



Any server is installed from 3 minutes to one hour, in automatic mode, regardless of the time of day and day of the week. The only exceptions are those cases when technical works are carried out, as well as when subnets run out, in which case the installation period may increase.

### **Prohibited content and software**

In case of heavy load on the Internet channel, the provider has the right to unilaterally change the IP server of the client, unless previously agreed otherwise.

Mass mailings are prohibited, except in cases authorized by the Company itself.

It is forbidden to place information, software that contradicts and/or prohibited by the legislation of the Russian Federation, the law on copyright and related rights.

It is forbidden to place software for botnets, robbing, phishing and other purposes that are clearly contrary to the legal work in the Internet.

It is forbidden to host services (including those with paid or private access) that may serve as auxiliary means for illegal actions on the Internet.

It is prohibited to place pornography on the Hosting, including links and advertisements containing pornographic scenes.

Hosting of network scanners, proxy-checkers and similar software is prohibited.

### **Payment procedure:**

If the client does not pay for his server on time, after the end of the payment period the server is blocked. Also it disappears from the personal cabinet.

When paying for the server, which is in the state "blocked", payment is made from the current date, not from the date of blocking the server. That is, the days that the server was blocked are not paid.

### **Refunds:**

Refund is possible only in case of server inoperability due to the Company's fault and for actually unused days.

The refund is made within 30 business days to the account from which the payment was made.

For a refund you need to write a request letter to support with the subject "Refund" in your personal cabinet at <https://my.sclad.group/>.

In case of violation of the terms of service provision, the Company has the right to refuse to refund the Client.

In case the Company incurred losses due to the Client's fault (disconnection of servers, networks, IP blacklisting, etc.), the amount of costs incurred by the Company will be deducted from the refund amount.

The Client may be denied a refund if the fact of fraud or violation of the terms of service described in this offer has been established.

The Client shall be refunded no more than 50% of the funds if he/she refuses the service within the first 14 (fourteen) days from the date of purchase.

### **Consent to the processing of personal data**

By registering on the website [sclad.group](https://my.sclad.group/), paying for services, in accordance with the requirements of Article of EU Regulation 2016/679 of April 27, 2016), or Igemene verordening gegevensbescherming (AGV), I confirm my consent to the processing of my personal data by the person providing services ("scladgroup" hereinafter referred to as the "Provider"), including: e-mail address, selected login.

I give the Contractor the right to perform all actions (operations) with my personal data, including collection, systematization, accumulation, storage, updating, modification, use, depersonalization, blocking, destruction.

The purpose of personal data processing is to provide services to me on the basis of the completed form.

The Executor has the right to exchange (receive and transmit) my personal data using machine media or communication channels, with measures ensuring their protection from unauthorized access.

This consent is valid indefinitely, the storage period of my personal data is not limited.

I reserve the right to withdraw my consent to the processing of personal data by notifying the Contractor by a corresponding letter to the Contractor's e-mail.

### **Privacy Policy**

This Privacy Policy (hereinafter - Privacy Policy) applies to all information that the scladgroup service can obtain about the User during his use of the service website - [sclad.group](https://my.sclad.group/), located on the domain names [sclad.group](https://my.sclad.group/), as well as programs and products located on these pages.

#### **1. Subject of the Policy**

1.1 This Privacy Policy establishes the obligations of the Administration of the site on non-disclosure and protection of confidentiality of personal data, which the User provides at the request of the Administration of the site when registering on the site or forum.

1.2 Personal data processing - any action (operation) or set of actions (operations) performed with or without the use of automation means with personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.

1.3 Personal data allowed for processing under this Privacy Policy is provided by the User by filling in the registration form on the Service's Website.

1.4 The Service Website and the Forum (Provider) may collect statistics about IP addresses of its visitors. This information is used to identify and solve technical problems, to control the legality of financial payments.

1.5 Any other personal information, not specified above (purchase history, used browsers and operating systems, etc.) is subject to secure storage and non-dissemination, except as provided in p. p. 3.6. of this Privacy Policy. 3.6. of this Privacy Policy.

## **2. General Provisions**

2.1 The User's use of the website or forum means that he/she agrees with this Privacy Policy and the terms of processing the User's personal data.

2.2 In case of disagreement with the terms of the Privacy Policy, the User should stop using the service or forum website.

2.3 This Privacy Policy applies only to the service site or forum. The Administration does not control and is not responsible for third party websites, to which the User can go through the links available on the service site or forum.

2.4 Administration does not check the accuracy of personal data provided by the User.

## **3. Personal data of the User**

3.1 The Buyer decides to provide his/her personal data and consents to their processing with his/her own free will and in his/her own interest, except as provided by EU Regulation 2016/679 of April 27, 2016), or Igemene verordening gegevensbescherming (AGV), .

3.2 The Buyer is responsible for providing personal data of another person.

3.3 The personal data entered by the Buyer when placing an order shall be used for the fulfillment of the contract of sale of goods, performance of services or improvement of the quality of service.

3.4 The basis for entering personal data is placing an order for the purpose of concluding an Offer Agreement when registering on the Service website.

3.5 The Contractor undertakes not to transfer personal data of registered Users to third parties.

3.6 The Executor reserves the right, in cases provided by law, to transfer personal data upon request to the relevant state services, if it is necessary to protect the health, life or freedom of another person.

3.7 The Contractor has the right to use the personal data of the User for electronic distribution of news and special offers of the Service website.

#### **4. Processing of Users' personal data**

4.1 Acceptance of the Policy is carried out by marking the Buyer's consent to the processing of personal data.

4.2 Personal information of the Buyers is stored exclusively on electronic media and processed using automated systems, except for cases when non-automated processing of personal data is necessary in connection with the fulfillment of legal requirements.

4.3 The Contractor undertakes to ensure confidentiality and security in the processing of the Buyer's personal data. To ensure the security of the Buyer's personal data during their processing, the Contractor shall take necessary and sufficient legal, organizational and technical measures to protect personal data from unlawful or accidental access to them, their destruction, alteration, blocking, copying, provision, distribution, as well as from other unlawful actions in relation to personal data. In order to ensure adequate protection of the Buyer's personal data, the Agent shall assess the harm that may be caused in case of personal data security breach, as well as determine the current security threats to the Buyer's personal data during their processing in personal data information systems.

4.4 If the Customer withdraws consent to the processing of personal data, the Contractor shall stop processing the User's personal data and shall not use them in the future. On the basis of part 5 of Article 21 of the Federal Law "On Personal Data" in case of withdrawal of consent to the processing of personal data by the subject of personal data, the operator is obliged to stop their processing or ensure the termination of such processing within 30 days from the date of notification of the Contractor about the desire of the Customer to stop processing personal data. To revoke the consent to the processing of personal data, the Customer shall send the relevant notice to the electronic mail address of the Contractor: support@sclad.group.

If you have any additional questions about processing of personal data, please send your requests with questions to the following e-mail address: support@sclad.group.

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