



Privacy Policy

The protection of your privacy when processing personal data is an important concern for us. The following apply to the online offer of www.realmshosting.com ("Online Offer").

Details of the "responsible person" is

Realms Hosting

hereinafter referred to as "we" or "us".

Realms Hosting proceeds with all data processing procedures (e.g. collection, processing and transmission) in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation).

The following provides you with an overview of the type of data collected and how it is used and passed on, the security measures Realms Hosting takes to protect your data and how you can exercise your rights.

Your Rights

You have a number of 'Data Subject Rights' below is some information on what they are and how you can exercise them.

Right to information: You can request information from us as to whether and to what extent we process your data.

Right to rectification: If we process your data that is incomplete or incorrect, you can request that we correct or complete it at any time.

Right to erasure: You may request that we erase your data if we are processing it unlawfully or if the processing disproportionately interferes with your legitimate interests in protection. Please note that there may be reasons that prevent immediate deletion, e.g. in the case of legally regulated retention obligations. Irrespective of the exercise of your right to deletion, we will delete your data immediately and completely, insofar as there is no legal or statutory obligation to retain data in this respect.

Right to restriction of processing: You may request us to restrict the processing of your data if you dispute the accuracy of the data for a period of time that allows us to verify the accuracy of the data, the processing of the data is unlawful, but you object to erasure and request restriction of data use instead, we no longer need the data for the intended purpose, but you still need this data to assert or defend legal claims, or you have objected to the processing of the data.

Right to data portability: You may request that we provide you with the data you have provided to us in a structured, commonly used and machine-readable format and that you may transfer this data to another controller without hindrance from us, provided that we process this data on the basis of a revocable consent given by you or for the performance of a contract between us, and this processing is carried out with the aid of automated procedures. If technically feasible, you may request us to transfer your data directly to another controller.



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Right to object: If we process your data for legitimate interest, you may object to this data processing at any time; this would also apply to profiling based on these provisions. We will then no longer process your data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the assertion, exercise or defense of legal claims. You may object to the processing of your data for the purpose of direct marketing at any time without giving reasons.

Right of complaint: If you are of the opinion that we violate data protection law when processing your data, please contact us so that we can clarify any questions. Of course, you also have the right to contact the supervisory authority responsible for you, the respective state office for data protection supervision. If you wish to assert any of the aforementioned rights against us, please contact us. In case of doubt, we may request additional information to confirm your identity.

Where the processing of your personal information is based on consent, you have the right to withdraw that consent without detriment at any time.

The above rights may be limited in some circumstances, for example, if fulfilling your request would reveal personal information about another person, if you ask us to delete information which we are required to have by law, or if we have compelling legitimate interests to keep it. We will let you know if that is the case and will then only use your information for these purposes. You may also be unable to continue using our services if you want us to stop processing your personal information.

We encourage you to get in touch if you have any concerns with how we collect or use your personal information.

What are the relevant legal bases for processing your data?

In accordance with Art. 13 GDPR the following informs you about the legal basis of us processing your data and unless the legal basis is not specifically mentioned, the following applies:

Consent – This is where we have asked you to provide explicit permission to process your data for a particular purpose. (Art. 6 Para. 1 lit. and Art. 7 GDPR)

Contract – This is where we process your information to fulfill a contractual arrangement we have made with you. (Art. 6 Para. 1 lit. b GDPR)

Answering your business enquiries – This is where we process your information to reply to your messages, e-mails, posts, calls, etc. (Art. 6 Para. 1 lit. b GDPR)

Legitimate Interests - This is where we rely on our interests as a reason for processing, generally this is to provide you with the best products and service in the most secure and appropriate way. (Art. 6 Para. 1 lit. f GDPR). Of course, before relying on any of those legitimate interests we balance them against your interests and make sure they are compelling enough and will not cause any unwarranted harm.



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Legal Obligation – This is where we have a statutory or other legal obligation to process the information, such as for the investigation of crime. (Art. 6 Para. 1 lit. c GDPR)

Vital interests – This is where we process your information for communications about security, privacy and performance improvements of our services. Or for establishing, exercising or defending our legal rights. (Art. 6 para. 1 lit. d GDPR)

Accuracy

It is important that the data we hold about you is accurate and current, therefore please keep us informed of any changes to your personal data.

Online presences in social media

We maintain online presences in [Facebook](#) on the basis of our legitimate interests within the meaning of Article 6 lit. f) GDPR and in order to communicate with customers, interested parties and users who are active there. Unless otherwise stated in this policy, we process the data of users if they communicate with us within the social networks and platforms, e.g. write articles on our online presences or send us messages.

What are the categories of data subjects?

Customers, interested parties, visitors and users of the online offer as well as our business partners.

Collection, use and storage of personal data

When you use the online offer, Realms Hosting collects different data from you, partly also so-called personal data. This is information that relates to an identified or identifiable natural person.

Visiting the our website in general

When visiting the Realms Hosting website, you transmit data to our web server (due to technical necessity) via your internet browser. The following data is recorded during an ongoing connection for communication between your device browser and our web server:

- Date and time of the request;
- Name of the requested file;
- Page from which the file was requested;
- Access status (file transferred, file not found, etc.);
- Web browser and operating system used;
- Complete IP address of the requesting computer;
- Amount of data transferred;

For reasons of technical security, in particular to defend against attempted attacks on our web server, this data is stored by us for a short period of time. It is not possible for us to draw conclusions about individual persons on the basis of this data.

The legal basis for the storage is Article 6 lit. f) GDPR.

User account / registration



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It is also possible for you to register an account. For this purpose, you will need to provide us with the following: First Name, Last Name, Email Address, Phone Number, Billing Address. Providing those will enable you to log in more easily without having to enter your data again when you use our services next. Realms Hosting stores the data you enter to set up a customer account. We will hold your data for further orders as long as you maintain your registration. You have the right to access, correct or delete your registration data at any time. The legal basis for the storage is Art. 6 Para. 1 lit. a) GDPR.

Passwords

You should never disclose your password for accessing our portal to any third party and you should change it regularly. If you want to leave your account, you should press the logout and close your browser to prevent anyone from gaining unauthorized access to it.

Blog and Profile Data

Within the Blog you may be able to display certain profile information, share certain details, engage with others, exchange knowledge and insights, post and view relevant content. Content and data is publicly viewable. You have choices about the information on your profile. You don't have to provide additional information on your profile; however, profile information helps you to get more from our Services,. It's your choice whether to include sensitive information on your profile and to make that sensitive information public. Please do not post or add personal data to your profile that you would not want to be available. The legal basis for the storage is Article 6 lit. f) GDPR.

Newsletter

We send newsletters, e-mails and other electronic notifications with promotional information and only with the consent of the recipients or a legal permission. Apart from that, our newsletters contain information about our products, offers, promotions and Realms Hosting. Registration for our newsletter takes place in a so-called double opt-in procedure. This means that after registration you will receive an e-mail in which you are asked to confirm your registration. This confirmation is necessary so that no one can register with other email addresses. The registrations for the newsletter are logged in order to be able to prove the registration process in accordance with the legal requirements. This includes the storage of the registration and confirmation time as well as the IP address. The legal basis for the storage is Art. 6 Para. 1 lit. a) GDPR.

Contacting Us

If you contact us the data you provide will be stored so that your message can be forwarded to the correct contact person. This is done in accordance with Article 6 lit. f) GDPR to process your request. Your data provided will not be used for any other purposes, in particular not for advertising.

Online Payment, Secure data transmission and Credit card information

The transmission of your personal information during an order transaction is encrypted using industry standard Secure Socket Layer ("SSL") technology, (SSL encryption version 3). Any credit card information you provide will not be stored by us, but will be encrypted and collected directly



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from our payment service provider via hypertext transfer protocol secure ("https").

We may share information with our payment service provider, and you may need to provide credit or debit card information directly to the provider in order to process payment details and authorise payment following a secure link. The information which you supply to in such cases is not within our control.

Data retention

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, the data processed by us will be deleted or restricted in their processing in accordance with Art. 17 and 18 GDPR. If the data is not deleted because they are required for other and legally permissible purposes, their processing is restricted. This means that the data is blocked and not processed for other purposes. This applies, for example, to data that must be retained for commercial or tax law reasons.

When do we disclose your Personal Data?

We may share your information with organizations that help us provide the services described in this policy and who may process such data on our behalf and in accordance with this policy, to support our online offer and our services. If you wish to learn more about how the relevant provider process your personal data, please follow the link embedded in the above mentioned providers name.

Typically and unless otherwise stated in this policy, data may be shared on the basis of our contractual and pre-contractual obligations, in accordance with Art. 6 para. 1 lit. b) GDPR. Equally, if you have consented to it, or where there we have a legal obligation to do so or on the basis of our legitimate interests (e.g. when using agents, hosting providers, tax, business and legal advisors, customer care, accounting, billing and similar services that allow us to perform our contractual obligations, administrative tasks and duties efficiently and effectively).

If we commission third parties to process data on the basis of a so-called "processing agreement", this is done on the basis of Art. 28 GDPR.

In relation to meta data obtained about you, we may share a cookie identifier and IP data with analytic service providers to assist us in the improvement and optimisation of our website which is subject to our Cookies Policy.

We may also disclose information in other circumstances such as when you agree to it or if the law, a Court order, a legal obligation or regulatory authority ask us to. If the purpose is the prevention of fraud or crime or if it is necessary to protect and defend our right, property or personal safety of our staff, the website and its users.

Integration Of Services And Contents Of Third Parties

We use within our online offer on the basis of our legitimate interests (Art. 6 para. 1 lit. f. GDPR), content or services offered by third-party providers in order to integrate their content and services.



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This always requires that the third-party providers of this content are aware of your IP address, since the content or service could not send to your browser without the IP address. The IP address is thus required for the display of this content and we endeavor to use providers that only use your IP address for the delivery of the content or services. However, Third-party providers may also use so-called pixel tags (invisible graphics, also known as "web beacons") for statistical or marketing purposes. The "pixel tags" can be used to evaluate information such as visitor traffic on the pages of this website. The pseudonymous information may also be stored in cookies on the user's device and may contain, among other things, technical information about the browser and operating system, referring websites, time of visit and other information about the use of our online offer, as well as be linked to such information from other sources.

Hosting and Content Delivery Networks (CDN)

This website is hosted on our in-house servers and the personal data collected on this website is stored on our in-house servers.

Social Media Functions and Widgets

Within our online offer, functions and widgets of Facebook are integrated. When you click on or use any of those functions and widgets, your browser establishes a direct connection to Facebook. The function or widget then transmits log data to Facebook. This log data may contain your IP address, the address of the visited websites, type and settings of the browser, date and time of the request, your usage of Facebook, as well as cookies. Those may also include the display of our post, the link to our profile, the possibility to interact with the posts and functions, as well as to measure users reach (so-called conversion measurement).

Children Data

Our website is not intended for children and we do not knowingly collect data relating to children. If you become aware that your Child has provided us with Personal Data, without parental consent, please contact us and we take the necessary steps to remove that information from our server.

International transfers

We may transfer your personal information outside the European Economic Area (EEA). For example, our Websites are hosted on servers within Europe and the United States of America, and our third party service providers operate around the world. We will only transfer your personal information outside the EEA if adequate protection measures are in place. To ensure that your personal information does receive an adequate level of protection outside the EEA we use the following protection measures:

- Transferring to countries approved by the European Commission.
- Using model contractual clauses and standard contractual clauses approved by the European Commission.

Further details in respect of protective measures used outside of the EEA are available on request.

Changes



Privacy Policy

This policy and our commitment to protecting the privacy of your personal data can result in changes to this policy . Please regularly review this policy to keep up to date with any changes.

Queries and Complaints

Any comments or queries on this policy should be directed to us. If you believe that we have not complied with this policy or acted otherwise than in accordance with data protection law, then you should notify us.