THESE QUESTIONS ARE COMING FROM END-CUSTOMERS WITH WEBSITES BUILT ON THE HOSTOPIA PLATFORM

Q List ALL information pulled from the logfiles and the storage time of this specific data

A Apache:

Remote host IP address
Time the request was received
Requested resource
The final status for the request.
Bytes sent, including headers.
Referer
User-Agent
X-Forwarded-For
Error string if the request causes an error.
Module in which error was raised.

Nginx:

Remote host IP address
Time the request was received
Requested resource
The final status for the request.
Bytes sent, only body.
Referer
User-Agent
X-Forwarded-For
Host
Error string if the request causes an error.

Application:

date/time
process id/session id/user id/
requested resource
returned data/error
execution time statistics
remote IP address
host http header
complete SQL queries
Data submitted via forms
All site data entered by users in Admin Area, e.g. the address phone they put on their website pages

Q What data processing takes place in the background to be able to inform the visitors of their websites created, to be GDPR compliant

A See 'Data Collected' tab.

Q Concerning the customer's webpresence, are IP addresses and log files stored?

A IP addresses are stored in log files
See above and "Data Collected" tab

Q **In the in-built web analytics tool does Hostopia use google web fonts or something similar.**

A WiredMinds Analytics- on the customer created websites
user timestamp

boolean flag for JS

boolean flag for java

resolution

color_depth

referrer

browser plugins

UserAgent

location

IP

Google Analytics - Standard implementation within the Control Panel.

Google fonts can be used optionally.

Q **List of cookies used on your own platform by default, using the various web building tools supplied in the Control Panel and on the Online Presence Builder platform.**

The information we require for each of these is:
> Cookie name
> Data collected
> Expiry time

A flsession
BROWSER_COMPATIBILITY_CHECK
FIRST_TIME_LOGGED
HELP_MOVIE_PLAYED

SKRegisteredUser
User__Email
User__Login
res_api_session_1041
tutorial

win_id

Purpose	Storage time/Expiration period	Data End-Customer
Performance monitoring, security, and troubleshooting	Does not expire, cleared when space needed	
Performance monitoring, security, and troubleshooting	Does not expire, cleared when space needed	
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Hostopia uses a standard implementation of Google Analytics within the Control Panel for monitoring usage patterns. Within the end-customer's website we offer WiredMinds as the standard tool. Customers have the option to integrate Google Analytics if they choose to via their own personal Google accounts.

Timestamp of end-user	Stored in DB and logs - Does not expire, cleared when needed	x
Check if Javascript is enabled in end-user browser	Stored in DB and logs - Does not expire, cleared when needed	x
Check if java is enabled in end-user browser	Stored in DB and logs - Does not expire, cleared when needed	x
Captures screen resolution of end-user	Stored in DB and logs - Does not expire, cleared when needed	x
Captures color depth of end-user	Stored in DB and logs - Does not expire, cleared when needed	x
Captures the referrer/sent along URL	Stored in DB and logs - Does not expire, cleared when needed	x
Captures enabled browser plugins of end-user	Stored in DB and logs - Does not expire, cleared when needed	x
Browser type of end-user	Stored in DB only - Does not expire, cleared when needed	x
geolocation based off of IP	Stored in DB only - Does not expire, cleared when needed	x
IP address of end-user	Stored in DB only - Does not expire, cleared when needed	x

To better understand the usage patterns of customers in aggregate. Not used to identify individual users or marketing or advertising. For ex, which features within our applications are used the most. Standard capability is to help us understand which application features they are using, and their technical makeup (browser, city, language viewed in). Helps us understand where to deploy resources.
No data collection occurs.

These cookies reside on the site visitor's browser and do not send back any informtion. Cookie used only to allow for the functionality of the website/tool. No data is collected.

User session.	When session ends	X
User browser compatibility	When session ends	X
Set after first login	When session ends	X
Set after the user plays the intro movie	3 yrs	X

Holds the users username, path is set to /	10 yrs	X
Holds the email	When session ends	X
Holds the users username	When session ends	X
Session identifier for API	When session ends	X
Tracks steps of tutorial which were shown to user to avoid showing them second time	10 yrs	X
Used when session expires (for the inline modal login form)	When session ends	X

used by:		Enabled/Disabled by:		
Hostopia	Partner	End-Customer	Hostopia	Partner
X			X	
X			X	
X			X	
X			X	
X			X	
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X   X   X