



# CreativeWP Ltd Shared Hosting Policy

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This Shared Hosting Policy outlines the terms, specifications, expectations, and standards of CreativeWP's shared hosting service. By hosting your website with CreativeWP Ltd, you agree to these terms as well as any related documents such as our Terms and Conditions, Scope of Work, and Communication Policy.

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## 1. Overview

CreativeWP's shared hosting is purpose-built for **startups, local businesses, and early-stage digital platforms**. It is hosted on UK-based infrastructure that we **pay for and manage directly**, ensuring full compliance, security, and performance.

Our hosting is ideal for:

- WordPress websites (e.g. lead-gen, service pages, blogs)
  - Early-stage WooCommerce stores
  - Campaign and event microsites
  - Creative or consultancy portfolios
  - MVPs or proof-of-concept builds
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## 2. Technical Specifications

Each shared hosting account includes:

- Up to 2 CPU cores

- 2 GB dedicated RAM
- 10 GB NVMe SSD storage (expandable)
- 1 TB monthly bandwidth
- Free SSL via AutoSSL (Let's Encrypt)
- Daily offsite backups with 7-day retention
- Full cPanel access
- UK data centre location
- First-line support from CreativeWP
- Escalated technical resolution from our hosting partners (when required)

This plan is suitable for clients who want stability, expert management, and strong performance without the complexity of dedicated hosting.

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### **3. When to Move to Dedicated or Cloud Hosting**

As your digital platform grows, shared hosting may become insufficient. We'll advise you when it's time to consider alternatives. Here are common signs:

- Consistent traffic above 1,000 daily users
- Growing WooCommerce or database requirements
- Complex server-side scripts or APIs
- Hosting multiple websites or environments
- Business-critical uptime and performance demands

When this happens, we'll guide you to a cloud or dedicated environment that supports better scaling, faster performance, and complete resource isolation.

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## 4. Server Naming & Subdomains

Your development or staging environment may appear under a URL such as:

- `[yourproject].alpha.cwpserver.co.uk`
- `[yourproject].bravo.cwpserver.co.uk`
- `[yourproject].charlie.cwpserver.co.uk`

These are internal server designations and are perfectly normal during development. When your site goes live and your domain is pointed to our nameservers, it will display your official domain as expected.

**Our nameservers are:**

- `ns1.cwpserver.co.uk`
  - `ns2.cwpserver.co.uk`
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## 5. Data Sovereignty & GDPR Compliance

All CreativeWP hosting is:

- Fully **GDPR compliant**
- Hosted 100% **within the United Kingdom**
- Managed on **paid, professional-grade infrastructure**
- Regularly reviewed for data privacy and retention best practices

We never store card details, financial records, or payment information on our hosting servers. Any transactional data is handled entirely by regulated third-party platforms such as **Stripe, PayPal**, or other integrated gateways. As we are **not FCA-regulated**, we do not and will not process sensitive financial data directly.

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## 6. SSL Certificates & Domain Services

All CreativeWP-hosted sites (live or staging) are required to have an active SSL certificate.

## Let's Encrypt (Free SSL)

We provide a free **Let's Encrypt SSL certificate** for all hosted sites by default. This ensures encrypted traffic and basic protection.

Note: Let's Encrypt does **not** offer warranty or breach coverage. While it adds a layer of encryption, it provides no financial protection in the event of a certificate failure.

## Paid SSL Certificates

For businesses that require a higher level of assurance, we recommend a **paid SSL certificate**. These offer:

- Financial warranty and legal coverage
- Extended validation (EV) or organisational validation (OV)
- Stronger trust indicators for users and browsers

We can supply these through our trusted providers. Installation and renewal are handled by our team as needed.

## Domain & SSL Management

We offer **ad-hoc domain and SSL support** billed at **£35.00 + VAT per hour**, charged in 15-minute increments. This includes:

- DNS configuration
- Domain transfers or renewals
- SSL troubleshooting and renewals

This is typically a one-off requirement, but available whenever needed.

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## 7. Premium Hosting Support Structure

CreativeWP handles all server and hosting-related support directly. If an issue requires deeper technical investigation, we escalate to our **premium hosting provider**, with whom we hold a paid contract for top-tier assistance.

This means:

- Faster issue resolution
- No waiting for ticket queues
- Full access to engineers and server-level debugging

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## 8. Communication Channels & Policy

All communications should comply with the **CreativeWP Communication Policy**, agreed to as part of your onboarding.

### Phone Numbers

- **General Business Line:** 0203 092 2823
- **Emergency Support Line:** 01697 508 281  
(Emergency use only—see Section 9)

### Email Directory

Please use the correct address to ensure a timely and accurate response.

Purpose	Email Address
General Support	support@creativewp.co.uk
Billing & Accounts	accounts@creativewp.co.uk
Data Protection & SARs	dpo@creativewp.co.uk
Formal Complaints	complaints@creativewp.co.uk

Legal Correspondence      legal@creativewp.co.uk

General Enquiries          hello@creativewp.co.uk

Marketing & News          marketing@creativewp.co.uk

System Notifications      notifications@creativewp.co.uk

Meeting Requests          requests@creativewp.co.uk

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## 9. Emergency Line Usage

The emergency line (**01697 508 281**) is available for urgent hosting issues **outside of standard hours**. Please **only** use this number for:

- Website outage
- Email system failure
- DNS or nameserver emergency
- Security breach or suspected hack

**Do not use the emergency line** for general enquiries, login issues, plugin updates, or meeting requests. Misuse may result in delays or service charges for out-of-hours handling.

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## 10. Security, Fair Use, and Monitoring

All accounts benefit from:

- Web application firewall (WAF)

- Real-time malware scanning
- Brute-force attack protection
- File change detection and alerts

However, you are responsible for maintaining:

- Plugin and theme updates
- WordPress core updates
- Strong user passwords and permission control

Fair usage applies. Activities not permitted include:

- Large media or backup file storage
- Crypto mining or proxy tools
- Illegal, pirated, or adult content
- Mass mailing beyond SMTP limits (300/hour)

Violations may result in temporary or permanent suspension.

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## 11. Backups & Restores

- Daily backups are stored securely offsite
- Retention period: 7 days
- One free restore per calendar month
- Additional restores may incur an admin fee

For further protection, we recommend installing a WordPress backup plugin configured to offsite storage (e.g., Google Drive, Dropbox).

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## 12. Termination & Account Management

We reserve the right to suspend or terminate hosting if:

- Payment is overdue beyond 14 days
- The account violates this policy
- Server health or legal compliance is at risk

We will always provide advance notice unless the situation is critical (e.g., security breach or fraud). Clients will be given the opportunity to migrate content or upgrade where possible.

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## 13. Need Support?

We're here to help.

- General Enquiries: **hello@creativewp.co.uk**
- Support Requests: **support@creativewp.co.uk**
- Phone (Mon–Fri, 9am–5pm): **0203 092 2823**
- Emergency Support (Urgent Only): **01697 508 281**
- Website: <https://www.creativewpservers.co.uk>

For the fastest help, include the domain in question, the issue, and any relevant screenshots or timestamps when emailing.