

**Verfmolenstraat 2
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The Netherlands**

MIRhosting B.V.
KVK (Registration ID) 63945630
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Privacy Policy

Last updated: October 21st, 2023

Our Commitment to You

MIRhosting B.V. is dedicated to establishing trust with you, our customer, and to respecting and protecting your privacy. This value is demonstrated by how we treat your identifying information. All personal information collected by us will be used for the sole purpose of maintaining our hosting relationship with you. When you sign up for web hosting services or other services with MIRhosting B.V., you will be asked to provide contact and payment information.

The contact information will include your name, address, phone number and email address. The payment information typically includes your credit card number. In the normal course of providing our services, we also create and maintain other information, such as account status, system usage, plan type and support requests.

What information does MIRhosting B.V. collect and process?

We may collect and process the following data about you:

- Information that you provide when you use our website mirhosting.com ("Our Site"). This includes information provided at the time of registering for our services such as your name, family name, date of birth (for birthday bonus), country of residence, IP address, phone number and email address.
- We may also ask you for information when you report a problem or share a suggestion with our services on Our Site;
- if you contact us by telephone or in writing, we may keep a record of that correspondence or communication;
- details of transactions you carry out through Our Site and of the fulfillment of your orders; and
- Details of your visits to Our Site and the resources that you access, including the specific geographic position obtained. Information about the connection.

If you have provided us with the personal data of another person, you hereby confirm that he/she consents to the processing of his/her personal data and that you have informed him/her of our identity as a Data Controller and provide him/her with a copy of this Privacy Policy.



For what purposes does MIRhosting B.V. collect the information?

We collect this information in order to identify the customer, provide him with hosting and other ordered services, process payments and notify him of our promotions and news.

We use information held about you in the following ways:

How does MIRhosting B.V. use customer information?

We use information held about you in the following ways:

- to ensure that content from Our Site is presented in the most effective manner for you and for your computer;
- to provide you with information, products and/or services that you request from us or which we feel may interest you;
- to carry out our obligations arising from any contracts entered into between you and us;
- to notify you about changes to our products; and
- to notify you of system and service related issues, including system upgrades, scheduled maintenance, network downtime, newly added services or features and any other communication deemed relevant to the continuance of our service.

We may contact you by email with information about our products which are similar to those which were the subject of a previous sale to you. When you access Our Site, our servers automatically record information that your browser sends whenever you visit a website. These server logs may contain browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

When you send email or other communication to us, we may retain those communications in order to process your inquiries, respond to your requests and improve our services. We do not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you have requested, unless we have your consent to do so.

MIRhosting B.V. may collect certain technical and routing information including traffic patterns, IP addresses, browser types, operating systems and CPU speed. This information is gathered to facilitate the use of our website and enhance service delivery. Domain registration information becomes public record in the universally available Whois database when a customer registers a domain name with MIRhosting B.V.

Disclosure of your information

We share aggregate, non-identifying customer information with partner companies when a customer has requested a service or product that uses the services of an outside company (for example, domain names). The information given will only be that which is necessary to implement the service or product requested.

Our website contains links to carefully chosen partner websites to provide our customers access to complementary services. Personal information may be collected on those websites, and the use of that information is regulated by each partner's individual Privacy Policy. MIRhosting B.V. does not review the privacy policies of such websites and is not responsible for the actions, errors or omissions of those websites.



We may transfer information to service providers and other partners around the world that help us provide technical infrastructure services, offer customer service or facilitate payments. These partners are subject to strict confidentiality obligations that comply with this Privacy Policy and the agreements we subscribe to them.

If we provide such information to our subsidiaries, affiliated companies, or other trusted businesses or persons for the purpose of processing personal information on our behalf, the disclosure of your information will be based on our instructions and in compliance with this Policy and any other appropriate confidentiality and security measures, including adequate data protection principles.

We may disclose your information to a third party where we believe that access, use, preservation, or disclosure of such information is reasonably necessary to:

- satisfy any applicable law, regulation, legal process (including without limitation subpoenas and court orders), or enforceable governmental request;
- enforce applicable terms of service, including investigation of potential violations thereof;
- detect, prevent, or otherwise address fraud, security, or technical issues;
- protect against imminent harm to the rights and property of MIRhosting B.V., its users or the public as required or permitted by law;
- to establish or exercise our legal rights or defend against legal claims.

We comply with valid legal process, such as search warrants, court orders, and subpoenas seeking personal information. We will notify you of any pending legal process unless we are prohibited from doing so by law. We may share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our terms of use, or as otherwise required by law.

Retention of Your information & Security

We take appropriate measures to ensure that any information collected from you is kept secure and kept for only so long as is necessary for the purpose for which such information is used.

If any of your personal data change or if you have any questions about how we use data collected which relates to you, please use the functionality on Our Site to update your data. If you do this your data will be updated immediately.

Alternatively, you may contact us with any changes to your personal data. We normally update your personal data within seven (7) working days of any new or updated personal data is provided to us, to ensure that the personal data we hold about you is as accurate and up to date as possible.

No information transmitted on the internet, nor stored on servers, is 100% secure. The methods set out above are industry standard security measures. Nevertheless, dishonest people exist, software and hardware can malfunction and people make mistakes. As a result, we cannot guarantee that any information covered by this policy will be absolutely secure.

Nevertheless, MIRhosting B.V. has adopted the technical and organizational measures necessary to ensure the security of personal data and avoid their alteration, loss, treatment or unauthorized access and has prepared a security document that includes the technical and organizational measures according to the current security regulations that will be mandatory for all those with access to personal data.



We protect our customers' information both online and offline. Online, your account information is protected by the leading industry standard method of Secure Socket Layer (SSL) encryption.

Furthermore, all credit card information is encoded, and our database servers are protected from hackers by not having a publicly routable IP. Your information is also protected in our offices. Our employees are well informed about our privacy practices, and access to customer information is restricted to what is necessary to perform their specific tasks. Moreover, we notify our employees of any changes to our Privacy Policy and corresponding requirements.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (at the moment of collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. Therefore, we will not be able to process your personal data for marketing purposes unless we expressly obtain your consent for it.

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You have the right to access your personal data, as well as to request the rectification of inaccurate data or, where appropriate, request its deletion when, among other reasons, the data is no longer necessary for the purposes that were collected.

In certain cases, you will have the right to request the limitation of the processing of your data, in which case we will only keep them for the exercise or defense of claims. You may object to the processing of your data. In this case, MIRhosting B.V. will stop processing the data, except for compelling legitimate reasons or the exercise or defense of possible claims.

In any of the above cases, MIRhosting B.V. will communicate any rectification or deletion of personal data, as well as any limitation of treatment made, to each of the recipients to whom the personal data have been communicated, unless it supposes or requires a disproportionate effort. If requested by you, MIRhosting B.V. will inform about said addressees.

Likewise, the Interested Party shall have the right to receive the personal data incumbent upon him, that he has provided to MIRhosting B.V., in a structured format, of common use and mechanical reading, and to transmit them to another person in charge when the treatment is based on the consent or on a contract, and is carried out by automated means.

The afore mentioned rights of access, rectification, cancellation, opposition and other rights recognized by the current legislation on data protection may be exercised through the e- mail address: legal@mirhosting.com

Referrals and special offers

When you take advantage of special promotions to refer a friend to MIRhosting B.V., be assured that the only information we collect is their name and email address for the sole purpose of sending an invitation. From time to time, MIRhosting B.V. informs our customers about new products and services.

You may choose to opt out of receiving such notifications by simply unsubscribing via link in such emails, or by contacting support. Please note that you will continue to receive important system notices as well as invoices and communications specific to your account accordingly to Master Service Agreement.



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legal@mirhosting.com



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mirhosting.com



Contests or surveys

From time to time, MIRhosting B.V. may invite you to participate in a contest and/or survey. Depending on the nature of the contest or survey, separate terms and conditions may apply. We may make your participation in a contest or survey contingent upon our ability to use your name or biographical information in our marketing and PR promotions.

Despite any new terms and conditions, we intend to maintain the spirit of this Privacy Policy with respect to your personal and sensitive information. We will never intentionally release, sell or rent the information you give us in a survey, and all information you give us will be used strictly to improve our service offerings or better understand our customers and the market we serve in a general way.

Cookies

Cookies are pieces of information generated by a Web server and stored on a user's computer. MIRhosting B.V. does not use cookies to track or collect information specific to the Web activities of our customers. We exclusively use cookies to authenticate customers accessing the Control Panel and to securely store your login data, and we use cookies to track usage patterns in a general way.

Whenever possible, we use session cookies, which remain active only while your browser is open. After the browser is closed, session cookies expire.

GDPR compliance term and measures

Other conditions of these Privacy Policy apply if they do not contradict this section.

1. By entering into our Terms of Service (Terms) and Privacy Policy, you:

1.1. confirm that you are 16 years old or older;

1.2. confirm that you give consent to the processing of your personal data for all the following purposes:

- Providing our services to you;
- Billing, accounting and financial matters;
- send informative and marketing communications for the purpose of selling MIRhostingB.V. products and services to its current clients;
- Other operations related to the above;

1.3. at the time when personal data is obtained, MIRhosting B.V. will provide you with all of the following information in the sense of the Article 13 of the GDPR:

1.3.1. the identity and the contact details of the controller;

1.3.2. the contact details of the data protection officer;

1.3.3. the purposes of the processing for which the personal data is needed as well as the legal basis for the processing;

1.3.4. the recipients or categories of recipients of the personal data, if any;

1.3.5. the criteria used to determine the period for which the personal data will be stored;

1.3.6. the existence of the right to request from the controller access to personal data, the right to rectification or erasure of personal data, the right to restrict of processing concerning the data subject or to object to processing, the right to data portability;

1.3.7. the existence of the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal

1.3.8. the right to lodge a complaint with a supervisory authority;

1.3.9. the provision of personal data is a contractual requirement, and requirement necessary to enter into a contract, you are obliged to provide the personal data and informed about the possible consequences of failure to provide such data;



1.4. you as the data subject were informed of the possible risks of transfers abroad of EU for the data subject due to the absence of an adequacy decision and appropriate safeguards, and you explicitly consented with the possible transfers of your personal data abroad of EU, in the sense of the Article 49 (1) of GDPR;

2. Data Processing

2.1. Processor and Controller Responsibilities. If the European Data Protection Legislation applies to the processing of your Personal Data, the parties acknowledge and agree that:

2.1.1. MIRhosting B.V. is a processor of that Personal Data under the European Data Protection Legislation;

2.1.2. You are a data subject, as applicable, under European Data Protection Legislation;

2.1.3. Each party will comply with the obligations applicable to it under the European Data Protection Legislation.

2.2. Subject Matter: MIRhosting B.V.'s provision of the Services to you according to Agreement.

2.3. Duration of the Processing: period from entering into Terms until deletion of all your Data in accordance with the Policy.

2.4. Nature and Purpose of the Processing: MIRhosting B.V. will process your Personal Data for the purposes of providing the Services to you in accordance with the Terms. Also MIRhosting B.V. can process personal data for marketing purposes (excluding direct marketing in the sense of the Article 21 (2) of the GDPR).

2.5. Categories of Data: Data relating to individuals provided to MIRhosting B.V. via the Services.

3. Data Deletion

3.1. Deletion by Customer. MIRhosting B.V. will enable you to delete you Data during the Term in a manner consistent with the functionality of the Services.

3.2. Deletion on Termination. On expiry of the Term, Customer instructs MIRhosting B.V. to delete all Customer Data (including existing copies) from MIRhosting B.V.'s systems in accordance with applicable law.

4. Data Security

4.1. MIRhosting B.V.'s Security Measures. MIRhosting B.V. will implement and maintain technical and organizational measures to protect Customer Data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access. MIRhosting B.V. may update or modify the Security Measures from time to time provided that such updates and modifications do not result in the degradation of the overall security of the Services.

4.2. Security Compliance by MIRhosting B.V. Staff. MIRhosting B.V. will take appropriate steps to ensure compliance with the Security Measures by its employees, contractors and Subprocessors to the extent applicable to their scope of performance, including ensuring that all persons authorized to process Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

4.3. Incident Notification. If MIRhosting B.V. becomes aware of a Data Incident, MIRhosting B.V. will: (a) notify you of the Data Incident promptly and without undue delay after becoming aware of the Data Incident (not later than 72 hours after having become aware of a Data Incident); and (b) promptly take reasonable steps to minimize harm and secure your Data.

4.4. Delivery of Notification. Notification(s) of any Data Incident(s) will be delivered to the Notification Email Address or, at MIRhosting B.V.'s discretion, by direct communication (for example, by phone call or an in-person meeting). You are solely responsible for ensuring that the Notification Email Address is current and valid.

4.5. Your Security Responsibilities. You agree that, without prejudice to MIRhosting B.V.'s obligations under Section MIRhosting B.V.'s Security Measures and Section Data Incidents:



4.5.1. You are solely responsible for its use of the Services, including:

4.5.1.1. making appropriate use of the Services and the Additional Security Controls to ensure a level of security appropriate to the risk in respect of your Data;

4.5.1.2. securing the account authentication credentials, systems and devices you use to access the Services;

4.5.1.3. backing up your Data; and

4.5.2. MIRhosting B.V. has no obligation to protect your Data that you select to store or transfer outside of MIRhosting B.V.'s and its Subprocessors' systems (for example, offline or on-premises storage).

5. Data Transfers

5.1. Data Storage and Processing Facilities you may select where certain Data will be stored by distinctly choosing it when order or manage the service.

5.2.

5.2.1. Transfers of Data Out of the EEA. If the storage and/or processing of your Personal Data involves transfers of your Personal Data out of the EEA, and the European Data Protection Legislation applies to the transfers of such data, MIRhosting B.V. will ensure that MIRhosting B.V. as the data importer of the Transferred Personal Data enters into Contract Clauses with entity as the data exporter of such data, and that the transfers are made in accordance with such Contract Clauses.

5.3. International transfers of data may also take place in the location of the previous transfers. In any case, third parties with whom certain personal data are shared will have previously accredited the adoption of adequate technical and organizational measures for the correct protection of the same. The transfers will be executed within the framework of the technical and organizational guarantees implemented as binding corporate rules by MIRhosting B.V..

6. Cloud Data Protection Team;

6.1. MIRhosting B.V.'s Data Protection Team. MIRhosting B.V.'s Data Protection Team can be contacted at legal@mirhosting.com

7. Liability

7.1. Liability Cap. If Contract Clauses have been entered into as described in Section Transfers of Data Out of the EEA, the total combined liability of either party and its Affiliates towards the other party and its Affiliates under or in connection with the Agreement and such Contract Clauses combined will be limited to the Agreed Liability Cap for the relevant party, subject to Section Liability Cap Exclusions.

7.2. Liability Cap Exclusions. Nothing in Section Liability Cap will affect the remaining terms of the Agreement relating to liability (including any specific exclusions from any limitation of liability).

Changes to this policy and additional information

We reserve the right to change this Policy. Any changes made will be posted here.

If you wish to review or need to update your account information, simply access your account through the Control Panel on the Our site and make the changes through the Account Management options.

This policy applies to all staff, who must be familiar with this policy and comply with its terms.

This policy supplements our other policies relating to privacy. Please refer to our Data Protection Policy and Cookies Policy. We may supplement or amend this policy with additional policies and guidelines from time to time. Any new or modified policy will be circulated to staff before being adopted.

Who is responsible for this policy?

As our data protection officer (DPO), Andrey Nesterenko has overall responsibility for the day-to-day implementation of this policy. You should contact the DPO for further information about this policy if necessary.



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