

## PRIVACY STATEMENT

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If you have an Agreement with Instant Dedicated B.V. (hereinafter 'Instant Dedicated') as defined in the Terms and Conditions of Instant Dedicated, this Privacy Statement is part of the Agreement. The Privacy Statement provides information regarding possible Processing of Personal Data while providing products or Services. If you have any queries about this Privacy Statement or data protection in general, please contact: [legal@instantdedicated.com](mailto:legal@instantdedicated.com) or use the bottom-right help button at [www.instantdedicated.com](http://www.instantdedicated.com). The products and/or Services shall have the descriptions ascribed thereto in the Agreement and the Services shall have the intended use ascribed thereto in the Agreement.

Instant Dedicated complies with international data protection laws, in particular the Regulation 2016/679/EU of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data ("GDPR").

We regularly revise the information outlined in this Privacy Statement to ensure that we are always fully prepared and up to date with regard to data protection. If this document is updated, we will post any revisions on the website [www.instantdedicated.com](http://www.instantdedicated.com). Instant Dedicated advises you to check this page regularly to see if any changes have been implemented.

### INSTANT DEDICATED AS A DATA CONTROLLER

Contacting Instant Dedicated or using Instant Dedicated's products or Services may lead to the processing of the following types of personal or business data:

- Contact persons name, address, phone number, email address, photo and personal identification numbers or legally authorized representatives.
- Documents and information regarding identity.
- Account information from the customer portal (digital back-end system used for billing, support etc.) such as information regarding products or Services provided, customer ID, log in information, IP address, location, invoiced and outstanding amounts and any other account related information.
- Information about communication such as documented conversations/chats via email or other means, recordings or information about calls Customer makes to Instant Dedicated BV,
- Payment information such as bank account numbers, Paypal/Creditcard information or any other payment method.
- All information that is necessary for entering or being present at a datacenter such as photo/video footage, a fingerprint or biometrical data

The processing of data may occur when any person or company contacts Instant Dedicated for whatever reason, orders a Service from Instant Dedicated or uses any of the Services or Equipment that is owned or retained by Instant Dedicated.

The reasons for processing Personal Data may include:

- Identification and verification purposes
- Compliancy with rules, regulations and financial obligations
- Processing of Orders, agreements, provision of Services or sales of Equipment
- Purchasing of Equipment or Services
- Concluding market research
- Conducting Customer satisfaction surveys
- Sending of information such as newsletters
- Online and offline advertisement
- Conducting sales activities
- For correspondence with (potential) Customers
- To provide information
- To provide support and maintenance
- To allow a Customer to enter a data center
- To collect amounts payable
- Investigating creditworthiness and risk managing
- Ensuring security
- For the purpose of fulfilling a Sub-Processors requirements
- To conduct legal activities including change of ownership
- To perform administrative and financial processes

Instant Dedicated may share Personal Data with its group affiliates for financial and tax purposes, third parties and group affiliates involved in (potential) provision of Services, credit scoring agencies, debt recovery organizations, and to the extent required by law: law enforcement agencies, regulatory organizations, courts or other authorities, parties that claim violation of an Agreement or applicable laws.

### INSTANT DEDICATED AS A DATA PROCESSOR

The Data Processor adheres to the Data Processing Agreement.

The Customer of Instant Dedicated that owns the Equipment or makes use of Instant Dedicated's Equipment, determines the purposes and means of the processing of Personal Data and therefore is to be considered the Data Controller in regards to such processing. If Personal Data is stored on Instant Dedicated's Equipment and at any point Instant Dedicated had access to that Personal

Data, Instant Dedicated shall be considered a Data Processor. Any actions performed by Instant Dedicated in relation to such Personal Data shall be governed by the Agreement. As a Data Processor Instant Dedicated may process the personal data provided by its clients outside the EU/EEA. If the data are to be processed outside the EU/EEA this will be expressly stated in the Order: The Data Processor ensures that the personal data will be protected to an appropriate standard.

The Data Processor uses Sub-Processors such as data centers, software suppliers and network parties. Once an agreement with a Customer has been terminated, the Data Processor will delete the Personal Data it processes on behalf of the client within three months, in such a manner that they will no longer be able to be used and will be rendered inaccessible. Once the Agreement with the Customer has been terminated, the Data Processor will, on request of the Customer, return all the Personal Data it processes on behalf of the Customer within three months.

#### **SECURITY**

As the international data protection laws, and in particular the GDPR requires, Instant Dedicated has implemented sufficient procedures to protect the Personal Data and prevent the abuse or unauthorized access to Personal Data.

We also use security procedures and technical and physical restrictions for accessing and using the Personal Data on our servers.

Instant Dedicated has implemented the following, but not limited to, security measures across its organization: network segmentation, 2-factor authentication, IP security, firewalls, policy filters, anti-virus software, encrypted communication via SSL or VPN, Security Information and Event Management solutions, role-based access permissions (based on least-privilege), secure disposal facilities for confidential information, tools to enable employees to work secure (such as password managers), physical security zones. Per application or communication, additional security measures can be implemented.

If you as EU customer or supplier specifically require a Data Processing Agreement with Instant Dedicated, please use the contact methods stated at the top of this Privacy Statement to get in touch with us.

#### **DATA LEAK PROTOCOL**

In the unfortunate event that something does go wrong, the Data Processor will follow the following data breach protocol to ensure that Customers are notified of incidents:

The Data Processor shall notify the Customer without undue delay and in accordance with the requirements of applicable data protection laws of any confirmed or reasonably suspected breach of security by the data processor or any of its sub-processors leading to the unlawful or unauthorized access, alteration, destruction, disclosure or loss of personal data.

In such an event, the Data Processor shall take reasonable and appropriate measures to (a) investigate the impact of the incident, (b) identify the root cause of the incident, (c) remedy the incident and (d) prevent a reoccurrence of such an incident.

The Data Processor will provide the Customer without undue delay information regarding the nature and consequences of the incident, to the extent known by the Data Processor, including any such information necessary to allow the Customer to notify relevant parties in accordance with data protection laws.

#### **GDPR RELATED RIGHTS**

In accordance with data protection laws, you have a number of rights regarding your Personal Data and the processing thereof:

- You can view and, if necessary, change your Personal Data in your account at any time in case duly required.
- If you wish to know what Personal Data has been processed.
- You also have the right to obtain from us the erasure of your Personal Data (right to be forgotten) in case and to the extent duly required and permitted.
- In addition, you may, under certain circumstances, have the right to restriction of the processing of your Personal Data in case and to the extent duly required and permitted.
- You have the right to object, on grounds relating to your particular situation, at any time to processing of your Personal Data.
- You have the right to receive your Personal Data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller when the processing is based on your consent or is necessary for the performance of a contract (data portability).
- You have a right to file a complaint with your local supervisory authority when you have concerns about the processing of your Personal Data by Instant Dedicated. We kindly request to try to resolve any issues with us first.

Instant Dedicated will store Personal Data as long as necessary to perform the purposes of processing as stated in this Privacy Statement.

Instant Dedicated B.V., a private limited liability company, incorporated under the laws of the Netherlands. Office address J.W. Lucasweg, 2031 BE, Haarlem, The Netherlands, listed with the Chamber of Commerce under number 54038812.

