

# Hide My Ass! Logging Policy I Hide My Ass!

## Your privacy when using our VPN

HMA! Pro VPN is designed to allow you to use the internet privately and securely. We have a full [Privacy Policy](#) which sets out how we handle all your personal data, including your general account information (such as registration and payment details). For some customers, the most important aspect of this is how we handle the data created when you use our VPN, which is set out here.

When you use our VPN service the only data we collect is as follows:

- a time stamp when you connect and disconnect to our VPN service;
- the amount data transmitted (upload and download) during your session;
- the IP address used by you to connect to our VPN; and
- the IP address of the individual VPN server used by you.

We **DO NOT** store details of, or monitor, the websites you connect to or any of the data sent over our network, when using our VPN service.

This VPN data is stored for between **2 and 3 months** on our secure servers, after which time it is deleted, except in certain very limited circumstances (see below). We delete VPN data on a monthly basis, so data is stored until the end of the 2nd month after the month during which it is created. For example, all data created in January will be deleted on 31 March.

We collect this data for the operation of our business because we need to:

- monitor the use of our network for technical purposes and to manage our service;
- prevent and detect fraud against our service (e.g. credit card fraud);
- prevent and detect abuse of our network, such as spamming, file sharing or other illicit activity.

If we are notified or detect that your VPN account has been used in breach of our terms of service, e.g. for spamming, file sharing or other illicit activity, then we may store your VPN data for an extended period of time beyond the normal 3 month maximum.

If your account is identified by us following a notification that it has been used in breach of our terms of service, we reserve the right to suspend your account to prevent further abuse, however, in such circumstances we will never voluntarily hand over your personal data to a third party unless we are legally compelled to do so in accordance with English law.

*Where a user has, or has attempted to, defraud us (e.g. by using a stolen credit card to purchase our service), then that user is not covered by the protections in our terms of service and we reserve the right to use any data held on that user in any way we see fit to prevent further fraud against our service or third parties.*