



TheUltimateNet

Privacy Policy

Effective Date: 13/04/2025

Business Name: TheUltimateNet (Operated by The InfiniteGamingGroup)

Contact Email: privacy.policy@theultimatenet.com

1. Introduction

This Privacy Policy explains how TheUltimateNet collects, uses, and protects your personal data when you use our services. We are committed to safeguarding your privacy in compliance with the UK General Data Protection Regulation (UK GDPR).

2. What Information We Collect

We collect the following types of personal information:

- Account Information: Name, address, email, contact number
 - Billing Information: Payment method details, transaction history
 - Service Usage Data: IP addresses, connection logs, domain names, bandwidth usage
 - Support Data: Communications with support, service tickets
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3. How We Use Your Information

We use your data to:

- Set up and manage your account
- Process payments and manage billing
- Deliver and maintain services
- Monitor for abuse or illegal activity
- Communicate updates and service notifications

- Comply with legal obligations
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4. Legal Basis for Processing

Under UK GDPR, we process personal data based on:

- Contractual Necessity: To provide the services you've requested
 - Legal Obligation: To comply with regulatory requirements
 - Legitimate Interests: For service monitoring and improvement
 - Consent: Where explicitly required (e.g., marketing communications)
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5. Data Access and Sharing

We do not sell your personal data.

Your data may be accessed by trusted service providers for tasks like billing, technical support, and infrastructure hosting. All third parties are required to comply with data protection standards.

In compliance with UK law, we may access customer files to investigate illegal activities only when necessary and proportionate.

6. Data Storage & Security

Your data is stored securely on UK-based or GDPR-compliant servers. We implement appropriate technical and organisational measures to prevent unauthorised access, loss, or misuse of your data.

7. Your Rights

You have the right to:

- Access the personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion of your data (subject to legal limits)
- Object to or restrict certain data processing
- Data portability

- Withdraw consent at any time (where processing is based on consent)

To exercise these rights, contact us at privacy.policy@theultimatenet.com.

8. Retention

We retain your personal data only as long as necessary for service delivery, legal obligations, or dispute resolution. Backup data may be stored securely for up to 12 months.

9. Cookies & Tracking

We may use cookies or similar technologies on our website to enhance functionality and analyse usage. You can manage cookie settings in your browser.

10. Changes to This Policy

We may update this Privacy Policy occasionally. Significant changes will be communicated via email or on our website.

Signed by:

Benjamin Andrews

Managing Director - The InfiniteGamingGroup.

Date: 13-04-2025 (DD/MM/YYYY)