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Generated on 21/09/2026 04:42

POLICY · PUBLIC DOCUMENT

Privacy Policy

Last updated on 24 August 2026

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-POL-PRIV	**v2026.08.24**	**Mozambique · English**

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.interweb.co.mz/en/privacy-policy

Document control

Title	Privacy Policy
Type	Policy
Code	RLX-MZ-POL-PRIV
Version	v2026.08.24
In force since	24/08/2026
Issued by	RLX Holdings, S.A.
Brand	Interweb Mozambique
Group	RLX Holdings
Tax ID (NUIT)	401 191 607
Legal entity no. (NUEL)	105 045 974
Economic activity code (CAE)	62022
Registered office	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
Classification	Public document
Country · language	Mozambique · English
Online version	https://www.interweb.co.mz/en/privacy-policy
Printed on	21/09/2026 04:42
Related documents	6 — see Annex A
Fingerprint	`e824c14c 164ee062 87686a52 f431f854 44060b6f 8eb04273 f7492914 6470c044` SHA-256 of the document text

VERSION HISTORY

Version	Date	Change
v2026.08.24	24/08/2026	Revision: closing section shared by the four documents

> The version in force is the one published at interweb.co.mz/en/privacy-policy. Printed copies are not controlled: always check the online version.

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How we use your data

On this page, the terms “we”, “us” and “our” refer to Interweb Moçambique, a trading name of RLX HOLDINGS, S.A. The terms “you”, “your”, “user” and “customer” refer to any individual or entity that accesses this website, contracts our services or uses them.

In an effort to protect our clients and site visitors privacy and rights, we have established a Privacy Policy which explains what information we gather on visitors and what we do with information that we gather.

This Privacy Policy governs the manner in which we collect, use, maintain and disclose information collected from users of this Web site (each, a "User").

1. Privacy

Users privacy is very important to us. We are committed to safeguarding the information Users entrust to us.

2. Data Collection

We collect personally identifiable information from Users through online forms for ordering products and services.

We may also collect information about how Users use our Web site, for example, by tracking the number of unique views received by the pages of the Web site or the domains from which Users originate. We use "cookies" to track how users use our site.

3. Data Usage

We may use personally identifiable information collected through our Web site to contact Users regarding products and services offered by us and our trusted affiliates, independent contractors and business partners, and otherwise to enhance Users experience with us and such affiliates, independent contractors and business partners.

At no time will our database of users ever be sold to any entity for the purpose of marketing or mailing lists. Personal information will not be sold or otherwise transferred to our business partners without your prior consent, except that we will disclose the information we collect to third parties when, in our good faith judgment, we are obligated to do so under applicable laws.

4. Hosting Data

If you are a hosting customer, besides your account details we store what you put on the server: your **website files**, your **databases** and the **contents of the email accounts** hosted with us, messages included. We do not read that content; we access it only when it is necessary to resolve a problem you reported to us, or when the law requires it.

An automatic backup is taken once a day, in the early hours of the morning, and the backups of the **last 30 days** are kept. Each backup holds everything that was in the account on that date, email included.

When the account is terminated: the files, email accounts and databases are removed from the server. Only the last backup taken before termination remains, and no other.

Retention period: 1 year after termination. After that period, that last backup is permanently deleted and the data can no longer be recovered, by us or by you. Before then, you may ask us to recover the data, on the conditions and at the cost set out in the Terms & Conditions (RLX-MZ-CON-TC), or ask us to delete it straight away.

Storage outside your country. Backups may be kept or replicated on third-party infrastructure located outside the country you live in, so that a failure of the main server does not take the backups with it.

5. Website Chat

This website has a support chat. Before you write any message, we ask for your explicit consent and tell you what we collect; the conversation only starts once you agree. If you do not agree, the window closes and nothing is stored.

After consent, we collect and store the name, email address and phone number you enter, the **full transcript** of the conversation, and the **IP address** you write from. If you attach files to the conversation (images or PDF, up to 10 MB), those files are stored by us as well. All of this is held in our support centre, which we operate ourselves.

When the conversation ends — because you closed it, or because fifteen minutes passed without a reply — we automatically email you the transcript at the address you gave us. You can also request it at any time, using the envelope button in the chat window.

Retention period: there is currently no defined deletion period for chat conversations — they are kept until they are deleted. This policy will be updated once that period is set. In the meantime, you may ask us to delete your conversation using the contact details at the end of this page.

6. Live Visitors

This section describes the broadest collection we carry out, and we want it said plainly: **it covers everyone who opens a page on this website, including people who never speak to us.**

When a page loads, your browser sends us a signal and we record: the IP address, the country code, the browser identification (the raw *User-Agent* string), the address of the page you are on and its title, how many pages you have viewed during this visit, and the trail of the last eight pages, each with its own time.

It serves one purpose: to let our support team see who is on the website right now and offer help to someone who appears to need it. We do not record mouse movement, clicks, or time-on-page to the second, and none of this feeds advertising or marketing profiles.

This recording begins before any consent screen. Unlike the chat, which only collects after you agree, the presence signal is sent as soon as the page loads. We say so here because it is something you have the right to know.

Retention period: two hours. Each visitor's record is deleted after two hours without a signal. There is no archive behind it, no accumulated history, and nothing is kept about someone who has already left.

7. Processing by Artificial Intelligence

Chat replies, and some replies to support requests (tickets), may be generated by **Interweb AI**, our automated assistant, or written by a support agent. The assistant's replies are generated automatically and are always identified as such. To generate them, we use third-party technology providers, to whom the text you write is sent.

What leaves us: what you write in the conversation or the request, your name, and — when you are a customer with an open session — the account data needed to answer you, such as your active services, registered domains and invoices.

No passwords and no payment data are sent. Files you attach are not sent either: the assistant does not read them.

On support requests, some replies may be generated and sent automatically, without prior review by a person. Those replies are always signed as the assistant, and never as a member of staff. You can ask to speak to a person at any time.

8. Applicable Law

The processing of personal data described in this policy is governed by Mozambican law. As at the date of this policy, Mozambique has no general personal data protection law in force: the matter is regulated on a sectoral basis by **Law no. 3/2017 of 9 January — the Electronic Transactions Law**, which sets out the obligations for protecting personal data processed by electronic means.

9. Data Controller and Contact

The controller for the data described in this policy is **RLX Holdings, S.A.**, Bairro 7 de Setembro, Vilankulo - 1304, CEP: 0411-02, Inhambane, Moçambique.

To access your data, correct it, ask for its deletion, withdraw the consent you gave to the chat, or raise any question about this policy, write to info@interweb.co.mz. Withdrawing consent does not affect processing already carried out up to that point.

10. Relationship between these documents

The Terms & Conditions, the Payment Terms, the Service Agreement and the Privacy Policy together form the agreement between you and RLX Holdings, S.A.. Where they differ, the Terms & Conditions prevail, except in anything concerning personal data, where the Privacy Policy prevails.

What is written in these documents prevails over information given by any other means, including the chat, the automated assistant, email and the telephone. The version in force is the one published on this website on the date you contract the service, and the date each page was last changed is shown at the top of that page.

11. Changes to these documents

We may change these documents. Substantial changes take effect 30 days after publication and are notified to the email address registered on your account; corrections of typographical errors and clarifications that do not alter rights or obligations take effect on publication. If you do not agree with a substantial change, you may cancel your services before it takes effect.

12. Governing Law and Jurisdiction

This agreement is governed by Mozambican law. The courts of Mozambique have jurisdiction over any question arising from its interpretation or performance, to the exclusion of any other forum.

Annexes

Annex A — Related documents

Terms & Conditions	RLX-MZ-CON-TC	interweb.co.mz/en/terms-conditions
Payment Terms	RLX-MZ-CON-PAG	interweb.co.mz/en/payment-terms
SLA Agreement	RLX-MZ-CON-SLA	interweb.co.mz/en/sla-agreement
Privacy Policy	RLX-MZ-POL-PRIV	this document
Support Policy	RLX-MZ-POL-SUP	interweb.co.mz/en/support-policy
Copyright Policy	RLX-MZ-POL-DA	interweb.co.mz/en/copyright-policy

About Interweb Mozambique

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

Interweb is one of the pioneers and leading hosts of the global online industry

Founded in 2020

Interweb was founded in 2020 at the time of COVID-19 and we have been on an epic journey ever since. We had a simple idea to let you create a totally FREE website to take off your projects and with total freedom to express yourself online.

Over 37,000 clients

We have implemented a world-class website hosting infrastructure with more than 37,000 customers worldwide, with more than 130 subscriptions per day. We develop robust technology to help you learn, create and grow.

Driven company

We owe a huge thank you and respect to our community for joining us on this exciting dream journey, and we want you to continue to be part of our history for the efficient development of our community, culture, society and nation.

WHERE WE ARE

Interweb Mozambique
September 7th Nbhd, Vilankulo - 1304
Moçambique, Inhambane

RLX Holdings
1111 Olive St, Saint Louis, MO - 63101
United States, Missouri

WHAT WE DO

Hosting

Web Hosting
Business Hosting
WordPress Hosting
Reseller Hosting

Services

Website Creation
Professional E-mail
SSL Certificates
Website Security

Servers

VPS Server
Cloud Server
Dedicated Servers
Streaming Server

Domains

Register Domain
Transfer Domain
Renew Domain
Domains WHOIS

COMMITMENT TO SOCIAL DEVELOPMENT

I Want to be a Partner

We believe in the transformative power of social initiatives and mobilize to collaborate with projects that make a difference where they operate. We have created some guidelines to facilitate and join forces with partners. Share ideas by e-mail.

I Want Incentive

We vibrate by overcoming barriers through Education, Culture and Sports, and we support initiatives that seek social evolution. If you have an idea that has to do with our values and our guidelines, we are waiting for your contact by e-mail.

interweb

Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020	37,000+	130+
FOUNDED	CLIENTS	SIGN-UPS A DAY

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed