

Elastycloud Premium Magento 2 Hosting

Privacy policy with data protection information

Updated as of November 2022.

The protection of personal data is one of Elastycloud AB's most important principles. With this privacy policy with data protection information, we would like to inform you about the type of personal data we collect and process as well as the purposes of this processing. In addition, we would like to inform you about your rights.

1. Contact details

Responsible:

Elastycloud AB, Lilla Nygatan 7, 211 38 Malmö, Sweden

You can reach us at the following e-mail address: partner@elastycloud.com

If you wish to exercise your legal rights or have general questions about our processing of personal data, please contact privacy@elastycloud.com. You can reach our data protection experts via this email address.

2. Data we collect and process

- 2.1. We process the data that is uploaded to the Elastycloud Management Panel and the Magento 2 Webshops hosted on Elastycloud. This is done in order for us to provide the service in accordance with 6(1)(b) of the GDPR. The data is deleted when it is no longer needed for the purpose of the provision of our services.
- 2.2. Your IP address is stored on our platform for the purpose of providing the service and is anonymised after 90 days. We base this both on the legal basis for the performance of the contract (Article 6(1)(b) GDPR) and on our legitimate interests under Article 6(1)(f) GDPR.
- 2.3. When you visit our website or use our services, the device you use to access the page automatically sends log data (connection data) to our servers. This applies in particular when you place an order, when you log in or when you upload or download data. This data is anonymised after 90 days. We base this on the legitimate interests' legal basis according to 6.1 f of the GDPR.
- 2.4. We process the data that arises when you contact us, for example by email or letter. We base this on the legal basis for the performance of the contract under Article 6(1)(b) of the GDPR.

3. Recipient groups

No data is transferred to third parties or data processors. Elastycloud does in particular not transfer any Magento 2 data or backups to third parties.

4. Processing of personal data in third countries

No processing of personal data takes place in third countries.

5. Your rights

5.1. Right to information and confirmation

You have the right to obtain from us at any time, free of charge, information and confirmation of the personal data held about you and a copy of this information.

5.2. Right to rectification

You have the right to request that inaccurate personal data concerning you be corrected without delay. You also have the right to request that incomplete personal data be completed, including by means of a supplementary explanation, taking into account the purpose of the processing of personal data.

5.3. Right to erasure and right to be forgotten

You have the right to have your personal data erased without delay if one of the following reasons applies and if the processing of personal data is not necessary:

- The personal data were collected or processed for purposes for which they are no longer necessary.
- You withdraw the consent on which the processing of your personal data was based and there is no other legal basis for the processing.
- You object to the processing in accordance with Article 21(1) of the GDPR and there are no compelling legitimate grounds for the processing, or you object to the processing in accordance with Article 21(2) of the GDPR.
- The personal data have been processed unlawfully.
- The erasure of the personal data is necessary for compliance with a legal obligation under Union or Member State law to which we are subject.
- The personal data were collected in the context of information society services as described in Article 8(1) of the GDPR.

5.4. Right to restriction of processing of personal data

You have the right to request that the processing of personal data be restricted if any of the following conditions are met:

- You contest the accuracy of the personal data and this is done within a period of time that allows us to verify the accuracy of the personal data.
- The personal data has been processed unlawfully, you refuse the erasure of the personal data and instead request that the use of the personal data be restricted.
- We no longer need the personal data for the purpose of the processing, but you need it to assert, exercise or defend legal claims.
- You have objected to the processing in accordance with Article 21(1) of the GDPR and it is not yet clear whether our legitimate grounds outweigh yours.

5.5. Right to object to the processing of personal data

You have the right to object at any time to the processing of personal data collected on the basis of Article 6(1)(e) or (f) of the GDPR.

We will no longer process your personal data if you object, unless we can demonstrate compelling legitimate interests justifying the processing that override your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims.

You have the right to object at any time to the processing of personal data stored for direct marketing purposes.

5.6. Right to data portability

You have the right to access, in a structured, commonly used and machine-readable format, the personal data about you that has been provided to us. You also have the right to transfer these data to another controller without hindrance from us, provided that the processing is based on consent under Article 6(1)(a) of the GDPR or Article 9(2)(a) of the GDPR or on a contract under Article 6(1)(b) of the GDPR and provided that the processing is carried out using automated procedures, unless the processing is necessary for the performance of a task carried out in the public interest or in the exercise of an official authority vested in the controller.

In addition, when exercising your right to data portability under Article 20(1) of the GDPR, you have the right to have the personal data transferred directly from one controller to another controller, insofar as

this is technically feasible and provided that this does not adversely affect the rights and freedoms of other persons.

5.7. Right to withdraw consent under data protection legislation

You have the right to withdraw your consent to the processing of personal data at any time.

5.8. Right of appeal to the supervisory authority

You have the right to contact at any time a supervisory authority in the Member State where you reside or work or where the alleged breach took place if you believe that the processing of your personal data is in breach of the EU General Data Protection Regulation GDPR.

For Data protection issues relating to our products and website:

Integritetsskyddsmyndigheten
[Swedish Authority for Privacy Protection]
Fleminggatan 14, 112 26 Stockholm, Sweden

6. Legal or contractual provisions on the provision of personal data, necessity for the conclusion of a contract, obligation to provide personal data, possible consequences of not providing the data

The provision of personal data may in part be required by law (e.g. tax law) and may also result from contractual provisions (e.g. information on contractual partners). Sometimes it may be necessary for the conclusion of a contract that you provide us with personal data, which we then have to process. For example, you are obliged to provide us with personal data when we enter into a contract with you. Failure to provide personal data means that a contract cannot be concluded.

7. Occurrence of automated decision-making/profiling

We do not use automated decision-making or profiling techniques.

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