



Command Server Hosting | Privacy Policy

Last updated: 3/6/26

1. Introduction

Command Server Hosting ("we," "us," or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you use our website, billing panel, and game server services.

2. Data We Collect

We collect information that identifies, relates to, or could reasonably be linked to you ("Personal Data"):

- **Identity Data:** Name, username, and Discord ID.
- **Contact Data:** Email address and billing address.
- **Financial Data:** Payment card details and transaction history (processed securely via Stripe/PayPal; we do not store full card numbers on our servers).
- **Technical Data:** IP address, browser type, device information, and server logs.
- **Usage Data:** Information about how you use our panels and services.

3. Legal Basis for Processing (GDPR Compliance)

Under GDPR, we process your data based on the following legal grounds:

- **Contractual Necessity:** To provide the hosting services you purchased.
- **Legal Obligation:** To comply with tax, accounting, and anti-fraud laws.
- **Legitimate Interests:** To maintain server security, prevent DDoS attacks, and improve our services.
- **Consent:** When you opt-in to marketing or "Daily Spin" notifications.

4. How We Use Your Data

- To manage your account and process payments.
- To provide technical support via our Ticket Team.
- To monitor network health and protect against malicious activity.
- To comply with legal reports regarding illegal content (as outlined in our TOS).

5. Data Sharing & Third Parties

We do not sell your data. We only share information with trusted third parties necessary for operation:

- **Payment Processors:** Stripe and PayPal.
- **Infrastructure:** Our data center providers (at a container/node level).
- **Communication:** Discord (for bot notifications and support tickets).

6. International Data Transfers

Command Server Hosting is based in **Alabama, USA**. By using our services, your data will be transferred to and processed in the United States. We ensure appropriate safeguards are in place to protect your data according to GDPR standards.

7. Data Retention

We retain your personal data only as long as necessary:

- **Active Accounts:** For the duration of your service.
- **Terminated Accounts:** Financial records are kept for 7 years for tax purposes. Server data is typically deleted immediately upon termination (including chargeback-related terminations).

8. Your Rights (EEA/UK Users)

If you are located in the EEA or UK, you have the following rights:

- **Access:** Request a copy of the data we hold about you.
- **Correction:** Request that we fix inaccurate data.
- **Erasure:** Request that we delete your data (the "Right to be Forgotten").
- **Portability:** Request a transfer of your data to another service.
- **Object:** Object to processing based on legitimate interests.

9. Cookies & Tracking

We use essential cookies to keep you logged into our billing and server panels. You may disable cookies in your browser, but this will break panel functionality.

10. Security

We implement industry-standard security measures, including SSL encryption and isolated containers (Pterodactyl), to protect your data. However, no method of transmission over the internet is 100% secure.

11. Children's Privacy

Our services are not intended for children under 13. We do not knowingly collect data from children under 13 without parental consent.

12. Contact Information & Data Controller

For any privacy-related inquiries or to exercise your data rights, please open a ticket in our Discord or contact: Email: business@commandservers.com