

Privacy Policy

[Stockhosting] CVR: [xxxx] [Adresse] [Skærbæk, 6780]
Denmark Contact: support@stockhosting.net

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1. Introduction

[Stockhosting] We operate as an online VPS hosting service. This Privacy Policy explains what personal data we collect, why we collect it, how we use it, and your rights under the General Data Protection Regulation (GDPR) and Danish data protection law.

Our supervisory authority is Datatilsynet (the Danish Data Protection Authority), Carl Jacobsens Vej 35, 2500 Valby, Denmark - dt@datatilsynet.dk

2. Who We Are and Our Role

When you purchase services from us, we act as the **data controller** for your personal information (name, email, billing details and account data).

When you store data on your VPS that belongs to your own users or customers, we act as a **data processor** on your behalf. In that capacity, we process data only according to your instructions and our Data Processing Agreement (DPA).

3. What Data We Collect

Account and contact data: Full name, email address, postal address, discord user id, phone number.

Billing and payment data: Invoice details, payment method type, transaction records, We do not store full card numbers - payments are handled by **Stripe**.

Technical data: IP addresses, server usage logs, login timestamps, support ticket content.

Communication data: Emails and messages you send us, aswell as any other contact between the business and its representatives

We do not collect sensitive personal data (health, religion, ethnicity, etc.) and do not target or knowingly collect data from persons under 13.

4. Why We Collect It - Legal Bases

We collect data for the purposes of:

- Providing the hosting service (Performance of contract (Art. 6(1)(b)))
- Invoicing and tax compliance (Legal obligation (Art. 6(1)(c)))
- Security monitoring and abuse prevention (Legitimate interests (Art. 6(1)(f)))
- Sending service updates and notices (Performance of contract (Art. 6(1)(b)))
- Marketing communications (Consent (Art. 6(1)(a)))

5. How Long We Keep Your Data

We keep data for the following types and periods:

- Account data (Duration of contract + 3 months)
- Billing and invoice records (5 years (Danish Bookkeeping Act))
- Technical/server logs (14 days)
- Support communications (3 years after last interaction)
- Marketing consent records (Until consent is withdrawn)

6. Who We Share Data With

We do not sell your personal data. We may share it with:

Service providers acting as processors on our behalf, including but not limited to: payment processors, email delivery providers, and monitoring/analytics tools. All third-party processors are bound by data processing agreements.

Legal authorities if requested or required by Danish or EU law, court order, or to protect against fraud, or abuse.

Business transfers: In the event of a merger, sale, or restructuring, your data may be transferred. You will be notified.

We do not transfer your personal data outside the European Economic Area (EEA). All data is stored on servers physically located in the EU.

7. Your Rights

Under GDPR, you have the right to:

- Access - request a copy of the personal data we hold about you
- Rectification - Ask us to correct inaccurate data
- Erasure - Request deletion of your data where there is no legal obligation to retain it

- Restriction - Ask us to limit how we use your data
- Portability - Receive your data in a structured, machine-readable format
- Object - Object to processing based on legitimate interests
- Withdraw consent - At any time, where processing is based on consent

To exercise any of these rights, contact us at <mailto:privacy@stockhosting.net>. We will respond within one calendar month.

If you are unsatisfied with our response, you have the right to lodge a complaint with **Datatilsynet** at www.datatilsynet.dk

8. Cookies

Our website uses essential, third-party and analytics/tracking cookies we obtain your consent before placing non-essential cookies. You can withdraw your consent at any time via our cookie settings.

9. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or disclosure. These include [I WILL ADD LATER // PLACEHOLDER]

In the event of a personal data breach that poses a risk to your rights, we will notify Datatilsynet within 72 hours and inform affected individuals without undue delay where required.

10. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by email or a notice on our website. The date at the top of this page reflects when it was last revised.

11. Contact

For any questions or to exercise your rights:

[Stockhosting] [Adresse] [Skærbæk, 6780], Denmark Email:
[\[privacy@stockhosting.net\]](mailto:privacy@stockhosting.net) CVR: [xxxx]