

# KODU.CLOUD Privacy Policy

This document "Privacy Policy" (hereinafter referred to as the "Policy") is the terms for processing the Personal information by HOSTING OÜ (hereinafter referred to as "KODUCLOUD") on the Website.

## USER'S CONSENT:

By checking the box "I agree" accompanied with the link to this Policy you (hereinafter also referred to as "User") with your own free will and for your benefit give your written consent to the processing of User's Personal Information for the purposes and under the terms and conditions stipulated by this Policy.

## 1. Terms and Definitions

1.1. Agreement means a contract that is posted and/or available on the Internet at: <https://kodu.cloud/support/agreement> as well as any other agreement entered into with the User.

1.2. Website means automated information system comprised of software programs and/or databases available on the Internet at (including subdomains): kodu.cloud, my.kodu.cloud.

1.3. Services means services that KODUCLOUD provides to User under the Agreement.

## 2. General Provisions

2.1. This Policy is an integral part of the Agreement as well as other agreements, when it is expressly stipulated by the terms and conditions thereof. Therefore, when executing the above said agreements by methods defined therein including by registration at the Website and using the Website and/or the Services you fully accept the terms of this Policy.

2.2. Methods of processing of Personal Information include actions (operations) or a combination of actions (operations) with Personal Information as follows: collection, recording, systematization, storage, updating (refreshment, modification), extraction, use, transfer (provision, access) including transfer to the territories of other countries, depersonalization, blocking, deletion, destruction in the purposes established by this Policy with/without the use of automated facilities.

2.3. The terms and definitions provided for by the Agreement are used herein, as well as other agreements entered into with the User, unless otherwise provided for by this Policy or follows from the merits thereof. In other cases, the terms used in the Policy shall be interpreted in accordance with the applicable laws, the business practice, or scientific doctrine.

## 3. Personal Information

3.1 Personal information in this Policy means as follows:

3.1.1. Information that the User provides about him/her on registration or authorization, as well as during further use of the Website and/or the Services, including personal data of the User.

3.1.2. Data transmitted in a depersonalized form in automatic mode, depending on the settings of the User's software.

3.2. KODUCLOUD is entitled to establish requirements for the composition of the User's Personal Information, which are mandatory for the use of the Website and/or the Services. If certain information is not marked by the KODUCLOUD as mandatory, it is provided or disclosed by the User at his/her discretion.

3.3. When being registered at the Website, the User shall provide in the mandatory manner: name, last name, phone number, email, company's details, location. Registration and/or authorization at the Website can be performed using authentication service of social networks (Facebook, Google, etc.). In that case, User provides personal information to KODUCLOUD through use of such authentication service, and that personal information includes data that can be stored in User's profile at the Website as well as the User's ID in such social network.

When submitting request through the KODUCLOUD's feedback form User provides: name and email.

When submitting request for a call User provides: name and phone number. KODUCLOUD does not collect and store any credit card information such as credit card numbers or verification codes. You disclose this information only to the respective payment service provider.

3.4. KODUCLOUD will not verify whether the User has the necessary consent for the processing of the provided Personal Information in accordance with this Policy, believing that the User acts in good faith, carefully and makes every effort to obtain all necessary agreements of the subjects of personal data.

3.5. The User understands and accepts that at use of the Website depersonalized (anonymous) data may be collected automatically, including by the third party software incorporated in the Website. The aforementioned third party software includes the following analytics and/or advertising services:

- 'Google Analytics' and 'Google Tag Manager' that collect and process data according to privacy policy available at: <https://policies.google.com/privacy>;
- Facebook pixel that is a software product of Meta that collect and process data according to privacy policy available at [https://web.facebook.com/full\\_data\\_use\\_policy](https://web.facebook.com/full_data_use_policy)

The above mentioned list of the third party software is not limiting. KODUCLOUD may use other similar services (software) and/or cease the use of the listed one.

The scope and conditions for collecting impersonal data by using third party software are determined directly by its titleholders and may include:

- browser data (type, version, cookies);
- operating system data (type, version, screen resolution);
- query data (time, source, IP address);
- other impersonal information about User's activity at the Website.

The scope and conditions for collection and use of impersonal data by these services are determined directly by these service providers and governed by the relevant policies available at their websites.

Accepting this Policy as well as applying certain setting in his/her software including settings of device's operating system, the User agrees with conditions for collection and use of data by the providers of above listed software services.

#### 4. Cookies

4.1. Cookies are small text files placed on your device that are created by the websites you visit or by certain emails you open. Cookies are used to improve your user experience, enable functionality of the website, facilitate site security and provide the business with marketing information about the site's visitors. Cookie text files comprise both numbers and letters and are saved into special areas in the memory of your computer or mobile device. For further reading on cookies and their use please visit: <https://ico.org.uk/global/cookies/> or <https://www.allaboutcookies.org/>

4.2. KODUCLOUD uses cookies to provide the functionality of the Website and/or the Services, to personalize content and ads and to analyze our traffic. The Website issues cookies upon User's visiting, unless the User has changed cookie settings in his/her browser to refuse cookies. Please note that with cookies switched off, substantial parts of the Website and/or the Services will not be made available to you; such as a Personal account, where login functionality will be unavailable.

4.3. KODUCLOUD does not use cookies to collect personal identifiable information about you. The cookies that we use collect solely anonymous information that is used to optimize our Website and the Services. We also may share information about your use of our Website and/or the Services with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services.

4.4. Detailed information about cookies used on the Website is available at <https://kodu.cloud/cookies> and constitute an integral part of this Policy.

#### 5. Legal basis of processing of Personal information

The legal basis on which KODUCLOUD relies for the use of Personal information includes:

- 5.1. Processing of Personal information where User has given consent for one or more specific purposes;
- 5.2. Processing of Personal information that is necessary for performing a contract to which User is a party;
- 5.3. Processing of Personal information that is necessary for pursuing the KODUCLOUD's legitimate interests. Specifically, the KODUCLOUD's legitimate interests consist of ensuring safety and improving functionality of the Website and the Services; of data analysis; of protection of the KODUCLOUD and the Users from fraud.

#### 6. Policy with regard to children

6.1. KODUCLOUD does not intentionally collect personal data from children younger than 18, it does not request it and does not allow them to use the Website and the Services. Persons under 18 are not allowed to provide personal information including name, address, telephone number and e-mail. If KODUCLOUD gets to know that the information was collected from a child under 18, KODUCLOUD shall immediately delete such information. If you think we could have obtained any information from a child or about a child under 16, please, contact us through e-mail indicated below.

#### 7. Purposes for Personal Information Processing

7.1. KODUCLOUD performs processing, including collection and storage, only personal data that is required for entering into and executing agreements with the User.

7.2. KODUCLOUD is entitled to use the Personal Information for the following purposes:

7.2.1. Entering into the Agreement

7.2.2. Fulfillment of obligations under the Agreement, including provision the User with access to the Website and the Services.

7.2.3. Providing communication with the User for the purpose of support and improving the quality of the Website and the Services, including by way of notification with the involvement of third parties.

7.2.4. Marketing, statistical and other research based on depersonalized data from the analytics systems stipulated in the paragraph 3.5. hereof for the purpose of improvement of the Website and the Services.

7.2.5. Targeting of advertising and/or informational materials based on depersonalized data from the analytics systems stipulated in the paragraph 3.5. hereof.

## 8. User's Rights to User's Personal Information

8.1. Subject to specific provisions of applicable law, the User has the right:

8.1.1. to be informed about the collection and use of his/her personal data.

8.1.2. to access his/her personal data and have it corrected if it is wrong or incomplete.

8.1.3. to restrict the processing of his/her personal data where the accuracy of the personal data is contested, where the processing is unlawful, and where KODUCLOUD no longer needs the personal data for the purposes for which KODUCLOUD has processed it.

8.1.4. to object to the processing of his/her personal data and also restrict its processing in those instances where KODUCLOUD undertook processing of it in carrying out a task in the public interest or where necessary for our legitimate interest where there is no compelling reason for its continued processing.

8.1.5. to withdraw consent that User had given to the collection and processing of his/her personal data at any time. If User does withdraw his/her consent to the collection and processing of personal data, that withdrawal shall not affect the lawfulness of any processing by KODUCLOUD that is based on the consent User had given before he/she withdrew it.

8.1.6. to obtain the deletion of his/her personal data when it is no longer relevant to the purposes for which it was collected or processed, when User has withdrawn consent and there is no basis for us to continue processing, when User has objected to further processing and there is no compelling interest for continued processing, and when the data was unlawfully processed.

8.1.7. not to be a subject to a decision based solely on automated processing, including profiling, which produces legal affects concerning User or similarly affecting User, except where there is a lawful basis for continued processing.

8.1.8. to receive personal data in a structured, commonly used, and machine readable form for the purpose of data portability in those instances where KODUCLOUD processes by automated means personal data that User has provided.

8.2. These rights may be exercised by using the tools KODUCLOUD offers at the Website or by contacting KODUCLOUD with specific request to the addresses indicated below. KODUCLOUD will address any such requests in a timely manner and according to applicable law. In certain cases, KODUCLOUD may ask User to verify identity before acting on User's request. If User is unsatisfied with KODUCLOUD's response, User may refer his/her complaint to the relevant supervisory authority in User's jurisdiction.

## 9. Personal Information Storage Retention

9.1. All Personal Information that is collected will be stored only as long as is necessary to accomplish the purpose for which it is collected, and/or as long as is permitted or required by applicable law. Periodically, KODUCLOUD will review its data processing systems to determine whether or not the purposes for the collection and processing of User's personal data remain valid. That determination will be based on factors that include, but are not limited to, whether or not you are still in contact with KODUCLOUD, whether or not any requests made by User from KODUCLOUD have been fulfilled (including any follow-up tasks), whether or not there is a contractual relationship between User and KODUCLOUD, and whether or not there is a contractual or legal basis for continuing to retain User's personal data. Based on that review and any notifications received from data subjects, KODUCLOUD will update its systems.

## 10. Requirements for the Personal Information Protection

10.1. KODUCLOUD stores the Personal Information and provides its protection against unauthorized access and distribution in accordance with internal terms and regulations.

10.2. With regard to the User's Personal Information, its confidentiality is protected, except for the cases when the technology of the Website and the Services or the configuration of the User's software provides for an open exchange of information with other users of the Website or with any Internet users.

## 11. Transfer of the Personal Information

11.1. KODUCLOUD is entitled to transfer Personal Information to third parties in the following cases:

11.1.1. The User expressed his/her consent to such actions, including when the User applies the settings of the used software that specifically allow or do not limit the provision of certain information;

11.1.2. The transfer is performed as the functionality of the Website or the Services and/or necessary in the course provision thereof pursuant to the Agreement. Specifically, KODUCLOUD may share the User's Personal Information required to register a domain with corresponding registration service provider.

11.1.3. In connection with use of the services of third party providers by the KODUCLOUD. Such third party providers receive Personal Information solely for the purposes of rendering services to KODUCLOUD and subject to relevant confidentiality obligations.

11.1.4. In connection with use in the Website of third party software for collection and processing of User's data. Specifically, KODUCLOUD may use the third party software for collection and processing of User's data according to clause 3.6. of this Policy.

11.1.5. Due to the transfer of the Website to the possession, use or property of a third party, including the assignment of rights under contracts concluded with the User in benefit of such third party;

11.1.6. Upon request of a court or other state authority within the procedure established by law;

11.1.7. To protect the rights and legitimate interests of KODUCLOUD in connection with failure to comply with the agreements entered into with the User.

## 12. Amendments to and deletion of the Personal Information

12.1. The User is entitled at any time to edit or delete the Personal Information in his/her account and exercise other rights related to the processing of his/her personal data by sending to KODUCLOUD a request via the Website's internal messaging system or at the addresses indicated below.

12.2. The User is entitled to delete his/her own account at the Website by sending to KODUCLOUD a request at the addresses indicated below.

## 13. Amendments to the Privacy Policy

13.1. This Policy may be amended or terminated unilaterally by KODUCLOUD without prior notice to the User. The new version of the Policy becomes effective after posting on the KODUCLOUD's Website, unless otherwise provided for by the new version of the Policy.

13.2. The current version of the Policy is available on the KODUCLOUD's website at: <https://kodu.cloud/assets/support/agreement/download/policy-en.pdf>

## 14. KODUCLOUD's Details:

HOSTING OÜ

Registration number 14791867 in the Commercial Register of the Republic of Estonia Address Viru 3, 41532 Jõhvi, Ida-Virumaa, Eesti Vabariik

E-mail: [private@kodu.cloud](mailto:private@kodu.cloud)