

# General Data Protection Regulation (GDPR) Compliance for ServPerso

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## 1. Data Processing Overview

### 1.1 Types of Data Processed

ServPerso processes personal data in the following contexts:

- **VPS Hosting & RIPE NCC:** Certain data is published as required by RIPE NCC regulations.
- **Billing:** Customer information is retained for invoicing and legal tax compliance.
- **Legal Log Retention:** Logs are kept as per Belgian legal requirements.
- **Analytics:** Self-hosted Matomo analytics is used to improve services.
- **Website & Management Platform:** ServPerso's website and management platform process user data for authentication, security, and service provisioning.

### 1.2 Data Subjects

ServPerso processes data for:

- **B2C Customers** (individual consumers)
- **B2B Customers** (businesses and professionals)

## 2. Legal Basis & Data Retention Policies

### 2.1 Legal Basis for Processing

ServPerso processes data based on the following legal grounds:

- **Performance of a contract:** To provide and manage services for customers.
- **Legal obligations:** For billing, log retention, and regulatory compliance.
- **Legitimate interest:** To secure the infrastructure and improve services.
- **Consent:** For optional cookies and tracking where required.

### 2.2 General Retention Period

ServPerso retains personal data for the minimum legal period required.

### 2.3 Billing Data Retention

In compliance with Belgian law, billing-related data is retained for **10 years**.

## 2.4 Log Retention

Logs are retained as per the legal requirements in Belgium.

# 3. Data Sharing & Transfers

## 3.1 Data Sharing with Third Parties

ServPerso does not share personal data with third parties beyond what is legally required.

## 3.2 Data Transfers Outside the EU

ServPerso does not transfer user data outside the EU.

## 3.3 Use of Third-Party Services

- **Cloudflare:** Used for security and performance optimization.
- **Self-Managed Data Centers:** ServPerso manages its own infrastructure, minimizing third-party involvement.

## 3.4 Government & Legal Requests

ServPerso will provide data only if legally required to do so.

# 4. GDPR Compliance Measures

## 4.1 Data Protection Officer (DPO)

- **DPO:** The Data Protection Officer (DPO) is Sarah Rossius.
- **Contact:** Users can exercise their GDPR rights by contacting [noc@servperso.net](mailto:noc@servperso.net).

## 4.2 User Rights & Requests

Users have the right to:

- Access their personal data
- Request data correction or deletion
- Object to certain types of processing
- Request data portability

## 4.3 Automated Decision Making

ServPerso does not use automated decision-making processes.

## 4.4 Security Measures

ServPerso implements appropriate technical and organizational security measures to protect personal data, including:

- **Encryption** of sensitive data where applicable
- **Restricted access** to customer data based on roles and responsibilities
- **Regular security audits** and monitoring

## 5. Cookies & Tracking Technologies

ServPerso uses cookies for the following purposes:

- **Security:** Cloudflare security cookies
- **User Authentication:** ServPerso session cookies
- **Analytics:** Self-hosted Matomo cookies
- **Google reCAPTCHA:** Used for security verification
- **Live Chat:** Tawk.io (SaaS-based service)

Users can manage cookies through their browser settings. Optional cookies requiring consent are only placed after user approval.

## 6. Company Information

- **Commercial Name :** Servperso Systems
- **Registered Business Number (BCE):** 0725528920
- **Registered Address:** Place du marche 31, 2A, 4651 Battice, Belgium
- **Email Contact for GDPR:** [noc@servperso.net](mailto:noc@servperso.net)