

Host Pro VPN Privacy Policy

Last Updated: February 27, 2026

At **New Age Digital LTD** (operating as Host Pro VPN), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, retain, and safeguard your information when you visit our website (the “**Site**”), create an account, or use our virtual private network services, applications, or related offerings (collectively, the “**Services**”).

This Policy is designed to comply with the *Personal Information Protection and Electronic Documents Act* (PIPEDA) and applicable Canadian privacy laws. By using our Services, you consent to the practices described in this Policy. If you do not agree, please do not use the Site or Services.

We may update this Policy from time to time. We will post the revised version on the Site with a new “Last Updated” date. We encourage you to review it periodically. Material changes will be notified via email (if you have provided one) or a prominent notice on the Site.

1. Information We Collect

We collect only the minimum personal information necessary to provide and improve our Services. We operate a **strict no-logs policy** for VPN activity:

- **Account Information:** Email address, username, and hashed password when you register or log in.
- **Payment Information:** We do not store credit card numbers or full payment details. Payments are processed securely by third-party processors (e.g., Stripe, PayPal, or similar). We receive only confirmation of successful payment and billing date.
- **Device & Technical Information:** Device type, operating system, IP address (only at the time of connection for authentication and abuse prevention — not stored after the session ends), and app version for support and diagnostics.

- **Usage Data:** Aggregate, anonymized statistics (e.g., total bandwidth used) to improve service quality. We **do not** collect, log, or store:
 - Your browsing history or websites visited
 - Connection timestamps or durations linked to your account
 - Originating IP addresses tied to specific activity
 - Any content of your internet traffic
- **Cookies and Tracking:** We use essential cookies for site functionality and account login. We may use anonymized analytics tools (e.g., Google Analytics) to understand Site usage. You can manage cookies through your browser settings. We do not use tracking for advertising.

We do not collect sensitive personal information (e.g., health, race, religion) unless you voluntarily provide it in support communications.

2. How We Use Your Information

We use your information only for the purposes for which it was collected:

- To create and manage your account
- To process payments and deliver the Services
- To provide customer support and respond to inquiries
- To detect and prevent fraud, abuse, or violations of our Terms of Service
- To improve and maintain the Services (using only anonymized data)
- To send important administrative notices (e.g., account expiration, security alerts) — we do not send marketing emails unless you opt in

3. How We Share Your Information

We do **not** sell, rent, or trade your personal information. We share it only in limited circumstances:

- With trusted service providers (e.g., payment processors, cloud hosting providers, email delivery services) who are contractually bound to protect your data and use it only on our behalf.
- When required by law (e.g., valid court order or government request in Canada). Because of our no-logs policy, we have no activity data to provide in most cases.
- In the event of a business transfer (merger, acquisition, or sale of assets), with appropriate safeguards.

4. Data Retention

We retain your account information (email and hashed password) only as long as your account is active or as needed for legal or accounting purposes. You may request deletion at any time (see Section 6). Technical session data is deleted immediately after use. We do not retain any VPN activity logs.

5. Security

We use industry-standard security measures (encryption, secure servers, access controls) to protect your information. However, no system is completely secure. We cannot guarantee absolute security, but we take reasonable steps to protect the personal information under our control.

6. Your Privacy Rights (Under PIPEDA)

You have the right to:

- Access the personal information we hold about you
- Correct inaccurate or incomplete information
- Withdraw consent (subject to legal or contractual restrictions)
- Request deletion of your personal information (where applicable)

- Challenge our compliance with this Policy

To exercise these rights, contact us using the details below. We will respond within 30 days (or as required by law). There is no fee for basic requests, though we may charge a reasonable fee for complex ones after notifying you.

7. Children's Privacy

Our Services are not directed to children under the age of majority in their jurisdiction (typically 18 or 19). We do not knowingly collect personal information from children. If we become aware that we have collected such information, we will delete it promptly.

8. International Data Transfers

Our company is based in Canada. VPN servers may be located in other countries. When data is transferred internationally, we ensure appropriate safeguards (e.g., contractual protections) are in place to maintain the same level of privacy protection required under PIPEDA.

9. Cookies and Automated Decision-Making

We do not use automated decision-making that produces legal or similarly significant effects. For details on cookies, see our Cookie Notice (linked on the Site) or manage preferences in your browser.

10. Changes to This Privacy Policy

We may update this Policy to reflect changes in our practices or legal requirements. Continued use of the Services after changes constitutes acceptance of the revised Policy.

Contact Information

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact our Privacy Officer at:

New Age Digital LTD

Unit 1100 - 1200 WEST 73RD AVENUE

VANCOUVER BC V6P 6G5

CANADA

Email: vpn@hostprovpn.com

Website: www.hostprovpn.com

We will investigate and respond to all legitimate inquiries promptly.

Thank you for trusting Host Pro VPN with your privacy!