games-host

games-host.co.uk · Vorber Technology Ltd · Company 16395984

Privacy Notice

Last updated: 2 November 2026
Controller: Vorber Technology Ltd, trading as games-host (“we”, “us”)
Company number: 16395984
Registered office: Office 7, 35-37 Ludgate Hill, London, EC4M 7JN
Privacy / support contact: support@games-host.co.uk
ICO registration: ZB982184 (Tier 1; registered 7 September 2025; expires 6 September 2027)

This short notice explains how we use personal data when you use https://games-host.co.uk and our Minecraft hosting Service. It is written for UK users under the **UK GDPR** and the **Data Protection Act 2018**. **This is a working draft, not legal advice.** For ICO guidance see ico.org.uk.

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1. Who is responsible

Vorber Technology Ltd (trading as games-host) is the **controller** for:

- your customer account and billing data;
- website and support communications;
- logs we create to run and secure the hosting platform.

Your Minecraft players: if your server collects player names, IPs, chat or similar, **you** are normally the controller of that player data. We act as your **processor** only to the extent we host that data on your server instance. You must have a lawful basis to invite players and should tell them what you collect.

We are registered with the Information Commissioner’s Office under registration **ZB982184**. We have not appointed a separate Data Protection Officer. Contact support@games-host.co.uk for privacy requests.

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2. What we collect

Category	Examples	Source
Identity & contact	Name, email address	You (signup / order)
Account	Login, hashed password, service IDs	You / our systems

Category	Examples	Source
Billing	Plan, amounts, VAT, coupons, Stripe customer / payment references (we do **not** store full card numbers)	You / Stripe
Support	Email content, ticket history	You
Technical	IP address, browser type, approximate location from IP, panel and firewall logs	Automated
Server operations	Hostname, join address, resource usage, console logs you generate	Automated / you

We send **transactional** email only (orders, passwords, service notices). We do not use your games-host account email for marketing lists unless we later ask for separate consent.

We do not intentionally collect special-category data. Please do not send it to us.

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3. Why we use data (purposes and lawful bases)

Purpose	Lawful basis (UK GDPR Art. 6)
Create and manage your account and Service	Contract (Art. 6(1)(b))
Take payment, issue invoices, apply coupons	Contract; legal obligation for tax records (Art. 6(1)(c))
Provide support and service messages	Contract; legitimate interests to run the Service (Art. 6(1)(f))
Security, fraud prevention, abuse detection	Legitimate interests (Art. 6(1)(f))
Improve the website and diagnose faults	Legitimate interests (Art. 6(1)(f))
Comply with law / regulators	Legal obligation (Art. 6(1)(c))

Where we rely on legitimate interests, we consider your rights and expect the processing to be reasonably expected for a hosting shop. You may object (see section 8).

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4. Who we share data with

We use processors and service providers who only process data on our instructions:

Provider	Role	Typical data
Stripe	Payment processing	Name, email, payment details (handled by Stripe), transaction metadata

Provider	Role	Typical data
Brevo	Transactional email (orders, passwords, notices)	Name, email, message content
Cloudflare	DNS, website delivery / security	IP, request metadata for our site
TCPShield	Minecraft traffic proxy / DDoS protection	Game-connection IPs and related traffic metadata when players join via the protected address
Hosting / panel infrastructure	Run Paymenter, Pterodactyl and game servers	Account and server data as needed to operate

We may also disclose data to professional advisers, insurers, or if required by law, court order, or to protect rights and safety. We do not sell your personal data.

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5. International transfers

Some providers (for example Stripe or Cloudflare) may process data outside the UK. Where that is a restricted transfer under UK GDPR, we rely on appropriate safeguards such as the UK's **International Data Transfer Agreement / Addendum**, adequacy regulations, or the provider's approved transfer tools. Ask support@games-host.co.uk if you want more detail about a specific transfer.

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6. How long we keep data

Data	Retention (target)
Active account & service config	For the life of the account
Billing and invoice records	At least **6 years** (UK tax practice)
Support emails	Up to **2 years** after last contact, unless needed longer for a dispute
Security / access logs	Typically **30–90 days**, longer if investigating an incident
Server files after cancellation	Up to **7 days**, then deletion (see Refund Policy)

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7. Cookies and similar technologies

Our site may use:

- **Strictly necessary** cookies for login, security and checkout (no consent required under PECR for these);

- **Optional** analytics or preference cookies only with consent, if we enable them.

You can control cookies in your browser. A fuller cookie banner will be added if we use non-essential cookies. games-host does not currently run marketing-pixel tracking on the shop.

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8. Your rights

Under UK GDPR you can ask us to:

- **access** your personal data;
- **correct** inaccurate data;
- **erase** data (in certain cases);
- **restrict** or **object** to certain processing;
- **port** data you provided (where processing is automated and based on contract or consent);
- **withdraw consent** where we rely on consent (without affecting earlier lawful processing).

Email support@games-host.co.uk. We may need to verify your identity. We aim to respond within **one month**.

You can complain to the **Information Commissioner's Office (ICO)**: https://ico.org.uk/make-a-complaint/ or 0303 123 1113. We would appreciate the chance to resolve issues first.

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9. Children

The shop is aimed at adults. You must be **18 or over** to create an account and buy. A parent or guardian may buy a server that younger players use; that adult remains our customer. Minecraft players on customer servers may be younger; that processing is the customer's responsibility as controller.

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10. Security

We use access controls, HTTPS for the website, and network protections (including TCPShield for game traffic where enabled), alongside Vorber Technology Ltd's wider insurance and systems arrangements. No method of transmission or storage is perfectly secure; please use a strong unique password.

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11. Changes

We may update this notice and will post the new version on games-host.co.uk with a revised "Last updated" date. Significant changes will be highlighted or emailed where appropriate.

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12. Contact

Privacy questions and requests: **support@games-host.co.uk**
Postal: Vorber Technology Ltd, Office 7, 35-37 Ludgate Hill, London, EC4M 7JN
