

Privacy Policy

Last updated: 2025-05-06 | Redeco Hosting | Privacy Policy

Redeco Hosting, a trade name of Redeco IT Group B.V. ('Redeco Hosting'), located in Weert, the Netherlands, is committed to protecting the privacy of its customers, partners, and website visitors. This Privacy Policy explains how Redeco Hosting collects, uses, and protects personal data in accordance with the General Data Protection Regulation (EU 2016/679, 'GDPR') and the Dutch GDPR Implementation Act ('Uitvoeringswet AVG').

1. Scope and Roles

This Privacy Policy applies to all Redeco Hosting services, websites, and communications, including www.redecohosting.com. Redeco Hosting acts as Data Controller for personal data it collects for its own operations, such as customer account management, billing, and support. Redeco Hosting may also act as Data Processor when hosting or storing Customer data on behalf of its clients as part of a contracted service.

2. Personal Data We Collect

Redeco Hosting may collect and process the following categories of personal data:

- Contact information: name, email address, phone number, billing address;
- Account information: username, password (stored as a cryptographic hash), security settings;
- Payment details: processed securely via Mollie, Redeco Hosting does not store full payment card details;
- Technical data: IP addresses, browser type, and service usage logs;
- Communication records: support tickets, emails, and phone call records.

3. Purposes and Legal Basis

We process personal data for the following purposes:

- Delivering and managing services, accounts, and billing, legal basis: contractual necessity (Art. 6(1)(b));
- Providing customer support via email and telephone, legal basis: contractual necessity (Art. 6(1)(b));
- Ensuring the security and stability of our services, legal basis: legitimate interest (Art. 6(1)(f));
- Complying with legal and tax obligations, legal basis: legal obligation (Art. 6(1)(c));
- Sending transactional emails (invoices, password resets, service notifications), legal basis: contractual necessity (Art. 6(1)(b));
- Sending marketing communications to existing customers, legal basis: legitimate interest (Art. 6(1)(f)); recipients may opt out at any time.

4. Data Sharing and Sub-Processors

Redeco Hosting does not sell or trade personal data. Data is shared only where strictly necessary with the following categories of sub-processor:

- Infrastructure provider (TNGNET B.V.) for hosting Customer Data within the Netherlands;

- Payment processor (Mollie B.V.) for processing payments;
- Email delivery provider (Twilio SendGrid, EU data residency) for transactional and marketing email delivery;
- Productivity and communication tools (Microsoft 365) for internal staff use only;
- Support ticketing system (Kaseya 365 Ops) for managing customer support requests;
- Analytics provider (Google Analytics) for anonymised website usage statistics; no Customer Data is shared.

The full sub-processor list is available at <https://redecohosting.com/legal>.

5. Data Retention

Personal data is retained only for as long as necessary:

- Billing and tax-related data: 7 years (statutory requirement under Dutch law);
- Customer account data: for the duration of the service agreement plus a reasonable administrative period after termination;
- Support and communication records: up to 2 years;
- Technical access and system logs: up to 6 months.

Once data is no longer required, it is securely deleted or anonymised.

6. Data Storage

All customer data is stored on servers operated by Redeco Hosting within the Netherlands, on infrastructure provided by TNGNET B.V. Redeco Hosting's own websites and customer management systems also run on this infrastructure. All data remains within the EEA.

7. Security

Redeco Hosting applies technical and organizational measures to protect personal data against loss, misuse, or unauthorized access. These include TLS encryption in transit, access controls, multi-factor authentication for internal systems, regular backups, and security monitoring. Full details are set out in Redeco Hosting's Technical and Organizational Measures (TOMs).

8. International Data Transfers

Redeco Hosting stores all Customer Data within the EEA. Where sub-processors have operations outside the EEA — such as Twilio SendGrid (EU data residency enabled), Kaseya, and Google Analytics (IP anonymisation enabled, EU data processing) — appropriate safeguards are in place, including EU Standard Contractual Clauses (2021/914/EU). No Customer Data is transferred outside the EEA without such safeguards.

9. Your Rights

Under the GDPR you have the right to:

- Access the personal data we hold about you;
- Correct inaccurate or incomplete data;
- Request deletion of your data, where applicable;
- Restrict or object to certain processing;
- Receive your data in a portable format;
- Withdraw consent at any time, where processing is based on consent.

To exercise any of these rights, contact us at info@redecohosting.com. We will respond within one month.



RELIABLE, DEFENDED, CONFIDENTIAL

10. Cookies

Redeco Hosting uses cookies on its website for functionality and analytics purposes. We do not use marketing or advertising cookies. For full details, please refer to our Cookie Policy at <https://redecohosting.com/legal>.

11. Data Breach Notification

In the event of a personal data breach, Redeco Hosting will assess the impact and, where required, notify the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) within 72 hours and inform affected individuals without undue delay.

12. Changes to this Privacy Policy

Redeco Hosting may update this Privacy Policy from time to time. Significant changes will be communicated by email or a notice on our website. The latest version is always available at <https://redecohosting.com/legal>.

13. Contact

For questions about this Privacy Policy or to exercise your rights, please contact:

Redeco Hosting (Redeco IT Group B.V.)

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