

Privacy policy

This Privacy Policy explains what kind of personal data we collect from you when you use our services and how we use that data. When we say "DCLUX", "we" and "us", we are referring to Datacenter Luxembourg S.A. and all of our affiliates.

Scope

This policy applies to every DCLUX customer and/or prospect (individuals not companies or organisations) without distinction of your nationality or place of residence.

1. Personal data collection

We collect information so that we can provide the best possible experience when you utilise our services. Personal data is collected directly from you when you: (1) purchase any of our services; and /or (2) request assistance from our customer support team and /or (3) complete contact forms or provide us with information via any other means.

The personal data we process and how it is processed depends on the services provided but it will at minimum consist of:

- First and Last Name
- Postal Address
- Phone number
- Email address
- Other data collected that could directly or indirectly identify you.

2. Use of information

To the greatest extent we can, we will minimise the data we collect and will strictly limit its use to the purpose for which it was collected. Such purposes include:

- Respond to your comments, questions and requests and provide customer service;
- Send you billing notices, technical notices, updates, security alerts and support and administrative messages;
- Contact you regarding your use of our services;
- Carry out any other purpose disclosed at the time you have provides your personal data; and

- Any other purpose, with your consent or as permitted or required by applicable law.

1. Information Sharing

We may share your personal data with affiliated companies and with third-party service providers as necessary for them to perform services on our behalf, such as:

- Communicating with you, such as by way of email or survey delivery
- Customer relationship management
- Providing you assistance
- Granting you access to certain premises

We only share your personal data as necessary for any third party to provide the services as requested or as needed on our behalf. These third parties are subject to strict data processing terms and conditions and are prohibited from utilising, sharing or retaining your personal data for any purpose other than as they have been specifically contracted for.

2. Communicating with you

We may contact you directly or through a third-party service provider regarding products or services you have signed up to or purchased from us, such as necessary to deliver transactional or service related communications. We may also contact you with offers for additional services we think you'll find valuable if you give us consent, or where allowed based upon legitimate interests. These contacts may include:

- Email
- SMS
- Telephone calls

3. Transfer abroad

DCLUX will never transfer your personal data outside the EEA without your consent. And in such cases DCLUX will always ensure that recipients of your personal data offer the same level of protection of your data than DCLUX.

4. Compliance with legal, regulatory and law enforcement requests.

We cooperate with government and law enforcement officials to comply with the law. We will disclose any information about you to law enforcement officials we believe necessary or appropriate to respond to claims and legal process.

To the extent we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your personal data to third parties as part of legal process.

3. Your rights in relation to your personal data

Unless your request is deemed excessive or unfounded, you may exercise the following rights in relation to your personal data:

1. Right of access

You have the right to request a copy of the personal data that we hold about you. You may request it at privacy@datacenter.eu

2. Right of rectification

You have a right to correct data that we hold about you that is inaccurate or incomplete. You may request it at privacy@datacenter.eu

3. Right to be forgotten

In certain circumstances, you can ask for the data we hold about you to be erased from our records. Please contact privacy@datacenter.eu and we will anonymise all personal data attached to your account. However, please be aware that in certain cases regulatory or legal obligations may prevent DCLUX from completely deleting your personal data.

4. Right of portability

You have the right to have the data we hold about you transferred to another organisation. You may export your data by request it at privacy@datacenter.eu

5. Right to object

You have the right to object to certain types of processing of your personal data such as direct marketing. To do so please contact our legal department at privacy@datacenter.eu

4. Security Measures

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of encryption where appropriate.

We retain personal data only for as long as necessary to provide the services you have requested and thereafter for a variety of legitimate purposes. These might include retention periods:

- mandated by law, contract or similar obligations applicable to our business operations;
- for preserving, resolving, defending or enforcing our legal/contractual rights; or
- needed to maintain adequate and accurate business and financial records.

If you have any questions about the security or retention of your personal data, you can contact us at legal@datacenter.eu

5. Data Protection Officer Details

Datacenter Luxembourg

Luc Seufer
4, rue Graham Bell
L-3235 Bettembourg
Luxembourg

6. Changes to this Privacy Policy

We may change this privacy policy from time to time. We will post any modifications on this page and, if they are significant, we will provide a more prominent notice via email. We will also keep prior versions of this privacy policy in an archive for your review. We encourage you to review our privacy policy whenever you use our services to stay informed about our information practices and what you can do to help protect your security.

If you disagree with any changes to this privacy policy, you will need to stop using our services as outlined above.