



Privacy Policy

This privacy policy applies to Extrahost s.r.o., located at Ľ. Fullu č. 7, Bratislava 4, 841 05, Slovakia and Extrahost's («Extrahost s.r.o.», «Extrahost» or «we») websites that receive data and are linking to this Privacy Policy.

In this Privacy Policy we inform you about the processing and the privacy of your Personal Data when using our websites. As a hosting company, data privacy and data security are very important to us. Therefore, we are committed to respecting and protecting your privacy and to handling your Personal Data confidentially. We recommend visiting this website regularly as this Privacy Policy can be updated due to possible amendments to the law or changes of our internal processes.

What does Personal Data mean?

«Personal Data» means any information relating to an identified or identifiable natural person. If we are not (or at least not without a disproportionate amount of time and effort) able to relate a direct link to you personally, this information is not Personal Data.

Compliance with international data protection laws, in particular the GDPR.

Extrahost s.r.o complies with international data protection laws, in particular the Regulation 2016/679/EU of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data ("GDPR").

Extrahost s.r.o has implemented the following requirements under the GDPR, including but not limited to:

- A record of our Personal Data processing activities.
- Adequate organizational and technical protection measures (more information can be found in this privacy policy).
- Request forms and internal instructions for Privacy by Design & Default, Data



Portability, Data Subject Rights like the Right to be Forgotten.

- A Data Processor Agreement in our role as data controller and data sub-processor.
- An internal privacy policy.

How we may collect information about you?

Extrahost s.r.o may collect your Personal Data when:

- You order a service from Extrahost s.r.o.
- You subscribe to a Extrahost newsletter or special offers.
- You ask Extrahost for more information about a Extrahost service, or contact Extrahost with a question, comment or complaint.
- You use Extrahost Live Web Chat service.
- You submit an abuse notification to Extrahost.
- You use the Extrahost network, Extrahost infrastructure and/or other Extrahost services.
- You use the Extrahost Customer Portal.

What kind of information Extrahost s.r.o. may collect about you?

Extrahost s.r.o. may collect the following information about you:

- Your Name and surname, the name of your company, information about the person providing the company upon signing the contract, legal and postal address, e-mail addresses, phone numbers, mobile phone numbers, identification number.
- Your Extrahost account information – such as Extrahost services you ordered, domain name registration information, the IP addresses assigned to you, your customer ID, service charges owed and received, the use of Extrahost services or any other information related to your account.



- Your contact with Extrahost – such as a note or recording of a call you make to Extrahost, a chat record when you engage in a chat session with Extrahost, an email or letter you send to Extrahost or other records of any contact you have with Extrahost.
- Information about your payment method, such as credit card number, bank account number or other banking information.
- Information provided by you to Extrahost when you notify Extrahost of a (suspected) breach of Extrahost's acceptable use policies.
- Documents and information that certify your identity.

How do we process some of your Personal Data in general?

General principle

In general, you can visit and read most parts of our website contents without providing any Personal Data.

Statistical data

For the process of retrieving your requested information from our websites, our servers store certain data needed for service delivery and/or for statistical or security purposes in anonymised or pseudonymised form. In this context general information is recorded, such as your domain name, your IP address or browser type. These data do not enable us to draw conclusions regarding your identity. These anonymised or pseudonymised data are deleted promptly after their statistical evaluation.

Newsletters and Special Offers

If you have signed up for it and provided us your name and email address, we will use these data to provide you with additional information on products and services and special offers which might be of interest to. The subscription is voluntary and you are free to unsubscribe anytime by clicking the unsubscribe link you will find in every email. In that



case, your name and email address will be deleted and we will no longer send you these kinds of emails, unless you sign up again.

Contact Forms

If you want to contact us by using our contact and support forms, you will be asked to provide your contact information (entry fields marked «*»), which we will exclusively process or use as far as necessary to get in contact with you and provide you with the information you desire. You are free to provide additional information (through the data fields not marked «*»), which we will of course process in line with all applicable data protection requirements as well.

Live Web Chat

When you use our Live Web Chat service, we process Personal Data you may provide to us only for the purpose of providing you with the service and fulfill our respective obligations. In particular:

- we will process chat session data such as your IP address, time and date of chats as well as chat content data and uploaded files in order to provide you with the service
- additionally, we will process contents of your chats with our support team (chat history) and any uploaded files in order to control and improve our service quality and/or to better understand requests by comparison with previous chats
- we will process your e-mail address in order to let the customer support agent see your account details and take care of your request and in order to have contents of your chats sent to you

Customer Portal

In order to use the Customer Portal and have access to all of its functions, you will need to create a personal account, which requires you to provide us with your email address



(which can be your user name), password, your name, (business/private) address, phone number, email address and personal identification numbers. We will only process and use this information in order to provide you the Customer Portal's services, unless you expressly opt in to a processing or use for other purposes (for example to receive useful information or news on Extrahost products and services via email).

Cookies

We use different types of «cookies»(small text files that are placed on your device):

- User input cookies
- Authentication cookies
- Live Web Chat cookies

You can configure your browser settings in a way that cookies are blocked or your system informs you whenever a website wants to set a cookie. However, please be aware that the blocking of cookies may have the effect that you will not be able to use all our websites functions any more.

Please find a list of all cookies embedded into our websites in the Extrahost Cookie Statement.

Legal Grounds

To process your information as described above, we rely on the following legal bases:

1. Performance of a contract: the use of your information may be necessary to perform the contract that you have with us. For example, if you use our services, we will use your information to carry out our obligation to complete and administer that service under the contract that we have with you.
2. Legitimate interests: the processing is necessary for the purposes of the legitimate interests pursued by us, namely for information security. We also want to provide



you with the best suitable content of the website, emails and newsletters, to improve and promote our products and services and the content on our website, and for administrative, fraud detection and legal purposes.

3. Consent: we may rely on your consent to use your Personal Data for certain direct marketing purposes. Whenever we rely on your consent for processing your Personal Data, you are free to withdraw your consent at any time. See also the section «Consent and withdrawal of consent». You are free to decide whether or not to share certain Personal Data (if any) with us. However, if you decide not to provide certain Personal Data; or if you withdraw your consent there to at a latter moment, this may have affect how you experience our services and, in some cases, whether we can provide you our services.

Why Extrahost processes your personal data?

Extrahost s.r.o. processes your Personal Data for, among others, the purposes as described below.

- Processing of orders and provision of services.
- Communicating with customers to provide information about services of Extrahost to provide information about offers, orders, provision of services, order status and payment, to provide support and maintenance services, to handle complaints, and to answer questions from (potential) customers.
- Performing financial processes, including calculating, invoicing and collecting of service charges, processing financial transactions regarding the acceptance of orders, and granting debt collection rights to third parties.
- Investigating and processing suspected violations of Extrahost's acceptable use policy.
- Ensuring the security of persons, goods and objects, and performing fraud



detection.

- Conducting legal processes, including conducting legal proceedings, and collecting evidence for civil legal proceedings relating to you.
- Complying with statutory obligations, including provision of data to authorized authorities in the context of criminal investigations, complying with (applicable) data retention obligations, and the provision to third parties of Data concerning customers in connection with an infringement of these third parties' rights.
- Establishing the identity of customers or third parties, including in relation to the provision of access to data centers and our offices.

Sharing your data with third parties.

Your Personal Data can be shared to a third party by a court's decisions.

Your Personal Data will to a limited extent be available to our service partners (e.g., a bank, an accounting company for auditing and accounting).

In other cases, your personal data will not be shared to third parties and will not be used for marketing or advertising.

We do not give any personal client information to third parties, with the exception of our service partners as far as they are required to service.

Our service partners:

- bank — Slovenska Sporitelna a.s.
- accounting company — D.M.K. audit s.r.o.

How long your personal data is stored.

Tax and accounting documents using your Personal Data will be retained in accordance with §69 of Act No. 563/2009 for 10 years from the end of the year in which there was an obligation to file a tax return.

Accounting documents and account data using your personal data will be retained in



accordance with § 35 of Law No. 431/2002 within 10 years after the year to which they relate.

All other Personal Data stored as long as necessary to perform the purposes of processing as stated in this privacy statement; unless otherwise required by law.

Therefore, the exact retention period of your Personal Data may vary on case-by-case basis.

Data protection.

To ensure the safety of your personal data, we make considerable efforts.

For this purpose, we have implemented necessary technical measures.

In accordance with international data protection laws, in particular the GDPR, we observe adequate procedures to prevent unauthorized access to, and the misuse of, Personal Data. We use appropriate business systems and procedures to protect and safeguard the Personal Data. We also use security procedures and technical and physical restrictions for accessing and using the Personal Data on our servers. Only authorized personnel are permitted to access Personal Data in the course of their work.

Extrahost s.r.o. has implemented the following, but not limited to, generic information security measures across its organisation: network segmentation, next generation firewalls, anti-virus software, full disk encryption of end-points, encrypted communication via SSL or VPN, Security Information and Event Management solutions, dedicated Security Operating Centre, security awareness training, segregation of duties, role-based access permissions (based on least-privilege), secure disposal facilities of confidential information, periodic pentesting of public facing services, secure development training, integrated security monitoring during development, tools to enable employees to work secure (such as password managers), physical security zones. Per application or communication, additional security measures can be implemented.

In our company, there is special person responsible for ensuring the safety of personal



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data. For all questions regarding the safety of your personal data, please contact us by e-mail: dataprotection@extrahost.pro

You have rights.

According to the GDPR you have a right to disclose, amend, block or delete your saved information. If deletion conflicts with a legal or contractual duty to save information, or other legal grounds, the information can be made inaccessible in lieu of deletion.

If you have any questions regarding the modification of your Personal Data, please contact us by e-mail: dataprotection@extrahost.pro.

In case you are not satisfied, how your Personal Data is processed in our company, you have the right to apply to the supervisory authority for the protection of personal data at: Hranicna 4826/12, 82007 , Bratislava 27 .

email : statny.dozor@pdp.gov.sk ; website : www.dataprotection.gov.sk

Consent and withdrawal of consent.

You are entitled to withdraw your consent at any time by giving us notice. Upon receipt of a notice where your consent is withdrawn, we will without undue delay stop processing your Personal Data to the extent it is required under law. Please use the next contact dataprotection@extrahost.pro should you wish to withdraw your consent given under this privacy statement.

Policy Changes.

Extrahost s.r.o. reserves the right to change the privacy policy, and will post any revisions on the Extrahost website www.extrahost.pro. Extrahost advises you to check this page regularly to see if any changes have been implemented. If Extrahost implements a change in how we deal with Personal Data with respect to which we require your consent, we will re-request your consent.

According to the GDPR this privacy policy was most recently changed on 24 May 2018.