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 some members of our team look after multiple hosting providers, which these have names, addresses, card details and other personal information. 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 some unfortunate arguments or disagreements. We want

to give you the best service possible for what you paid for, so please work with us, not against us. The team have collectively dealt with over 1000+ clients, so all of us know that client security is paramount and we wouldn't be bribed by any financial amount just to gain a "quick buck" for selling your information.

If we request information that you have not provided, we are unable to provide an efficient service. Difficult reasons such as "not required as you really don't need it" makes our support much harder to help you run your business reliably and smoothly.

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