current and future legislation.

To reinforce this commitment in our daily work all company activities, policies, practices and procedures are to be carried out in accordance with this policy. Each employee is personally responsible and accountable for ensuring that his or her actions and behaviours reflect this policy.

ACCESSIBILITY POLICY

The Company recognises the importance of making its web site available to the largest possible audience and has attempted to design this web site to be accessible by all users.

If the format of any material on our web site interferes with your ability to access the information you require, please send an e-mail to support@warp9webhosting.co.uk. To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact details.

The Company has constructed this site to conform with the requirements of the Disability Discrimination Act as closely as possible. The company will endeavour to maintain this compliance in any updates that it makes to the site. If users experience problems, the Company would like to know so that it can make corrections where necessary.

If you find areas of the site difficult to access, please email us.

DATA PROTECTION AND PRIVACY POLICY

Warp9 Web Hosting is committed to protecting your privacy in all our dealings with you, whether through our web site or through direct contact with our consultants.

When using our web site, we want you to have a safe and secure experience. We will endeavour to ensure that the information you submit to us remains private, and is only used for the purposes set out in this policy.

Statistical Information

We gather statistical information collectively about all visitors to this web site regarding page and service usage. We only use such data in aggregate form.

This information helps us to improve the services we offer our visitors.

Warp9 Web Hosting is managed by its owners.

There are no outside parties who may exert any influence or control over the running of the business. Should the ownership of the Company change you will be notified via this web site and the implications for your information explained.

Except in the case of complying with a legal or regulatory requirement, the Company does not and will not disclose your information to third parties without your consent.

Return / Refund / Cancellation Policy

We aim to be a very flexible company and always work with the customer to make sure they get the best services possible.

Hosting Accounts

Warp9 Web Hosting are happy to offer you 7 days to change or cancel your web hosting account of any reason. After 7 days no refunds will be given.

Domain Names

Once a domain name is purchased it is a final sale for the period selected (normally 2 years) and no refunds will be available.

Web Design Services

As website design is predominately man hours we cannot offer refunds for this service, however we will always work with you until you are completely satisfied with the work carried out.

Information

The purpose of storing any personal information you may provide us when you visit our site or fill out any Warp9 Web Hosting forms, is to enable Warp9 Web Hosting to maintain communication with you. We will not sell, share, or give this information to any other company.

Warp9 Web Hosting will only disclose user information to the proper authorities, when we believe in good faith that the law requires it.

If we use cookies, it is only to help us serve you better. You may occasionally get cookies from our advertisers. Warp9 Web Hosting does not control these cookies or any other applications or tracking controls from other advertisers or partners of Warp9 Web Hosting.

Remember that whenever you give out personal information on the Internet, that information can be intercepted in transit. While we strive to protect any personal information in our possession, we cannot guarantee the security of any information you disclose online and you do so at your own risk except for on our secure pages.

Warp9 Web Hosting will only receive credit card information over a SSL (secure encrypted) connection through Paypal Card Processing Services/ Secure Trading and Warp9 Web Hosting never keep or store clients card or payment details on our servers or systems.

By using this site, you agree to the Warp9 Web Hosting Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the Warp9 Web Hosting site following the posting of changes to these terms will mean you accept those changes.

We can be contacted by e-mail, phone or post:

Tel: 01279 721 030 (Normal Office Hours)

E-Mail: support@warp9webhosting.co.uk 24/7 (Please allow 12-24 Hours for a reply)

Post: Unit D1 The Maltings, Sawbridgeworth, Hertfordshire, CM21 9JX

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