

COOKIES POLICY

DEFINITIONS AND INTERPRETATIONS

0.1 GENERAL INTERPRETATION RULES

0.1.1 Headings and Section References

Section headings and subsection titles are for organizational convenience only and do not affect the meaning, interpretation, or legal effect of the policies. References to "Section X" refer to that specific section of the document.

0.1.2 Definition of Key Terms

"PLAK HOSTING" or "Provider" - PLAK INDIA, a business entity registered in Assam, Guwahati, India, engaged in web hosting and related services.

"Customer" or "User" - Any individual or legal entity that has registered for, subscribed to, or uses PLAK HOSTING's services.

"Agreement" - This comprehensive Terms and Conditions, Privacy Policy, Refund Policy, and Cookies Policy, collectively, along with any referenced documents.

"Services" - Web hosting services, domain registration, email hosting, technical support, and related services provided by PLAK HOSTING.

"Customer Data" - All data, content, files, and information uploaded or stored by the Customer through PLAK HOSTING's services.

"Prohibited Activity" - Any activity that violates this Agreement, applicable law, or infringes third-party rights.

"Fair Usage Policy" - Standard policy limiting resource consumption on shared hosting to ensure equitable distribution among customers.

0.1.3 Singular and Plural

Words in singular form include plural and vice versa as appropriate to the context.

0.1.4 Gender References

References to "he," "she," or "it" are used generically and include all genders and non-binary references as appropriate.

0.2. EFFECTIVE DATE AND APPLICABILITY

Last Updated: December 10, 2025

These policies are effective immediately upon posting to PLAK HOSTING's website. The Customer's continued use of PLAK HOSTING's services constitutes acceptance of these terms.

For customers who previously agreed to earlier versions, these updated policies apply unless PLAK HOSTING explicitly provided a transition period, in which case the earlier policies apply until the transition period ends.

0.3. SEVERABILITY

If any provision of these policies is found to be invalid, unenforceable, or violates applicable law:

- That provision will be severed or modified to the minimum extent necessary to comply with law.
- The remaining provisions will continue in full force and effect.
- The intent and effect of the original provision will be preserved to the fullest extent possible.

0.4. WAIVER

The failure of PLAK HOSTING to enforce any provision of these policies does not constitute a waiver of that provision or any other provision. A waiver is only valid if provided in explicit written form signed by authorized PLAK HOSTING representatives.

0.5. GOVERNING LAW AND JURISDICTION

0.5.1 Governing Law

These policies shall be governed by and interpreted in accordance with the laws of India, specifically the laws of Assam, without regard to conflicts of law principles.

0.5.2 Jurisdiction and Venue

- The exclusive jurisdiction and venue for any dispute, claim, or lawsuit arising out of these policies shall be the courts of Guwahati, Assam, India.
- The Customer irrevocably submits to the exclusive jurisdiction of these courts and waives any objection to venue.
- For disputes involving residents of other countries, the parties may agree to alternative dispute resolution mechanisms (mediation, arbitration).

0.5.3 Binding Arbitration (Optional)

Notwithstanding the above, the parties may agree to submit disputes to binding arbitration conducted in Assam, India, under the Arbitration and Conciliation Act, 1996, as an alternative to litigation.

0.6. CONTACT INFORMATION

For all inquiries, complaints, requests, or communications:

PLAK INDIA

Guwahati, Assam, India

Email: mail@plak.in

Website: www.plak.in

ACKNOWLEDGMENT AND ACCEPTANCE

By accessing and using PLAK HOSTING's services, the Customer acknowledges that:

- The Customer has read, understood, and agrees to be bound by these Terms and Conditions, Privacy Policy, Refund Policy, and Cookies Policy in their entirety.
- The Customer acknowledges the limitations of liability, disclaimers, and limitations on PLAK HOSTING's obligations.
- The Customer accepts all terms regarding data security, retention, and deletion.
- The Customer consents to the processing of personal information as described in the Privacy Policy.
- The Customer acknowledges the use of cookies and tracking technologies as described in the Cookies Policy.
- The Customer consents to jurisdiction in Assam, India for any disputes.

The Customer may not use PLAK HOSTING's services if the Customer does not agree to all provisions of these policies.

1. INTRODUCTION AND OVERVIEW

1.1 Purpose of Cookies Policy

This Cookies Policy ("Policy") explains how PLAK HOSTING uses cookies, web beacons, pixels, local storage, and similar tracking technologies on its website and services. This Policy describes the types of technologies used, the purposes of their use, how customers can control or disable these technologies, and related privacy and consent matters.

1.2 Scope

This Policy applies to:

- PLAK HOSTING's main website (www.plak.in) and related subdomains.
- Customer account portals and control panels.
- PLAK HOSTING's online services and platforms.
- Any other online properties operated by PLAK HOSTING.

This Policy does not apply to Customer Data hosted on PLAK HOSTING servers or to third-party websites linked from PLAK HOSTING.

1.3 Definition of Tracking Technologies

"Cookies" are small text files stored on the user's device (computer, smartphone, tablet) that contain information about the user's browser, preferences, and browsing activity. Cookies are automatically sent to websites when the user visits.

"Web Beacons" (also called tracking pixels or tracking gifs) are small, transparent images embedded in web pages that track when pages are viewed or emails are opened.

"Local Storage" is browser-based data storage that persists across browser sessions and contains user preferences, login information, or tracking data.

"Tracking Technologies" is a collective term referring to cookies, web beacons, pixels, local storage, and similar technologies used to collect information about user behavior and preferences.

2. TYPES OF COOKIES AND TECHNOLOGIES

2.1 Strictly Necessary Cookies

Purpose: Strictly necessary cookies are essential for website functionality and services. These cookies:

- Enable user authentication and login functionality.
- Maintain user sessions across pages.
- Remember user preferences (language, currency).
- Provide security features and prevent fraud.
- Enable shopping cart functionality (if e-commerce services are offered).
- Remember form entries and user choices.

Examples of Necessary Cookies:

- PHPSESSID - PHP session identifier for user authentication.
- PLAK_SESSION - PLAK HOSTING session token.
- csrf_token - Cross-site request forgery prevention token.
- user_preferences - User-selected preferences (language, timezone).
- login_token - Login authentication token.

User Control: These cookies are required for website functionality and cannot be disabled without limiting service functionality. Users cannot opt out of strictly necessary cookies.

2.2 Functional and Performance Cookies

Purpose: These cookies enhance website functionality and user experience:

- Remember user choices (language, timezone, view preferences).
- Store user information between sessions.
- Enable auto-fill functionality for forms.
- Track website performance and identify errors.
- Monitor server response times and uptime.
- Analyze which features are most frequently used.

Examples:

- user_language - User's language preference.
- timezone - User's timezone selection.
- site_theme - Dark mode or light mode preference.
- recent_searches - Previously searched terms.
- navigation_history - Pages previously visited.

User Control: Customers may disable functional cookies through browser settings. Disabling these cookies may reduce website functionality and user experience quality.

2.3 Analytics Cookies

Purpose: Analytics cookies collect information about website usage, traffic patterns, and user behavior to improve website design and content:

- Tracking page views and unique visitors.
- Recording traffic sources and referrals.
- Monitoring user navigation paths and flow.
- Identifying popular content and features.
- Analyzing user demographics and interests.
- Measuring website performance and conversion rates.

Third-Party Analytics Providers:

PLAK HOSTING may use third-party analytics tools:

- **Google Analytics** - Tracks website traffic, user behavior, and conversion metrics.
- **Other Analytics Providers** - May include Hotjar, Mixpanel, or similar platforms.

Data Collection: These providers receive information about:

- User IP address and location.
- Device type and browser information.
- Pages visited and time spent on each page.
- User interactions and clicks.
- Conversion events and goal completions.

Third-Party Policies: Third-party analytics providers have their own privacy policies. Google Analytics privacy can be reviewed at <https://policies.google.com/privacy>.

User Control: Customers may opt out of analytics cookies by:

- Disabling cookies in browser settings.
- Using the Google Analytics opt-out browser extension.
- Setting a "Do Not Track" signal in browser settings.

2.4 Marketing and Advertising Cookies

Purpose: Marketing cookies track user behavior to deliver targeted advertising and marketing content:

- Tracking website visitors across websites (retargeting).
- Delivering personalized advertisements based on interests.
- Measuring advertising campaign effectiveness.
- Understanding user interests and browsing patterns.
- Displaying relevant content to specific user segments.

Examples of Marketing Cookies:

- fbq - Facebook pixel for tracking conversions and creating audiences.
- _ga - Google Ads tracking for conversion measurement.
- advertising_id - Tracking for personalized advertising.
- campaign_id - Tracking traffic from specific marketing campaigns.

Third-Party Advertising Partners:

PLAK HOSTING may use advertising services from:

- **Google Ads / Google Marketing Platform** - Displays advertisements and tracks conversions.
- **Facebook Ads** - Displays targeted advertisements to Facebook users.
- **Other Advertising Networks** - May include AdSense, AdRoll, or similar platforms.

User Control: Customers may:

- Disable cookies in browser settings.
- Opt out of personalized advertising through Google's Ads Settings (<https://adssettings.google.com>).
- Opt out through the Digital Advertising Alliance (<https://optout.aboutads.info>).
- Use browser extensions that block advertising tracking.

2.5 Third-Party Cookies

Third parties (analytics providers, advertising networks, social media platforms) may place their own cookies on the user's device when visiting PLAK HOSTING:

- These cookies are subject to third parties' privacy policies, not PLAK HOSTING's Policy.
- Third parties use cookies to serve targeted content, measure advertising effectiveness, and understand user interests.
- PLAK HOSTING does not have full control over third-party cookies.

Third Parties Placing Cookies:

- Google (Google Analytics, Google Ads, reCAPTCHA).
- Facebook (Facebook Pixel, social plugins).
- Other advertising networks and analytics platforms.

3. COOKIE PURPOSES AND LAWFUL BASIS

3.1 Strictly Necessary Cookies - No Consent Required

Strictly necessary cookies do not require user consent because they are essential for website security and functionality. These cookies are placed based on **Contract Performance** or **Legitimate Interest** under data protection law.

3.2 Marketing and Analytics Cookies - Consent Required

Marketing and analytics cookies are placed based on **express user consent**. PLAK HOSTING will:

- Display a cookie consent banner on website entry.
- Request explicit consent before placing non-essential cookies.
- Allow users to accept or reject cookie categories.
- Provide granular consent options for different cookie types.
- Store consent choices and respect user preferences.

3.3 Withdrawal of Consent

Users may withdraw consent for marketing and analytics cookies at any time:

- Through cookie preference centers on the website.
- By contacting mail@plak.in.
- Through browser settings or privacy extensions.

4. COOKIE CONSENT AND CONTROL

4.1 Consent Mechanism

When users first visit PLAK HOSTING's website:

- A cookie consent banner appears at the top or bottom of the page.
- The banner explains cookie usage and provides consent options.
- Users can:
 - **Accept All Cookies** - Consent to all cookie types including marketing.
 - **Reject All** - Refuse all non-essential cookies.
 - **Customize** - Select specific cookie categories.

4.2 Granular Consent Options

Users may selectively enable or disable cookie categories:

- **Strictly Necessary** - Cannot be disabled (locked/required).
- **Functional Cookies** - Optional, can be enabled or disabled.
- **Analytics Cookies** - Optional, can be enabled or disabled.

- **Marketing Cookies** - Optional, can be enabled or disabled.

4.3 Storing User Preferences

- Consent choices are stored in a "consent cookie" (`cookie_consent` or similar).
- User preferences are respected across return visits.
- Users can modify consent choices at any time through the cookie preference center.
- Consent preferences are stored for [duration] before re-prompting.

5. BROWSER-LEVEL COOKIE CONTROLS

5.1 Disabling Cookies in Browsers

Users can disable cookies through browser settings:

Google Chrome:

1. Click Settings (three dots) → Settings.
2. Navigate to Privacy and Security → Cookies and other site data.
3. Select "Block all cookies" or customize settings.

Mozilla Firefox:

1. Click Menu (three horizontal lines) → Preferences.
2. Navigate to Privacy & Security.
3. Under Cookies and Site Data, select preferred settings.

Safari (Mac):

1. Click Safari → Preferences.
2. Navigate to Privacy tab.
3. Adjust cookie settings under Cookies and website data.

Microsoft Edge:

1. Click Settings (three dots) → Settings.
2. Navigate to Privacy, search, and services.
3. Adjust cookie and data settings.

5.2 "Do Not Track" Signals

Some browsers include "Do Not Track" (DNT) functionality:

- Users can enable DNT signals to indicate preference against tracking.

- PLAK HOSTING respects DNT signals and limits tracking for users with DNT enabled.
- However, not all websites and services honor DNT signals.

5.3 Third-Party Cookie Controls

Users may also:

- Use browser extensions that block tracking (uBlock Origin, Privacy Badger).
- Clear browser cookies regularly through browser settings.
- Use private/incognito browsing mode (does not store persistent cookies).
- Disable third-party cookies while keeping first-party cookies enabled.

6. LOCAL STORAGE AND OTHER TECHNOLOGIES

6.1 Local Storage

In addition to cookies, PLAK HOSTING may use HTML5 Local Storage and SessionStorage:

- **Purpose:** Store preferences, authentication tokens, and user data locally.
- **Persistence:** Local storage persists across browser sessions (or only current session for SessionStorage).
- **User Control:** Clear local storage through browser settings or by clearing all website data.

6.2 Web Beacons and Pixels

PLAK HOSTING may use web beacons and tracking pixels:

- Embedded in web pages to track page views and user interactions.
- Used in email messages to track email opens and click-through rates.
- Owned by PLAK HOSTING or third-party analytics/advertising providers.

6.3 Analytics Fingerprinting

Some analytics tools may use fingerprinting techniques to identify browsers even without cookies:

- Combines information about device, browser, fonts, plugins, and IP address.
- Creates a "fingerprint" to track users across sessions or websites.
- May be used for fraud detection or analytics purposes.

7. THIRD-PARTY SERVICE INTEGRATIONS

7.1 Google Analytics

Purpose: PLAK HOSTING uses Google Analytics to track website traffic and user behavior.

Information Collected:

- Page views and user sessions.
- User demographics and interests (if demographics reporting is enabled).
- Traffic sources and referrers.
- User behavior and interaction paths.
- Device and browser information.
- Approximate geographic location.

Cookies Used: `_ga`, `_gid`, `_gat`

Privacy: Google Analytics is subject to Google's Privacy Policy:
<https://policies.google.com/privacy>

Opt-Out: Users may opt out using Google's opt-out extension:
<https://tools.google.com/dlpage/gaoptout>

7.2 Facebook Pixel

If PLAK HOSTING uses Facebook Pixel for advertising:

Purpose: Track website visitors, conversions, and create marketing audiences.

Information Collected:

- Pages visited and user actions.
- Conversion events (sign-ups, purchases).
- User device and browser information.

Privacy: Facebook Pixel is subject to Facebook's Data Policy:
<https://www.facebook.com/policy.php>

Opt-Out: Adjust privacy settings in Facebook's Settings or use browser controls.

7.3 Other Third-Party Tools

PLAK HOSTING may integrate other tools for:

- Customer support (LiveChat, Zendesk).
- Email marketing (MailChimp, ConvertKit).

- Advertising (Google Ads, LinkedIn Ads).
- Analytics (Hotjar, Mixpanel).

Each tool has its own privacy policy and cookie usage. Users should review third-party privacy policies.

8. COOKIE UPDATES AND MONITORING

8.1 Ongoing Cookie Monitoring

PLAK HOSTING periodically reviews:

- Cookies and tracking technologies currently in use.
- Necessity and purpose of each cookie.
- Compliance with privacy regulations.
- User consent and preference compliance.

8.2 Cookie Audit and Inventory

PLAK HOSTING maintains:

- A comprehensive inventory of all cookies used.
- Documentation of cookie purposes and retention periods.
- Records of third-party providers placing cookies.
- Updates to cookie usage as services change.

9. CHILDREN'S COOKIES AND TRACKING

PLAK HOSTING does not knowingly collect information from children under 13 through cookies or tracking technologies. If PLAK HOSTING becomes aware of tracking data from children under 13:

- PLAK HOSTING will delete such cookies and data promptly.
- Parents or guardians may contact mail@plak.in to request deletion.

10. REGULATORY COMPLIANCE

10.1 GDPR Compliance (EU Residents)

For customers in the European Union:

- PLAK HOSTING obtains explicit consent for non-essential cookies before placing them.
- Consent is given through the cookie banner and granular consent options.
- Users can withdraw consent at any time.
- PLAK HOSTING respects user preferences and preferences persist across visits.

10.2 CCPA Compliance (California Residents)

For customers in California under the California Consumer Privacy Act (CCPA):

- Cookies are considered "personal information" under CCPA.
- Users have rights to access, delete, and opt out of cookies.
- PLAK HOSTING provides mechanisms for users to exercise these rights.

10.3 GDPR Articles and Provisions

PLAK HOSTING complies with the following GDPR provisions regarding cookies:

- **Article 4(11)** - Consent definition and requirements.
- **Article 6** - Lawful basis for processing personal data.
- **Article 7** - Conditions for obtaining consent.
- **Article 13/14** - Transparency and privacy information requirements.
- **Article 21** - Right to object to processing.

11. UPDATES TO COOKIES POLICY

PLAK HOSTING may update this Cookies Policy to:

- Reflect new cookies or tracking technologies.
- Respond to changes in regulations or privacy laws.
- Improve privacy and security practices.
- Address technological changes.

Updated versions will be posted with the "Last Updated" date. Continued use of PLAK HOSTING's services following updates constitutes acceptance of the updated Cookies Policy.

12. COOKIES POLICY CONTACT

For questions or concerns about cookies:

Email: mail@plak.in

Address: PLAK INDIA, Guwahati, Assam, India
