

HostNodeX

Privacy Policy

Version 1.0 – Effective September 2025

1. Introduction & Scope

1.1 This Privacy Policy explains how HostNodex, headquartered in Malmö, Sweden, collects, processes, and protects your personal data when you use our website and Services.

1.2 HostNodex is the Data Controller for the purposes of the General Data Protection Regulation (GDPR).

1.3 This Policy applies to all customers, visitors, and business partners of HostNodex.

2. Data Controller Information

2.1 HostNodex is registered and operates in Malmö, Sweden.

2.2 Contact: support@hostnodex.com

2.3 For privacy-related matters, you may also contact the Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten, IMY).

3. Categories of Data Collected

3.1 Account Data: name, email address, password, and contact information provided at registration.

3.2 Payment Data: billing address, payment method details (processed via Stripe, not stored by HostNodex).

3.3 Technical Data: IP address, browser type, operating system, device identifiers, and log data.

3.4 Usage Data: information about how Services are accessed and used, including bandwidth, CPU, and storage metrics.

3.5 Communications Data: content of support tickets, chat logs, and email correspondence.

3.6 Business Data: company name, registration number, and VAT ID for business customers.

4. Legal Basis for Processing

4.1 HostNodex processes personal data only where lawful under GDPR Article 6.

4.2 Processing bases include:

- Performance of a contract (providing Services).
- Compliance with legal obligations (tax and accounting requirements).

- Legitimate interests (security, fraud prevention, service improvement).
- Consent (marketing communications).

5. Purposes of Processing

- 5.1 To create and manage customer accounts.
- 5.2 To process payments and provide invoices.
- 5.3 To deliver and improve our Services.
- 5.4 To ensure security, detect fraud, and prevent abuse.
- 5.5 To provide customer support.
- 5.6 To comply with applicable laws and regulations.
- 5.7 To send marketing communications where consent has been given.

6. Subprocessors & Data Sharing

- 6.1 HostNodex engages third-party service providers (subprocessors) to deliver Services.
- 6.2 Examples include:
 - Stripe (payment processing).
 - Infrastructure providers (for VPS hosting).
- 6.3 Subprocessors are bound by GDPR-compliant agreements.
- 6.4 Data may be shared with competent authorities if required by law.

7. International Transfers

- 7.1 HostNodex primarily stores and processes data within the European Union.
- 7.2 If data is transferred outside the EU/EEA, HostNodex ensures adequate safeguards are in place, such as Standard Contractual Clauses (SCCs).

8. Data Retention Policy

- 8.1 HostNodex retains personal data only as long as necessary for the purposes outlined in this Policy.
- 8.2 Account and billing data are retained for at least 7 years as required by Swedish tax law.

8.3 Technical and log data are retained for a shorter period, typically up to 12 months, unless required for security or legal compliance.

8.4 Upon termination, customer data may be permanently deleted unless retention is required by law.

9. Security Measures

9.1 HostNodex implements appropriate technical and organizational measures to protect personal data.

9.2 Measures include encryption, access controls, secure data centers, and regular security audits.

9.3 Customers are responsible for securing their own applications and credentials.

10. Customer Rights under GDPR

10.1 Customers have the following rights:

- Right of access to personal data.
- Right to rectification of inaccurate data.
- Right to erasure (“right to be forgotten”).
- Right to restriction of processing.
- Right to data portability.
- Right to object to processing.
- Right to withdraw consent for marketing at any time.

10.2 Requests can be made by contacting support@hostnodex.com.

10.3 Customers may lodge complaints with IMY if unsatisfied.

11. Children's Privacy

11.1 HostNodex does not knowingly collect data from individuals under 18 years of age.

11.2 If we become aware that personal data has been collected from a child, we will delete it immediately.

12. Cookies & Tracking

12.1 HostNodex uses cookies and similar technologies for functionality, analytics, and security.

12.2 Customers can manage cookie preferences via browser settings.

12.3 For details, see the HostNodex Cookies Policy.

13. Changes to this Policy

13.1 HostNodex may update this Privacy Policy from time to time.

13.2 Customers will be notified of significant changes via email or dashboard notifications.

13.3 Continued use of Services after changes constitutes acceptance.

14. Contact & Complaints

14.1 HostNodex, Malmö, Sweden.

14.2 Email: support@hostnodex.com

14.3 Supervisory Authority: Integritetsskyddsmyndigheten (IMY), www.imy.se