

PRIVACY STATEMENT

VERSION: 2020-1.0



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Greenhouse Datacenters provides data center Services such as, among others: Colocation Facilities and Remote Hands. Greenhouse Datacenters uses your personal data to provide Services to you or, at your request, to be able to make a proposal regarding a Service of Greenhouse Datacenters. It is of great importance to us to handle your personal data in a responsible manner. We do this by processing your personal data securely and carefully. In doing so, Greenhouse Datacenters complies with current legislation in the field of personal data protection. The following capitalized terms are defined in the Greenhouse Datacenters General Terms and Conditions.

1. We process the following personal data

Personal data shall mean any information relating to an identified or identifiable natural person ("the data subject"). An identifiable natural person is one who can be identified, directly or indirectly. Greenhouse Datacenters has access to your personal data, which you have provided yourself when requesting an offer or Service. The following personal data are processed by us:

- First name, insertion and surname
- Initials
- Gender
- Date of birth
- Address
- Telephone number
- Email address
- Signature
- Questions you ask
- Any complaints you submit to us
- *Copy credit card front
- *Copy passport/identity card
- Biometric scan

* A Biometric scan is only made if you purchase Colocation Facilities and wish to apply for a personal access pass.

2. We use your data for the following purposes:

1. For the execution of an Agreement

When you sign an Offer or order a Service, an Agreement is concluded between you and Greenhouse Datacenters. We will process your data for the purpose of executing that Agreement. Greenhouse Datacenters cannot provide you with Services without using your data for this purpose.

2. To order a Service

The data you fill in on the Quotation or digitally via the website or portal (cp.greenhousedatacenters.nl) will be registered. This enables us to process your request for a new Service.

3. For relationship management

Your data will be used to manage the relationship between you and Greenhouse Datacenters. You can think of the following: support with the use of a Service, for an update or notification of a complaint or malfunction and for advice.

4. For administration, invoicing and payment

Your data will be used for administrative purposes. This means that your data will be used for invoicing, accounting and what is required by law and/or regulations to administer. We keep track of consumption statistics for the Services we provide so that you can be billed based on consumption for Services to which this applies.

5. For the provision or performance of a Service

We need your details in order to provide the Service. You can think of personal verification for the security of a Service.

3. Legitimate interest of Greenhouse Datacenters

In addition to the data we need for the performance of the Agreement you have with us, we process your data for market research, marketing, sales purposes and the proper performance of our Services.

Your address, e-mail address and (mobile) telephone number that are known to us can be used for commercial offers. Commercial offers can be made by e-mail, telephone or by post. In any form of communication, we offer you the opportunity to indicate that you no longer wish to receive these offers.

We never sell your personal data to third parties for marketing or sales activities.

We can transfer a claim to a debt collection agency at the moment of an expired invoice while after several reminders you have not proceeded to payment. At the time the claim is transferred, the debt collection agency will receive minimal information to collect the claim. The following information is shared with the debt collection agency: name, address, telephone number, email and invoice details.

Telephone calls can be recorded to improve the Service. This will always be reported in advance.

1. Permission

Greenhouse Datacenters may ask you to be allowed to process certain personal data. If you have given permission for this, you can withdraw it at any time. Withdrawing permission can be done in the following ways: via a link in the electronic messages, via a support request or via the portal (cp.greenhousedatacenters.nl).

2. Legal obligations

Greenhouse Datacenters may, in certain cases, be required by law to cooperate with an order to provide Customers' personal data to competent government authorities. The further processing of such data is the responsibility of those government authorities.

Greenhouse Datacenters will only cooperate with such an order if we have determined that the order meets the legal requirements.

3. We retain personal data this long

Your data will in any case be stored during the term of the Agreement between you and Greenhouse Datacenters. The above does not mean that we will keep this data available for all purposes stated in this privacy statement, but only to the extent that this is necessary for a specific purpose. Greenhouse Datacenters retains your data for at least 2 years and fiscal data for 7 years. In the event of legally required storage of personal data, Greenhouse Datacenters will retain your data for the term required by law and, upon expiry of this term, it will be permanently removed from our systems.

4. Security

Greenhouse Datacenters takes security very seriously, as can be seen from the certifications we have in place which can be found on our website. We ensure that appropriate measures have been taken to protect your personal data in order to prevent misuse, loss, unauthorized access, unauthorized modifications and unsolicited disclosure. If you feel that your information is not properly secured or there are indications of misuse, please contact us immediately.

Greenhouse Datacenters will inform you immediately if there is a situation in which there is nonetheless a risk that your data was leaked and this could have adverse consequences for you.

4. You have the following privacy rights

Under the General Data Protection Regulation (GDPR) you have the following rights. Should you submit a request regarding the rights below, Greenhouse Datacenters will respond within 4 weeks. You can submit a request by

telephone or email. In the request, you must state your name, address and telephone number and indicate to which personal data your request relates. Making a request is free of charge, unless you make unfounded or excessive requests. Before we can comply with your request, we are legally mandated to identify you. If we refuse a request, we will explain why.

1. Right to information

It should be clear to the data subject that his or her personal data is being processed and that it is done in a proper and transparent manner.

There is an active duty to inform the data subject. Greenhouse Datacenters provides you with this by means of this privacy statement.

2. Right of inspection

As a data subject, you have the right to access your personal data. You can ask Greenhouse Datacenters what personal data about you has been registered and for what purposes your data will be used.

3. Right of rectification

You, as a data subject, have the right to rectification if incorrect personal data are processed. You can adjust most modifications relating to personal data yourself via the portal (cp.greenhousedatacenters.nl). If you are unable to adjust certain data yourself, you can send us an email so that it can be adjusted for you.

4. Right to oblivion

You, as a data subject, may submit a request to delete your personal data. Greenhouse Datacenters can only comply with this request if we are not mandated to keep your data or if the data is still needed to provide Services to you in accordance with the Agreement entered into.

5. Right to restrict processing

You as a data subject have the right to limit the processing of your personal data. You may submit a request for limitation if you are of the opinion that the processing of your personal data by Greenhouse Datacenters is unlawful or if Greenhouse Datacenters no longer needs your data but does not want your personal data to be removed. Your data will then remain stored but will not be used actively.

6. Right to transferability/data portability

You, as a data subject, have the right to obtain your personal data in a structured, common and readable form in order to be able to offer these data to another processor or to have them transferred directly to another processor. You can submit a request to Greenhouse Datacenters for data portability. We will make the personal data we hold about you (electronically) available.

7. Right not to be subjected to automated individual decision making / profiling.

As a data subject, you have the right not to be subjected to an automated individual decision-making process. Automated individual decision-making is possible in three cases:

It is necessary for the conclusion or execution of an Agreement.

It is permitted by a provision of Union or Member State law.

It shall be based on the express consent of the person concerned.

Greenhouse Datacenters does not take individual decisions without human intervention.

5. Complaints

If you do not agree with the use of your personal data by Greenhouse Datacenters, you can submit a complaint to the Personal Data Authority (Autoriteit Persoonsgegevens) in addition to the aforementioned rights.

6. Recipients

Greenhouse Datacenters works together with partners for the implementation of its Services as well as for its administration. In so far as we are required to share your data with these partners, we will make good arrangements to ensure that your data is properly secured and is only used on behalf of Greenhouse Datacenters for the specific purposes mentioned in this statement.

7. Cookies:

A cookie is data that is sent to your browser via a server. This data is then stored as a file on your device. Greenhouse Datacenters uses multiple types of cookies. Greenhouse Datacenters uses functional cookies to store data for ease of use so that you do not have to enter the same data every time you request a page on our website.

Greenhouse Datacenters also uses analytical cookies to determine which parts of the website are of interest to our visitors. We also use these cookies to optimize the website. We do this by using third party software such as Google Analytics.

Finally, Greenhouse Datacenters uses tracking cookies. We use these cookies to keep track of which pages you visit in order to build up a profile of your online behavior. This profile is not linked to your name, address, email address, etc., but only to tailor advertisements to your profile so that they are as relevant to you as possible. You have the option to modify your cookie settings afterwards.

Contact

If you have any questions or comments regarding our privacy statement, please let us know. You can contact us by sending an email to info@greenhousedatacenters.nl.