Ultra.cc Subprocessors and Cookies

Ultra.cc provides a great deal of transparency regarding how we collect, store, process, and share your data. We provide this page, which details our subprocessors, how we use cookies, and tracking methods to improve our services.

When we share your information with third-party subprocessors, we remain responsible for it. We work very hard to maintain your trust when we bring on new vendors; we require them to enter into data protection agreements that restrict their processing of Users' Personal Information (as defined in the Privacy Statement).

Company	Description
Hetzner	Website Hosting Provider
Amazon Web Services	Email Service Provider
Google Workspaces	Customer ticketing mail service provider
Sentry.io	Application monitoring provider
JIRA	Team collaboration and project management platform
PayPal	Payment Provider
Coinbase	Cryptocurrency Payment provider
YISP	Server’s network and rack space provider
NovoServe	Server’s network and rack space provider

When we bring on a new subprocessor who handles our Users' Personal Information or remove a subprocessor or change how we use a subprocessor, we will update this page.

Cookie Policy

This section of the policy explains the cookies that we use on our services to ensure a consistent and effective user experience and a secure environment.

We use cookies of both type Session & persistent cookies,

- **Session cookies** remain in your browser during your browser session only, i.e., until you leave the website.
- **Persistent cookies** last beyond the current session and are used for many purposes, such as recognizing you as an existing user and will remain valid until its set expiry date, unless deleted by the user before the expiry date.

These cookies are further classified into the following categories:

- Strictly Necessary & Security

    - These cookies are essential for websites on our platforms to perform their basic functions and not be disabled. We also use them to make your interactions with our Services faster, more reliable, and avoid attacks such as cross-site scripting.
- Performance & Analytics
    - These cookies allow us to count visitors and traffic sources to evaluate and enhance our site's performance. They help us understand the most and least prominent pages and see how visitors move around the website. All information obtained by these cookies is aggregated and hence Anonymous. With these, the quality of our services is calculated and evaluated.

Strictly Necessary & Security Cookies

- `__cfduid`
    - This cookie is associated with the use of CloudFlare to recognize trusted web traffic and to speed up page load times. It does not contain any information on user identity. It also overrides any security restrictions based on the IP address from which the visitor derives.
- `WHMCSAutoRefresh`
    - It automatically refreshes your client area session and keeps you logged in until you close your tab to make your user experience better.
- `WHMCSFD`
    - Our control panel uses this cookie to allow the Session variables to be stored on the webserver. These cookies are essential for the functioning of our website's client area. This is a session cookie that is lost when the browser is closed.
- `csrftoken`
    - This cookie sets on our Control Panel developed on Django and helped to protect against Cross-Site Request Forgery protection, which is an attack that makes your browser submit a form that you haven't requested.
- `sessionid`
    - It is used for identification of a user session on the Control Panel, having the HTTPOnly flag to strictly prohibit any attempt to access it with any client script.
- `bookstack-session`
    - Used to store track sessions, remember logins on our Documentation site based on Bookstack (however, login part is unavailable for clients).
- `XSRF-TOKEN`
    - Same as the csrftoken, used as protection against Cross-Site Request Forgery (XSS) attacks on our Documentation Site.

Performance & Analytics

- `_ga`, `_gat_gtag`, and `_gid`
    - These cookies are associated with Google Universal Analytics, which is used to identify specific users by assigning a randomly generated number as a client identifier and throttle the request rate. These are used to evaluate visitor, session, and campaign data for analytics reports.
- `__utma`, `__utmb`, `__utmc`, `__utmt`, and `__utmz`
    - These cookies are set by the Google Analytics service, which helps us understand how visitors interact with our websites, creating a better experience for our visitors. They are used for features, such as determining new sessions and visits and distinguishing between users and sessions.

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