

Privacy Notice

Who we are

atom86, part of Schuberg Philis B.V. has its registered office in the town of Schiphol-Rijk in the Netherlands, at Boeing Avenue 271, 1119PD.

We do not consider ourselves "Controller" nor "Processor" for our co-location and IP transit services. We are however responsible (the "Controller") for data processed in the systems supporting these services and will do so in accordance with the General Regulations on Data Protection, in the Netherlands referred to as the "Algemene verordening gegevensbescherming" (AVG).

We encourage you to read this privacy statement and our generic privacy statement for detailed information about how we deal with your data.

Your permission

By contacting us or registering on our support portal, you permit Schuberg Philis B.V. to collect your personal data, and use it in accordance with this privacy statement. If you do not agree that your personal data may be used in this way, do not put your name forward, and do not provide your personal information to us in any other way.

We will only collect and use your personal data with due regard for the relevant legislation, and regulations. In most cases we will explicitly ask for your permission but, in some cases, we may infer your permission from your actions, and behavior.

Personal data we collect and process

In this privacy statement, "personal data" refers to information, or elements of information from which you could be identified. This is usually information such as your name; address; photograph, or other imagery; signature, fingerprint, email address and (mobile) telephone number.

We can collect information directly from you if you give your personal data directly to us. The kinds of information that we may collect directly from you include:

- Your name
- Business address
- Business email address
- Business (mobile) phone number
- Credentials used for our support portal & process
- IP address of the system you use to communicate to our systems
- Other personal data that you voluntarily share with us.

We may collect and process your personal data as follows:

- in our CRM portal
- in our email system
- in our support ticketing system;

Use of your personal data

We can use your personal data to:

- contact you in relation to contracted services
- validate your access to and requests raised in our support portal

Sharing your personal data

As a rule, we do not share your personal data with anyone outside Schuberg Philis B.V. However, there are some trusted third parties with whom we may share your personal data:

- external service suppliers to whom we have outsourced services to support our business;
- law enforcement services, and other government services, so far as they have followed a legal procedure to ask us to provide the information to them.

By providing your personal data to Schuberg Philis B.V., you grant us permission to process your personal data, in accordance with the conditions of this privacy statement, and the relevant legislation, and regulations on data protection.

Retention of personal data

The retention periods that we apply, based on the relevant legally stipulated retention periods and directives from the EU and the Dutch "Autoriteit Persoonsgegevens", are up to a year after contract termination. It is the contract owner responsibility to amend/remove personal data of persons who are no longer a contact for the contracted services.

Protecting your personal data

We take all reasonable preventive measures to protect your personal data, and we require third parties that process, or handle your personal data for us to do likewise.

Access to your personal data is limited to prevent unauthorized access, change, or misuse and only permitted for our colleagues, and third parties on a need-to-know basis.

Your rights, and who to approach

If you have comments to make, or questions to ask about how we deal with your personal data, you can contact the colleague with whom you spoke previously or contact us by clicking on the 'Contact' link on the Schuberg Philis B.V. website.

You are entitled to tell us that you:

- no longer want to be approached by us;
- want a copy of the personal data that we hold about you;
- want us to correct, amend, or remove your personal data in our systems;
- want to report the possible misuse of your personal data (via dpo@schubergphilis.com).

To assist us in processing your request, you will need to provide enough information for us to validate your request.

Changes in our privacy statement

We may change this privacy statement from time to time, by placing an amended version of the statement on the Schuberg Philis B.V. website. We will inform you of a possibly relevant change within a reasonable period. However, we advise you to review the statement regularly to keep up to date with the ways we use your personal data.