

Privacy Policy

Last updated: 8 October 2026

This Privacy Policy explains how Atoro collects, uses, stores and protects personal data when you visit atoro.net, create an Account, order or use hosting services, make payments, contact support or otherwise interact with Atoro.

1. Who This Policy Applies To

This Policy applies to website visitors, registered Users, customers, authorized account users and people who contact Atoro. “Personal Data” means information that identifies or can reasonably be linked to an individual.

2. Data We Collect

- Account data: name or display name, email address, authentication information and account identifiers.
- Order and billing data: selected services, billing history, transaction identifiers, currency, payment status and limited payment metadata. Full card details are normally processed by payment providers and are not intended to be stored by Atoro.
- Technical data: IP address, login history, browser and device information, timestamps, session data, operating-system details and security events.
- Service data: server identifiers, IP assignments, configuration metadata, resource usage, network statistics and operational logs needed to provide and secure the Service.
- Support data: tickets, messages, diagnostic information, attachments and communications with support.
- Website usage data: pages viewed, referral information, cookies or similar identifiers and aggregate analytics where such technologies are used.
- Compliance and abuse data: fraud indicators, abuse reports, security alerts and information reasonably necessary to investigate misuse or comply with legal obligations.

3. How We Use Personal Data

- Create and administer Accounts and authenticate Users.
- Provision, operate, maintain and secure VPS and related infrastructure.
- Process orders, payments, renewals, refunds and billing records.
- Provide technical support and respond to requests.
- Detect, prevent and investigate fraud, abuse, attacks, spam and security incidents.
- Monitor reliability, capacity, performance and service quality.
- Comply with applicable legal, accounting, tax, sanctions and regulatory obligations.
- Improve Atoro products, interfaces and documentation using aggregated or appropriately minimized data.
- Send service, security, billing and account notices. Promotional communications may be sent where permitted, with an available opt-out mechanism.

4. Legal Bases for Processing

Depending on the circumstances and applicable law, Atoro processes Personal Data because it is necessary to provide the requested Service or perform a contract, because processing is required by law, because it is necessary for legitimate interests such as platform security and fraud prevention, or because you have given consent where consent is required.

Where processing is based on consent, you may withdraw that consent at any time. Withdrawal does not affect processing that was lawful before withdrawal.

5. Cookies and Similar Technologies

Atoro may use strictly necessary cookies to maintain sessions, authentication, security preferences and core website functions. Analytics or preference cookies may also be used to understand website performance and improve usability where permitted by law.

You can control cookies through browser settings and, where provided, website consent controls. Disabling necessary cookies may prevent parts of the website or Account from working correctly.

6. Payment Processing

Payments may be handled by external payment processors. Those processors may collect payment-card, bank, wallet or identity-verification information under their own privacy notices. Atoro typically receives transaction status, amount, currency, payment method type and identifiers required for reconciliation, support, fraud prevention and refunds.

7. When We Share Data

Atoro does not sell Personal Data. Personal Data may be shared only when reasonably necessary with service providers that help operate the platform, such as data centers, hosting and network providers, payment processors, email providers, security and anti-fraud vendors, analytics providers, professional advisers and support tooling providers.

Information may also be disclosed where required by applicable law, court order, lawful government request, to protect rights or safety, investigate abuse, or establish, exercise or defend legal claims.

Service providers are expected to process data only for authorized purposes and with appropriate safeguards.

8. International and Cross-Border Processing

Hosting infrastructure, network services, payment systems and support tools may operate in more than one country. As a result, Personal Data may be processed outside the country where the User is located. Where required by applicable law, Atoro uses appropriate contractual, technical or organizational safeguards for such transfers.

9. Data Retention

Atoro retains Personal Data only for as long as reasonably necessary for the purposes described in this Policy, including providing active Services, maintaining billing and accounting records, resolving disputes, preventing fraud and complying with legal obligations.

Operational logs and security records may be retained for a limited period based on technical and security needs. Some records may be kept longer when required by law or while a dispute, chargeback, abuse investigation or legal claim is pending.

Deleting a VPS or closing an Account does not necessarily delete all related billing, security or compliance records immediately.

10. Security

Atoro uses reasonable administrative, technical and organizational measures designed to protect Personal Data against unauthorized access, alteration, disclosure, loss or destruction. Measures may include access controls,

authentication, encryption in transit where appropriate, monitoring, network security and restricted administrative access.

No online service can guarantee absolute security. Users are responsible for protecting their Account credentials, using strong passwords and securing systems deployed on their VPS.

11. Your Privacy Rights

Depending on applicable law, you may have the right to request access to Personal Data, correction of inaccurate data, deletion, restriction of processing, data portability, withdrawal of consent or objection to certain processing.

You may also opt out of non-essential marketing communications. Transactional, security, billing and service messages may still be sent where necessary to operate the Account or Service.

Atoro may need to verify your identity before fulfilling a request. Some requests may be limited where retention is required by law, necessary for security, fraud prevention, billing records or legal claims, or where another lawful exception applies.

12. Data Relating to Hosted Content

When a User stores or processes third-party personal data on a VPS, the User determines the purpose and manner of that processing and is responsible for complying with applicable privacy laws. Atoro generally acts only as an infrastructure provider for such hosted data and does not routinely inspect hosted content.

Atoro may access or process hosted data only as reasonably necessary for technical operations, support requested by the User, security and abuse investigation, or compliance with lawful requests.

13. Children

Atoro services are not directed to children who are not legally able to enter into the relevant service agreement. If Atoro learns that Personal Data was collected from a child in circumstances where valid authorization was required and not obtained, reasonable steps may be taken to delete or restrict that data.

14. Automated Security and Fraud Signals

Atoro may use automated technical signals to detect suspicious logins, payment fraud, abuse patterns, malware, attacks or abnormal network behavior. These systems support security decisions but may be reviewed manually where appropriate, particularly before significant account action when circumstances permit.

15. Changes to This Policy

Atoro may update this Privacy Policy when services, technology, vendors or legal requirements change. The current version will be published on atoro.net with a revised “Last updated” date. Material changes may also be communicated through the Account, website or another reasonable channel.

16. Contact and Requests

Privacy questions and requests should be submitted through the official support channels available on atoro.net or in the Atoro Account. When contacting support, provide enough information to identify the Account and the nature of the request, but do not send passwords or unnecessary sensitive information.