

Providing A Service - Why Do We Need Such Information?

For us to provide a service, we ask for information which you might disagree with or have a lack of trust for our team. This article should provide more context into why we need this sensitive information to better manage you as a client.

First Name + Last Name: When you first sign up for Jasmeow.Systems, we ask these so we can better address you and for legal purposes. Collecting a name means that if you chargeback, we have grounds to locate you with authorities and our payment provider if required. We don't need an address as this is already provided to Stripe/PayPal when you purchase our services.

Email Address: This needs to be an active mailbox to receive invoices, create accounts for our services and invites to our password manager if needed. Mostly everyone has one of these so there should not be an issue for providing this.

Hosting Provider Login: We ask for your hosts login, such as OVH or Hetzner, so we can raise tickets on your behalf if you are not around and access the IPMI/KVM to manage the systems you have rented or owned. This may reveal information such as your address and other sensitive details, but with over 50+ clients where we manage client data securely using best practice methods and two factor authentication, we would strongly suggest you provide this access to make your services run smoothly without interruption or downtime.

A good example of building trust is that Jasmine runs Jasmeow.Host. This is a hosting provider that sees names, addresses, card details and much more. We are not interested in causing problems with your systems or personal data, as that's not our goal. We are here to provide a service and hindering our ability to do that causes a lot of headache. With Jasmine previously having dealt with over 1000+ clients, she knows

that client security is paramount and wouldn't be bribed by any financial amount just to gain a "quick buck" for selling your information. We aren't incompetent and just wish to do our job.

The management teams decision is final.

If we request information that you have not provided and there is no significant reason, we will not provide a service. This includes reasons such as "not comfortable", "trust issues" or "not required as you really don't need it". Provide the access to make our operations easier.

Revision #1

Created 19 November 2023 18:36:18 by JasmeowTheCat

Updated 19 November 2023 18:50:38 by JasmeowTheCat