



Privacy Statement of Webslice

25 May 2018

During the processing we conform to the requirements of the applicable data protection legislation. This means we:

- **clearly specify our purposes** before we process personal data, by using this Privacy Statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- first **ask for explicit permission** to process your personal data in cases where your permission is required;
- take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect** your right to inspect, correct or delete your personal data held by us.

Contact Form

You can use the contact form on our website (<https://www.webslice.eu/>) to ask questions or make any request.

For this purpose, we use your ip address, email address, name and address details. We have a legitimate interest in doing this. We store this information until we are sure that you are satisfied with our response and three months thereafter. This way we can easily access the information in case you have any following questions and train our customer service to improve even more.

Access to self-service portal

Within our portal (<https://service.webslice.eu>) you can access a management environment where you can set, specify and change settings of the shared hosting service of our hosting business.

For this purpose, we use your email address, ip address, name and address details and phone number. We need this data because of our agreement with you. We store this information for three months after our services to you have ended.

Access to ticket support system

Customers that make use of our Managed Services offerings get access to our ticket support system (<https://tickets.webslice.eu>) to open / read support requests. We track your actions within the system for the purposes of gathering proof in case of suspected abuse.

In addition, communication is stored between Webslice and customers which can be used as a reference to previously executed technical solutions to be able to serve you and other customers faster.

For this purpose, we use your email address, ip address, name and address details and phone number. We need this data because of our agreement with you. We store this information for 5 years after our services to you have ended.

Providing Data to Third Parties

Except for the parties mentioned below, we do not under any circumstance provide your personal data to other companies or organisations, unless we are required so by law (for example, when the police demands access to personal data in case of a suspected crime).

- Accounting
- Office automation in the Cloud
- SSL Certificate service
- Domain Name registration service
- Account console Cloud service
- Account console Database-as-a-service services
- 24/7 Emergency Services hotline

Security

We take security measures to reduce misuse of and unauthorised access to personal data. We take the following measures in particular:

- We make use of secure connections (Secure Sockets Layer of SSL) to encrypt all information between you and our website when entering your personal data.

Changes to this Privacy Statement

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes.

Inspection and Modification of your Data

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify or delete your personal data.

You have the following right:

- Being informed on which personal data we have and what we are using it for;
- Inspection of the personal data that we keep from you;
- Having incorrect data corrected;
- Request to delete outdated personal data;
- Revoke your consent;
- Object to certain uses.

Please note that you always make clear who you are, so that we can assure that we do not modify or remove the data from the wrong person.

Complaints

If you think that we are not helping you in the right way, you have the right to lodge a complaint at the authority. For The Netherlands, this is the Autoriteit Persoonsgegevens.

Contact details

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