

## GDPR Policy - Key Information

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Whenever the term Netcloud24 appears in these regulations, it refers to the company NWMA Sp. z o.o., headquartered in Karniowice, Mickiewiczza Street 13, which owns the domain [www.netcloud24.com](http://www.netcloud24.com) and provides services on it.

### 1. WHAT IS GDPR?

GDPR stands for "Regulation (EU) 2016/679 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", also known as the General Data Protection Regulation. GDPR is a European Union legal act that introduces uniform rules for personal data protection in all EU countries. The purpose of GDPR is to ensure greater privacy and security of personal data, as well as to regulate the way personal data is processed, collected, stored, and shared. The regulation defines, among others, the rights of individuals whose data is being processed, the obligations of entities processing data, the requirements for consent to data processing, and procedures related to data protection breaches.

### 2. WHEN DID THE NEW GDPR RULES COME INTO FORCE?

The new GDPR rules, i.e., Regulation (EU) 2016/679 of the European Parliament and of the Council, have been in force since May 25, 2018. On that day, they replaced the previous Directive 95/46/EC, which concerned the protection of individuals with regard to the processing of personal data and the free movement of such data. Since May 25, 2018, GDPR has been the legal basis for personal data protection in all EU Member States.

### 3. WHAT ARE YOUR OBLIGATIONS AND RIGHTS UNDER GDPR?

GDPR does not impose direct obligations. However, you have the right to protect your personal data in accordance with GDPR provisions. Here are the most important rights you have under GDPR:

- 1.1. Right to information - you have the right to obtain information about what data is being processed about you and for what purpose.
- 1.2. Right of access - you have the right to obtain a copy of your personal data processed by organizations.
- 1.3. Right to rectification - you have the right to request the correction or completion of your personal data if they are incorrect or incomplete.
- 1.4. Right to erasure - you have the right to request the deletion of your personal data when they are no longer needed for the purposes for which they were collected.
- 1.5. Right to restrict processing - you have the right to request a restriction on the processing of your personal data.
- 1.6. Right to data portability - you have the right to receive your personal data in a format that allows you to transfer them to another entity.
- 1.7. Right to object - you have the right to object to the processing of your personal data in specific situations, including direct marketing.

It is important to remember that exercising these rights involves certain formalities and requires confirmation of the identity of the person applying to exercise these rights.

### 4. DATA CONTROLLER.

The Data Controller of your personal data is NWMA Sp. z o.o. based in Karniowice. Contact with NWMA is possible via traditional mail at the address: Mickiewiczza Street 13, 32-545 Karniowice, or via email at [biuro@networkmanager.pl](mailto:biuro@networkmanager.pl).

### 5. OBJECTIVES.

The legal basis and processing period of your personal data depend on the nature of the relationship that connects you with Netcloud24. Before using the company's services, we recommend that you familiarize yourself with the following information for:



### 5.1. Clients:

- Surveying satisfaction and improving the quality of services provided. The legal basis for processing your personal data will be the realization of Netcloud24's legitimate interest, which is the ability to improve the quality of services provided (Art. 6 (1) (f) GDPR). If, in the course of the satisfaction survey, Netcloud24 processes personal data beyond those necessary for providing electronic services, the legal basis for processing personal data may be your consent (Art. 6 (1) (a) GDPR in connection with Art. 18 (4) of the Act of 18 July 2002 on the provision of electronic services). Your personal data will be processed for the duration of using Netcloud24's services and having an account in the Customer Panel or until you object to the processing of personal data for the purpose of surveying satisfaction with Netcloud24's services.
- Marketing of Netcloud24's services and activities. The legal basis for processing your personal data will be the realization of Netcloud24's legitimate interest, which is promoting Netcloud24's services and activities (Art. 6 (1) (f) GDPR), in connection with your consent to receive marketing information via electronic means of communication. Your personal data will be processed for the duration of using Netcloud24's services and having an active consent to receive marketing information via electronic means of communication or until you object to the processing of personal data for marketing purposes.
- Payment processing and settlement. The legal basis for processing your personal data will be the performance of the contract of which you are a party (Art. 6 (1) (b) GDPR). Your personal data will be processed until full settlement of the service or until the claim for payment due to us becomes time-barred (as a rule, the limitation period for our claims for payment expires at the end of the calendar year two years after the date when the remuneration becomes due).
- Payment processing and settlement. In the case of payment processing using Subscription Payment, the legal basis for processing your personal data will be voluntary consent (Art. 6 (1) (a) GDPR) expressed by providing personal data indicated in the Subscription Payment activation form and activating Subscription Payment. Your personal data will be processed until you cancel Subscription Payment, fully settle the service, or until the claim for payment due to us becomes time-barred (as a rule, the limitation period for our claims for payment expires at the end of the calendar year two years after the date when the remuneration becomes due).
- Correspondence management. The legal basis for processing your personal data will be the realization of Netcloud24's legitimate interest, which is conducting correspondence as part of the business activity (Art. 6 (1) (f) GDPR). Your personal data will be processed for the duration of correspondence and then until the limitation period for any claims related to the correspondence expires (as a rule, limitation expires at the end of the calendar year three or six years after the date when the claim became due), or until the limitation period for the imposition of administrative fines expires. We delete telephone conversation recordings as a rule after 18 months from the conversation date.
- Performance of accounting and tax obligations: The legal basis for processing your personal data is the performance of a legal obligation arising from the provisions of law (Art. 6 (1) (c) of the GDPR in connection with Art. 106e (1) and Art. 112 of the Act of March 11, 2004 on the tax on goods and services in connection with Art. 86 of the Tax Ordinance Act of August 29, 1997). Your personal data will be processed until the expiration of the tax liability, i.e., for 5 years from the end of the calendar year in which the tax payment deadline expires.
- Registration and maintenance of an account in the Client Panel: The legal basis for processing your personal data will be the performance of a contract of which you are a party or taking action at your request prior to the conclusion of the contract (Art. 6 (1) (b) of the GDPR in connection with Art. 18 (1) and (2) of the Act of July 18, 2002, on the provision of electronic services, in connection with the General Terms and Conditions of Contracts). Your personal data will be processed until you delete your account in the Client Panel. However, it is worth remembering that Netcloud24 has the right to independently delete your account in the Client Panel if you do not have an active service for at least three months before the account is deleted.
- Handling of complaints: The legal basis for processing your personal data will be the pursuit of a legitimate interest of Netcloud24, which is the handling of complaints and defense against claims (Art. 6 (1) (f) of the GDPR). Your personal data will be processed for the time necessary to handle the complaint, and documents related to the complaint proceedings will be kept until the expiration of the limitation period for claims. As a rule, the limitation period expires at the end of the calendar year after three or six years from the due date of the claim.
- Provision of services via electronic means offered by Netcloud24: The legal basis for processing your personal data will be the performance of a contract of which you are a party (Art. 6 (1) (b) of the GDPR in connection with Art. 18 (1) and (2) of the Act of July 18, 2002, on the provision of electronic services in connection with the General Terms and Conditions of Contracts and the service regulations you use). Your personal data will be processed for the duration of the service provision.
- Processing of data at the request of authorized bodies: The legal basis for processing your personal data is the performance of obligations provided for by law (Art. 6 (1) (c) of the GDPR together with Art. 18 (6) of the Act of July 18, 2002, on the provision of electronic services and national provisions regulating the procedure for conducting proceedings by authorized bodies, such as Art. 15 of the Code of Criminal Procedure of June 6, 1997, or Art. 248 of the Code of Civil Procedure of November 17, 1964). Your personal data will be processed until the expiration of the limitation period for claims, which generally occurs on the last day of the calendar year after three or six years from the due date of the claim (it should be remembered that this period may be interrupted on the basis of legal provisions, which may result in an extension of the data processing period) or until the expiration of the possibility of imposing an administrative fine.
- Your personal data will be processed by Netcloud24 for the purpose of determining, pursuing or defending against claims. Netcloud24 has a legitimate legal interest in securing its interest against claims and pursuing its own claims. The processing of personal data will take place for a period that allows for the limitation of claims or the possibility of imposing an administrative monetary penalty.
- Netcloud24 also processes your personal data to ensure the security of the services provided and the conducted operations. Netcloud24 has a legitimate legal interest in preventing unauthorized access to electronic communication networks and counteracting damage to



computer systems. The processing of personal data for this purpose takes place for a period that ensures the security of services, networks, and information.

### 5.2. Subscribers:

- Conducting correspondence. The legal basis for processing your personal data will be the realization of Netcloud24's legitimate interest, which is conducting correspondence as part of its business operations (Article 6(1)(f) GDPR). Your personal data will be processed for the duration of the correspondence, and then until the limitation period for any claims related to the correspondence expires (in principle, the limitation occurs at the end of the calendar year after three or six years from the date the claim becomes due) or the possibility of imposing an administrative monetary penalty expires. We generally delete telephone call recordings 18 months after the date of the call.
- Handling complaints. The legal basis for processing your personal data will be the realization of Netcloud24's legitimate interest, which is handling complaints and defending against claims (Article 6(1)(f) GDPR). Your personal data will be processed for the time necessary to handle the complaint, and then documents related to the complaint proceedings will be stored until the limitation period for claims expires (in principle, the limitation occurs at the end of the calendar year after three or six years from the date the claim becomes due).
- Providing electronic services included in Netcloud24's offer (domain registration services and related services). The legal basis for processing your personal data will be the performance of a contract to which you are a party (Article 6(1)(b) GDPR in connection with Article 18(1) and (2) of the Act of 18 July 2002 on the provision of electronic services, in connection with the General Terms and Conditions and the rules of the domain registration service and related services). Your personal data will be processed for the duration of the services provision.
- If required by authorized bodies, your personal data may be disclosed. Data processing in such cases is based on a legal obligation (Article 6(1)(c) GDPR together with Article 18(6) of the Act of 18 July 2002 on the provision of electronic services and national provisions regulating the procedure for conducting proceedings by authorized bodies, e.g., Article 15 of the Act of 6 June 1997 - Code of Criminal Procedure or Article 248 of the Act of 17 November 1964 - Code of Civil Procedure). Your data will be processed for the limitation period for claims, i.e., until the last day of the calendar year after three or six years from the date the claim becomes due (please note that this period may be interrupted based on legal provisions, which may result in extending the data processing period), or the limitation period for the possibility of imposing an administrative monetary penalty.
- Netcloud24 processes your personal data for the purpose of determining, pursuing, or defending against claims. The legal basis for processing your personal data is the realization of Netcloud24's legitimate interest, which is to protect its interests against claims and pursue claims (Article 6(1)(f) of the GDPR). The period of processing your personal data is limited to the expiration of the limitation period for claims. Typically, this period ends on the last day of the calendar year after the lapse of three or six years from the date the claim becomes due (however, it should be noted that legal provisions may interrupt this period, which may result in an extension of the processing time of your data), or the limitation of the possibility of imposing an administrative monetary penalty.
- Netcloud24 processes your personal data to ensure the security of services, networks, and to prevent unauthorized access to electronic communication networks and damage to computer systems. The legal basis for processing your personal data is the realization of Netcloud24's legitimate interest, which is to ensure an appropriate level of security for the provided services and conducted activities, in accordance with Article 6(1)(f) of the GDPR. Your personal data will be processed for the period necessary to ensure the security of services, networks, and information.

### 5.3. Netcloud24 Website Users:

- Analysis of user activity and preferences is processed by Netcloud24 to improve functionality on the Netcloud24 website. The legal basis for processing your personal data is the realization of Netcloud24's legitimate interest (Article 6(1)(f) of the GDPR) and your consent regarding information stored on your telecommunication terminal device (Article 6(1)(a) of the GDPR). Your personal data will be processed for the duration of your use of the Netcloud24 website or until you object, and then - in the case of information stored after the end of using the website - for a period allowing for the realization of the purpose related to the analysis of user activity and preferences, and in the scope of information stored on your telecommunication terminal device - no longer than until you withdraw your consent.
- Marketing of services and activities of Netcloud24 is based on the processing of your personal data. This processing is based on the legitimate interest of Netcloud24, which is to promote services and activities (in accordance with Article 6(1)(f) of the GDPR). At the same time, in the case of information stored on your telecommunication terminal device, your consent is required (in accordance with Article 6(1)(a) of the GDPR). Your personal data will be processed until you object to their processing for marketing purposes. In the case of information stored on your terminal device, processing will last until you withdraw your consent.
- Conducting correspondence by Netcloud24 is based on the processing of your personal data, which is based on the legitimate interest of the company (in accordance with Article 6(1)(f) of the GDPR). This processing is necessary for conducting business activities. Your personal data will be processed for the duration of correspondence and then for the period of limitation of any claims related to the conducted correspondence. Usually, the limitation period expires at the end of the calendar year after three or six years from the date the claim becomes due. Additionally, the data will be stored until the limitation period for imposing an administrative fine expires.
- Netcloud24 ensures adequate security of the provided services and conducted activities, including preventing unauthorized access to electronic communication networks and counteracting damage to computer systems. The processing of your personal data for this purpose is based on the legitimate interest of the company (in accordance with Article 6(1)(f) of the GDPR). Your personal data will be processed for the period necessary to ensure the security of services, networks, and information. For this purpose, the company will



process your personal data to identify threats and prevent unauthorized access to electronic communication networks, as well as counteract damage to computer systems. The processing of personal data to ensure security is necessary for providing services by Netcloud24 and is an integral part of its activities.

**5.4. If you provide your personal data in the "Contact Person" or "Subscriber Representative" field, we will process your personal data for the following purposes:**

- Correspondence management. The legal basis for processing your personal data will be the fulfillment of the legitimate interests of Netcloud24, consisting of conducting correspondence in the course of business activity (Art. 6 (1) (f) GDPR). Contact with a client's legal status is made through a contact person, and with a subscriber's legal status is made through a subscriber representative. The contact person is authorized to contact us on behalf of the client and to receive correspondence addressed to the client. The subscriber representative is authorized to contact us on behalf of the subscriber with legal status and to receive correspondence addressed to such a subscriber. Your personal data will be processed for the duration of correspondence, and then until the expiration of any claims related to the correspondence (as a rule, the limitation period ends at the end of the calendar year after three or six years from the due date of the claim) or until the expiration of the possibility of imposing an administrative fine. We usually delete telephone call recordings after 18 months from the date of the call.
- In addition, your personal data will be processed for the purpose of determining, asserting or defending against claims. The legal basis for processing your personal data will be the fulfillment of the legitimate interests of Netcloud24, consisting of securing the company's interest against claims and pursuing claims (Art. 6 (1) (f) GDPR). Your personal data will be processed until the expiration of the limitation period - as a rule, this will occur on the last day of the calendar year after three or six years from the due date of the claim (remember that this period may be interrupted based on the provisions of the law, which may result in an extension of the data processing period) or the expiration of the possibility of imposing an administrative fine.

**6. RECIPIENTS OF PERSONAL DATA.**

**6.1.** In connection with the payment of Netcloud24 services and your choice of payment method, recipients of your personal data may include entities such as:

- PayU S.A. (ul. Grunwaldzka 186, 60-166 Poznań) as an operator, handling payments made online by the client, excluding payments made through subscriptions;
- PayPal Polska Sp. z o.o. (ul. Emilii Plater 53, 00-113 Warsaw) providing support for all payments made online by the client;
- Stripe Payments Europe (1 Grand Canal Street Lower, Dublin 2) providing support for all payments made online by the client;
- Mbank S.A. (ul. Senatorska 18, 00-950 Warsaw) offering electronic banking services.

**6.2.** Your personal data may also be transferred to various categories of entities, including: entities providing legal services and advice on personal data protection, entities providing accounting and tax services, entities involved in correspondence handling, entities providing marketing and analytical services, as well as entities providing other services necessary for providing services electronically by Netcloud24. It is also possible to transfer your personal data to authorized entities and bodies, such as state authorities or courts.

**6.3.** .pl domains are registered by Netcloud24 as a domain intermediary with the Scientific and Academic Computer Network - National Research Institute (NASK) (ul. Kolska 12, 01-045 Warsaw), which is the operator of the .pl domain registry. NASK is the recipient of subscriber data in terms of the domain name, identification data, address data, and contact data.

**6.4.** .eu domains are registered by Netcloud24 on the basis of an agreement with NetArt Registrar sp. z o.o. (ul. Pana Tadeusza 2, 30-727), which is a domain registrar accredited by EURid and which provides personal data of subscribers to the European Registry for Internet Domains (EURid) (Telecomlaan 9, 1831 Diegem, Belgium), the operator of the .eu domain registry. NetArt Registrar is the recipient of subscriber data in terms of the domain name, identification data, address data, contact data, and citizenship (due to the availability of .eu domains for individuals with citizenship or residence in one of the European Union countries, Norway, Iceland, or Liechtenstein).

**6.5.** Global domains are registered on the basis of an agreement with NetArt Registrar sp. z o.o. (ul. Pana Tadeusza 2, 30-727), a subsidiary of Netcloud24, which is a domain registrar accredited by ICANN. NetArt Registrar is the recipient of subscriber data in terms of the domain name, identification data, address data, and contact data. Detailed rules for processing personal data by NetArt Registrar can be found on the NetArt Registrar website. NetArt Registrar provides personal data of subscribers to the following entities, depending on the type of domain:

- Internet Corporation for Assigned Names and Numbers (ICANN) Los Angeles 12025 Waterfront Drive, Suite 300, CA 90094-2536, USA;
- NCC Group Software Resilience (NA) LLC XYZ Building, 2 Hardman Boulevard, Spinningfields, Manchester, M3 3AQ, UK (Data Escrow);
- Verisign Inc. Reston, 12061 Bluemont Way, VA 20190, USA (Registry Operator for .com and .net domains);
- Donuts Inc. 10500 NE 8th Street, Suite 750, Bellevue, WA 98004, USA (Registry Operator for .info domains);
- Public Interest Registry Reston, 11911 Freedom Drive, 10th Floor, Suite 1000, VA 20190, USA (Registry Operator for .org domains);



- Registry Services, LLC 2155 E GoDaddy Way, Tempe, AZ 85284, USA (Registry Operator for .biz domains).

6.6. If you use a service related to replacing subscriber data in the WHOIS database for global domains with alternative data, the recipient of your personal data in terms of email address and domain name will be Whois Data Protection sp. z o.o. (ul. Pana Tadeusza 2, 30-727 Krakow), which provides this service.

## 7. FINAL PROVISIONS.

- 7.1. Providing personal data is necessary to create an account in the Netcloud24 Client Panel and use Netcloud24 services. When registering an account in the Client Panel, it is necessary to provide correct information. In some cases, providing personal data is required by law for tax and accounting purposes. Without providing personal data, it will not be possible to provide services and achieve other purposes for which your personal data are processed.
- 7.2. During contact with the Netcloud24 Customer Service Department, telephone conversations are recorded to ensure adequate customer service quality and for evidentiary purposes, to protect against potential claims. In such cases, your personal data will be processed for the specified purposes, i.e., correspondence. Telephone conversation recordings are typically deleted after 18 months from the date of the conversation.
- 7.3. Fulfillment of complex instructions, both in the field of personal data protection and related to provided services, requires authorization by the person submitting the request. If there are any doubts about the identity of the person making the request, Netcloud24 has the right to conduct additional identity verification, in accordance with the General Terms and Conditions of the Agreement. This is to prevent the fulfillment of instructions by unauthorized persons.
- 7.4. Your personal data necessary to provide electronic services may be subject to profiling in order to send personalized marketing information tailored to the type of services you use. Profiling, using personal data other than those necessary to provide electronic services, will be done only with your explicit consent.
- 7.5. We also inform that Netcloud24 uses cookies on its website. More information about the rules of using cookies can be found in the Privacy Policy available on the Netcloud24 website.
- 7.6. The information presented here applies to situations in which Netcloud24 is the data controller, deciding on the purposes and methods of their processing. During the provision of services, Netcloud24 may also act as a data processor, processing personal data on behalf of the client. Clients who process personal data through Netcloud24 are required to conclude a data processing agreement. This agreement can be concluded using the functionality available in the Client Panel.
- 7.7. Netcloud24's personal data processing policies are regularly reviewed and updated as necessary. The latest information on this subject can be found on the Netcloud24/GDPR website. In case of additional questions, the Customer Service Department and the Data Protection Officer are at your disposal.

