

Suspension, Termination and Account Deletion

The service lifecycle, from temporary restrictions to closure.

Key points for reference

- Hosting suspension on overdue day 8.
- Deletion from day 30, with advance notices.
- Suspending access does not mean immediate data deletion.

Reference summary. The complete clauses below prevail.

1. Account states and scope

This policy distinguishes active service, overdue payment, temporary suspension, termination and data deletion. It covers hosting supplied directly by Zovvi. Accounts may contain services with separate due dates; the affected item must be identified without assuming whole-account deletion.

Domains and third-party products may expire on separately disclosed dates. The hosting timeline does not extend domain-renewal windows or vendor licenses.

2. Due dates and notices

The due date is in the invoice and billing term. Overdue day 1 is the next calendar day; notices and execution dates use Brasília time. Invoicing does not establish automatic-debit authorization.

Before suspension, notice identifies service, amount, due date, planned action and resolution. Deletion has a specific advance notice explaining export. Keep an external recovery contact. Known notice-delivery failures must be addressed, not used to accelerate deletion.

3. Suspension on day 8

Overdue hosting may be suspended on calendar day 8 after the due date. This may interrupt the affected website, databases, email and service access. Financial suspension does not immediately erase content or transfer ownership to Zovvi.

If already paid, contact authenticated support with necessary evidence, not full card details. Pending settlement or a justified discrepancy must be reviewed before irreversible action. A legitimate dispute does not establish fraud.

4. Retention and export before deletion

While service content remains retained, request export or copying guidance through authenticated support. Format and feasibility depend on product, integrity and concrete legal or security restrictions. Hosted files, contract records and personal data have distinct scopes.

Backups keep seven rotating points, not a permanent archive. Do not wait until the last day. Extraordinary work requires an accepted quotation without hidden rights-obstructing fees. Debt does not force waiver of LGPD rights.

5. Termination and deletion from day 30

From calendar day 30 after the due date, continued nonpayment following notices may lead to termination and primary-environment deletion. Notices distinguish access blocking from erasure. Later payment does not guarantee recovery.

Residual copies may remain isolated for up to seven rotation days without a restoration guarantee. Legally retained records follow separate periods and do not retain the website. Legal preservation must be specific, documented and access-restricted.

6. Reactivation and payment reconciliation

Before deletion, reactivation requires confirmed payment, remaining data and no legitimate impediment. Support explains processing and adjustments. Receipts do not replace settlement but support investigation of billing mistakes.

After deletion, any new purchase and actual remaining copy must be assessed without promising reconstruction. Outstanding charges are itemized; later payment does not authorize duplicate charges or unaccepted extras.

7. Other causes and review

Owner requests, valid orders, proven fraud or serious violations may follow a different process. Urgent risks permit immediate containment with reasons and scope communicated when lawful. Limited isolation is preferred where feasible. Financial timelines do not prevent real incident containment.

Customers may clarify and request review without losing statutory rights. Decisions consider evidence, severity and proportionality. Legitimate criticism, refund requests and exercising rights are not deletion grounds by themselves.