

# Privacy Policy – Hercul-IT

## 1. Introduction

Hercul-IT highly values the protection of personal data. In this privacy policy, we explain which personal data we collect, why we do so, how we handle it, and what rights you have. Hercul-IT operates in accordance with the General Data Protection Regulation (GDPR).

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## 2. Scope

This privacy policy applies to all services and websites of Hercul-IT, and to all forms of personal data processing where Hercul-IT acts as the data controller.

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## 3. What data do we collect?

We may process the following personal data:

- Name and contact details (such as email address, phone number, address)
  - Company details
  - Login details and account information
  - IP address and device information
  - Payment and invoicing details
  - Correspondence and communication with our customer service
  - Technical data such as server logs, uptime monitoring, and usage statistics
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## 4. Purposes of data processing

We use your personal data exclusively for the following purposes:

- Delivering our services (such as VPS, dedicated servers, colocation)
- Maintaining customer relationships and communication

- Invoicing and administration
  - Securing and monitoring our systems
  - Compliance with legal obligations
  - Improving our services and customer satisfaction
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## 5. Legal basis for processing

We process personal data on the basis of:

- Performance of a contract
  - Legal obligation
  - Legitimate interest (such as security or service improvement)
  - Consent (where necessary, such as for marketing communications)
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## 6. Sharing of data

We only share your personal data with third parties if this is necessary for the performance of our services or to comply with a legal obligation. This includes, for example:

- Hosting and infrastructure partners
- Payment service providers
- Government authorities (e.g. tax authorities or police, if legally required)

In addition, personal data may be shared with the management panel systems used by Hercul-IT for its services, such as:

- **vps.hercul-it.net** – for the management and use of VPS services
- **colocation.hercul-it.net** – for the management and use of colocation services

We enter into data processing agreements with external processors to ensure the protection of your data.

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## 7. Retention periods

We do not retain personal data longer than necessary for the purposes for which it was collected, unless a longer retention period is legally required (for example, for tax purposes).

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## 8. Security

Hercul-IT takes appropriate technical and organizational measures to protect personal data against loss, misuse, unauthorized access, or disclosure. These include:

- Encrypted connections (SSL/TLS)
  - Access restrictions to systems
  - Backups and monitoring
  - Firewalls and antivirus measures
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## 9. Rights of data subjects

As a data subject, you have the following rights:

- Right to access your data
- Right to rectification or erasure of data
- Right to restriction of processing
- Right to data portability
- Right to object to processing
- Right to withdraw previously given consent

You can submit a request via **[contact@hercul-it.net](mailto:contact@hercul-it.net)**. We will respond within 30 days.

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## 10. Cookies and tracking

Our website(s) use functional and analytical cookies. Tracking cookies are only placed with your consent. Please consult our cookie policy for more information.

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## **11. Changes**

Hercul-IT reserves the right to amend this privacy policy. The most recent version is always available on our website. In case of significant changes, we will inform you accordingly.

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## **12. Contact**

For questions about this privacy policy or about how we handle your personal data, you can contact us at:

**Hercul-IT**

[contact@hercul-it.net](mailto:contact@hercul-it.net)