



Privacy Policy

Redeco Hosting

PRIVACY POLICY

Effective Date: March 3, 2025

1. INTRODUCTION

Welcome to Redeco Hosting ("**RH**," "**we**," "**us**," or "**our**"). We are committed to respecting and protecting your privacy. We collect and process personal data based on the principle of data minimization, gathering only the information necessary to deliver and improve our services. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website or use our services. We comply with relevant data protection laws, including the **General Data Protection Regulation (GDPR)**.

2. DATA COLLECTION

We collect personal data in multiple ways, such as when you register, communicate with us, or use our services. Our goal is to ensure that data is collected for specific, explicit, and legitimate purposes.

2.1 INFORMATION YOU PROVIDE DIRECTLY

- **Contact Information:** Name, address, email address, phone number.
 - *Reasoning:* We need this to identify and communicate with you.
- **Account Information:** Username, password, security questions.
 - *Reasoning:* This ensures secure access to your account.
- **Payment Details:** Credit card details, billing address (**processed securely by third-party providers**).

- *Reasoning:* These details are necessary for processing transactions and verifying billing data.
- **Communication Records:** Emails, chat transcripts, or call recordings when you contact customer support.
 - *Reasoning:* We analyze these to improve our support quality and services.

2.2 INFORMATION WE COLLECT AUTOMATICALLY

- **Technical Information:** IP address, browser type and version, time zone setting, browser plug-ins, operating system, and platform.
 - *Reasoning:* Helps us optimize website performance, maintain security, and address technical issues.
 - **Service Usage Data:** Information about how you interact with our website and hosting services.
 - *Reasoning:* Enables us to refine user experience and troubleshoot service-related problems.
 - **Cookies and Tracking Technologies:** Used for analytics, personalization, and improving user experience.
 - *Reasoning:* These enable essential site functions (e.g., login) and help us understand how our site is used. You can manage cookie preferences in your browser settings.
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3. PURPOSE OF DATA PROCESSING

We process your personal data for the following purposes, ensuring we have a valid legal basis (e.g., legitimate interests, contractual necessity, or consent) for each:

- **Providing Services:** Account setup, payments, and customer support.
 - *Reasoning:* We need to fulfill our contractual obligations to you.
- **Billing and Payment Processing:** Securing financial transactions.
 - *Reasoning:* This is necessary for completing your orders and verifying your identity.
- **Security and Fraud Prevention:** Detecting and preventing malicious activity.
 - *Reasoning:* Protecting both our infrastructure and our users' interests is critical.
- **Customer Support and Communication:** Updates, newsletters, and inquiries.

- *Reasoning:* Communication allows us to inform you about service updates and respond to your requests.
 - **Legal Compliance:** Regulatory requirements, such as tax and anti-fraud laws.
 - *Reasoning:* We must comply with applicable laws and regulations.
 - **Service Improvement:** Analyzing usage trends to enhance services.
 - *Reasoning:* Continuous improvement ensures a better user experience.
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4. DATA STORAGE AND SECURITY

We use robust measures to safeguard your personal information:

- **Encryption:** Protecting sensitive data (e.g., passwords, payment details).
 - *Reasoning:* Ensures data confidentiality during transmission and storage.
- **Access Controls:** Limiting data access to authorized personnel only.
 - *Reasoning:* Reduces the risk of internal or external unauthorized access.
- **Regular Audits:** Reviewing and updating security measures.
 - *Reasoning:* Continuously improving our defenses against potential threats.

No security system is impenetrable, so we strongly recommend using **strong passwords and two-factor authentication** to further protect your data.

5. DATA SHARING AND THIRD-PARTY SERVICES

We do not sell or trade personal information. We share data only when necessary:

- **Service Providers:** Third-party vendors for payment processing, customer support, etc.
 - *Reasoning:* We ensure they adhere to strict confidentiality and data protection obligations.
- **Legal Requirements:** Compliance with laws, court orders, or government requests.
 - *Reasoning:* We disclose data only when legally obligated to do so.
- **Business Transfers:** In case of mergers, acquisitions, or asset sales.

- *Reasoning:* Your data may be transferred to the new entity, but remains subject to the same protections.
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6. DATA RETENTION

We retain personal data only as long as necessary for:

- **Legal Obligations:** Tax and regulatory compliance.
- **Dispute Resolution:** Addressing ongoing legal matters.
- **Business Needs:** Maintaining essential service records.

Once data is no longer required, it is **securely deleted or anonymized**. We periodically review stored data to ensure it is still relevant to our business needs.

7. USER RIGHTS

Under **GDPR** and other privacy laws, you have the right to:

- **Access** your personal data.
- **Correct** inaccuracies.
- **Delete** personal data under certain conditions.
- **Restrict Processing** of your data.
- **Request Data Portability** in a common format.
- **Object** to processing based on legitimate interests or direct marketing.

To exercise these rights, contact us at **info@redcohosting.com**. We will respond within the legally required timeframe and guide you through any necessary steps.

8. COOKIES AND TRACKING TECHNOLOGIES

We use cookies to:

- **Ensure website functionality** (e.g., login authentication).
- **Track performance** and improve user experience.
- **Personalize marketing and advertising** when applicable.

You can manage cookies in your browser settings. However, disabling some cookies may affect the functionality of our website.

9. THIRD-PARTY LINKS

Our website may contain links to external sites. We are not responsible for their privacy practices. We recommend reviewing their privacy policies before providing any personal data.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. **Significant changes** will be notified via our website or email. We encourage you to review this Privacy Policy regularly to stay informed.

11. CONTACT INFORMATION

If you have any questions or concerns, please contact us:

- **Email:** info@redcohosting.com
- **Address:** Romanovhof 47, 3329BE, Dordrecht, The Netherlands
- **Phone:** +31 85 060 46 71

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the processing of your personal data as described. This Privacy Policy forms part of our **[Terms of Service]**, which govern your use of Redeco Hosting services.