



[AOS Internet & Privacy FAQ](#)

[Why does AOS need my information?](#)

AOS requires certain data to provide you with the best experience from our products. We also use data to communicate with you, for example, informing you about your account, new products or services available, security and other types of updates.

[How is my information used?](#)

[AOS uses data for the following purposes:](#)

- Product Improvement
- Future Product Development
- Technical Support
- Security, Safety, and Dispute Resolution
- Product Performance Analysis
- Communication and Marketing

[How does collecting my information help AOS improve its products?](#)

We may periodically request product feedback from our customers as part of our commitment to continual service and product improvement.

[Do I need to register my AOS products for them to work?](#)

Yes. Your email address and licence code are linked at the point of licence generation and required during product activation.

[Can I opt out of sharing my information with AOS?](#)

Yes, you can opt out of submitting certain types of personal information to AOS. For instance, address and phone number. Your name and email address are required for your product to function, therefore you may not opt out of providing this information.

[How do I delete my personal data from AOS and what are the consequences?](#)

You can always send us an email to support@aos-hub.com or contact via our online contact form and request that your data be deleted. Please note, however, that by deleting your personal data your AOS products will stop working.

[Does AOS keep or share my credit card information?](#)

No.

How long does AOS keep my information?

AOS will retain your personal data for as long as necessary to provide services, support your AOS product and fulfil transactions you have requested, or for other essential purposes such as complying with our legal obligations, and resolving disputes and enforcing our agreements.

How is information stored and secured on AOS servers?

AOS is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities.

Is AOS using cookies or pixels to gather information?

We use cookies when you visit our website. By visiting our website, you agree to the use of cookies and similar technologies for the purposes described in our privacy statement. This helps us to provide you with the best experience and allows certain parts of our website to function properly. You can always adjust your browser or device settings to not accept cookies and similar technologies if this concerns you.

Does AOS use interest-based advertising?

No.

What safeguards are in place for children who have access to AOS products?

AOS does not target and is not intended to attract children. AOS does not knowingly solicit personal information from children or send them requests for personal information. Although visitors of all ages may navigate through our website, we do not intentionally collect personal information from those under the age of sixteen. If, following a notification by a parent or guardian, or discovery by other means, a child under sixteen has been improperly registered on this site by using false information, we will cancel the child's account and delete the child's personal information from our records.

How can I contact AOS if I have questions regarding AOS' privacy statement?

If you have any questions about the use of your personal information, please send us an email to support@aos-hub.com.

Question about this Policy

For further information or requests regarding AOS Internet & Privacy Policy and any information contained within, please write to us at The Old Rectory, Church Street, Weybridge, Surrey KT13 8DE, UK. Requests may also be submitted via email to support@aos-hub.com.