AXISNETWORKS - PRIVACY POLICY (GDPR)

Date updated: 02/12/2025

AxisNetworks (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, process, store, and protect your information in accordance with the General Data Protection Regulation (GDPR) and applicable Dutch and EU laws.

This Privacy Policy applies to all AxisNetworks services, including:

- Cloud Hosting & Virtual Servers
- Dedicated Servers
- Co-location Services
- Network Services, IX & BGP Services
- Cybersecurity & DDoS Mitigation
- Managed IT Services
- All AxisNetworks websites and customer portals

1. DATA CONTROLLER

AxisNetworks
Email: support@axisnetworks.org
Website: https://axisnetworks.org

AxisNetworks is responsible for your personal data under the GDPR.

If AxisNetworks processes data on behalf of customers (for example through hosting or cybersecurity services), AxisNetworks acts as a **Data Processor**.

2. PERSONAL DATA WE COLLECT

We only collect data necessary for delivering our services. This may include:

2.1 Data you provide directly

- Name & contact details
- Billing address & company information
- Email address
- Payment details (excluding full credit card numbers — these are handled securely by payment processors)
- Support ticket information
- Login details for customer portals

2.2 Data collected automatically

- IP addresses
- Device information
- Browser fingerprints
- Access logs (required for security and auditing)
- Usage statistics of AxisNetworks services
- DDoS-related traffic diagnostics

2.3 Data processed on your behalf

- (Only applicable if you host data with us.)
- Files, databases, and content stored on servers
- Email hosting data (if applicable)

- Application data processed through our infrastructure

AxisNetworks does not access customer content unless required for support, security, or legal obligations.

3. LEGAL BASIS FOR PROCESSING (GDPR ARTICLE 6)

We process data under the following legal bases:

- **Contractual necessity** – To provide and manage your services.
- **Legal obligation** – To comply with Dutch/EU regulations (tax, logging, abuse handling).
- **Legitimate interest** – For network security, fraud prevention, and service improvements.
- **Consent** – For marketing communications (optional and revocable at any time).

4. HOW WE USE YOUR DATA

We process personal data for:

- Account creation & authentication
- Order processing and billing
- Service provisioning (cloud, network, cybersecurity, IX, co-location, etc.)
- Preventing abuse, fraud, and security threats
- Configuring managed services
- Handling support tickets
- Monitoring and improving infrastructure performance
- Legal compliance and dispute resolution
- Providing DDoS detection and mitigation
- Optional marketing communications (only with consent)

5. DATA RETENTION

We retain data only as long as necessary:

Data Type	Retention Period
Account information	As long as your account is active
Billing documents	7 years (required by Dutch law)
Access & security logs	3–12 months (depending on service)
Support tickets	Up to 3 years
Backups	According to service-specific backup policies
DDoS logs & network telemetry	30–180 days

After retention periods expire, data is deleted or anonymized.

6. DATA SHARING & THIRD PARTIES

AxisNetworks **does not sell or rent** personal data.

We may share data with carefully selected third parties solely to deliver services:

Examples:

- Data centers (for co-location hosting)
- Network & transit providers

- Payment processors
- Email delivery services
- Anti-abuse & compliance systems
- Legal authorities (when required)

All third parties are bound by **Data Processing Agreements (DPA)** in accordance with GDPR Article 28.

Data may be stored or processed within the EU or in GDPR-compliant regions (e.g., EEA-equivalent protection).

7. INTERNATIONAL DATA TRANSFERS

If data must be processed outside the EU/EEA, AxisNetworks ensures that one of the following applies:

- Adequacy decision by the European Commission
- Standard Contractual Clauses (SCCs)
- GDPR-compliant safeguards

We will notify customers if international transfers change significantly.

8. SECURITY MEASURES

AxisNetworks implements strict technical and organizational measures, including:

- Encrypted data transmission (TLS 1.2+)
- Encrypted storage where appropriate
- Access control and authentication systems
- Network-level segmentation
- DDoS protection and cybersecurity controls
- Continuous vulnerability scanning
- Physical security at all data center locations
- Logging and monitoring systems
- Firewalls & intrusion detection

We follow industry best practices for hosting, co-location, IX connectivity, and cybersecurity.

9. YOUR RIGHTS UNDER GDPR

You have the following rights:

- **Right to access** your data
- **Right to rectification** (correct inaccurate data)
- **Right to erasure** ("right to be forgotten")
- **Right to restrict** processing
- **Right to data portability**
- **Right to object to processing**
- **Right to withdraw consent** (for marketing)
- **Right to lodge a complaint** with the Dutch Data Protection Authority (AP)

To exercise your rights, contact:
legal@axisnetworks.org

10. COOKIES & TRACKING

AxisNetworks uses minimal cookies for:

- Authentication

- Session management
- Analytics (anonymized where possible)
- Security and fraud prevention

We do not use invasive tracking technologies without consent.

Full cookie details are available in our Cookie Policy.

11. DATA PROCESSING FOR CYBERSECURITY & DDOS PROTECTION

For AxisNetworks services, we may process:

- Attack signatures
- Packet metadata
- Behavioral analytics
- Suspicious traffic fingerprints

This processing is required to:

- Identify attacks
- Apply mitigation strategies
- Protect the customer and upstream networks

This data is never used for marketing or unrelated analysis.

12. MINORS

AxisNetworks does not knowingly collect data from individuals under 16 without parental consent.

13. CHANGES TO THIS PRIVACY POLICY

AxisNetworks may update this Privacy Policy at any time.

Updates take effect upon publication on our website.

14. CONTACT INFORMATION

For privacy-related questions or GDPR requests:

AxisNetworks – Legal Department

Email: **legal@axisnetworks.org**
Website: **https://axisnetworks.org**