

Privacy & Data Protection

Dear FASTVPS Eesti OÜ customers, dear visitors to the fastvps.ee, fastvps.hosting, bill2fast.com websites(hereinafter referred to as the Websites), protecting your personal data is very important to us. The following information explains which data we collect and process in connection with your use of our Websites.

WHO IS RESPONSIBLE FOR DATA PROTECTION ON THIS WEBSITE?

FASTVPS Eesti OÜ (hereinafter referred to as the Company), Viru 3, 41532 Jõhvi, Ida-Virumaa, Eesti is responsible for the processing of personal data on the Websites.

You can get in touch with our Data Protection Manager via email: private@fastvps.ee

HOW DO WE PROCESS PERSONAL DATA?

We save and use your personal data only to process your orders, for marketing purposes and to get in touch with you. If you subscribe to our customer newsletter, we also use your email address to send the newsletter to you. We also automatically send you status messages about technical issues. You can change your settings on our customer administration interface: which message you would like to receive.

WHAT CATEGORIES OF DATA DO WE COLLECT?

Every time you visit our website, your IP address and other pieces of information are saved in anonymized form. If you register an account with us, your contact information will be stored. If you order products from us, your address and payment information will also be stored.

IN PARTICULAR, WE SAVE THE FOLLOWING DATA FROM YOU.

REGISTRATION DATA

When you register an account with us, we collect and process certain personal data from you as your registration data. For example, we need your name, address information, telephone number, payment information and your email address to process your order.

If you pay using a credit card, we do not collect and store any payment information such as credit card numbers or verification codes. You disclose this information only to the respective payment service provider.

We delete all your registration data either: within 24 months, as soon as you delete your user account with us, or once the statutory retention period expires. You can delete your user account with us by sending an email to private@fastvps.ee with your deletion request. The legal basis for this data processing is Art. 6 (1) lit. b GDPR.

EMAIL ADDRESSES

If you subscribed to our newsletter, if someone invited you to a FASTVPS project, or if you requested to receive automated messages about technical issues, we also store your email address. We will delete your email address once you delete your user account or if you unsubscribe from our newsletter.

Also to support and provide the Services to Customers and respond to your requests, we use account-related data provided by Customers to us in connection with the purchase, sign-up, use or support of Customer accounts (such as usernames, email addresses and other). We use it to provide you with access to the Services and/or the Websites, contact you regarding your use of the Services and/or the Websites or to notify you of important changes in the Services and/or the Websites.

We use these data exclusively for sending information that you request including information about our new offers.

At any time you can revoke your consent to the storage of your personal data and to the use of your data. You can do this, for example, by clicking on the "Unsubscribe" link in the newsletter. The legal basis for processing your data for the above purpose is Art. 6 (1) lit. a or Art. 6 (1) lit. b GDPR.

SERVER LOG FILES

Whenever you visit our Websites, we automatically store certain data. This includes your IP address, type and version of the browser you use, and the time, date, and the website from which you come to our site. The legal basis for this data process is Art. 6 (1) lit. f GDPR.

WEBSITE ANALYSIS

On our Websites, we use the web analysis tool Google Tag Manager on our self-hosted system. Google Tag Manager uses cookies. These are text files that are saved on your computer and which allow Google Tag Manager to analyze how you use our Websites. The cookies generate information about how you use the Websites, and our server saves this information. To learn more about Google's privacy practices, please review the Google Policy at <https://www.google.com/policies/privacy/>

We do not send to third parties the data the cookies generate about how you use our Websites. You can prevent the software from generating cookies by changing the settings of your internet browser. However, if you do this, you may not be able to use all of the functions of our Websites as intended.

WHO WE FORWARD YOUR DATA TO

External service providers may have access to your data while they assist us in providing our services. In some cases, third parties such as government authorities, external consultants, or our business partners may receive your data.

IN PARTICULAR, THIS MAY OCCUR IN THE FOLLOWING CASES:

DOMAIN REGISTRATION

If we register a domain for you, we provide required data to the corresponding registration service provider.

PAYMENT VIA CREDIT CARD:

If you pay via credit card, the payment is processed by an external service provider.

THIRD COUNTRIES

Data is transferred to third countries in adherence to the legally regulated admissibility requirements. We will not transfer your data to a third country: if it does not serve the purpose of performing our contract with you; if we have no consent from you; if the transfer is not necessary to assert, exercise or defend legal claims; and if there are no other exceptions. We will only transfer your data to a third country if there is an adequacy decision in accordance with Art. 45 GDPR or appropriate safeguards in accordance with Art. 46 GDPR.

OTHER CATEGORIES OF RECIPIENTS

State authorities and courts.

WHERE DO WE PROCESS YOUR DATA?

We process your data exclusively in our data centers in Estonia.

COOKIES AND THE RIGHT TO OBJECT TO DIRECT ADVERTISING

The Company uses cookies on the Websites. A cookie is a piece of information sent to your browser from a website and stored on your computer's hard drive. Cookies can help a website like ours to recognize users and allow a website to track web usage behavior. Cookies work by assigning letters and numbers to the user that has no meaning outside of the assigning website. We use cookies to collect information about your device, such as IP address, operating system and browser type.

The Websites also use pixel tags, a technology like cookies that is placed on a website or within the body of an email for the purpose of tracking activity on websites, or when emails are opened or accessed, and is often used in combination with cookies. Websites use Facebook pixels tags, to help us improve use of our Websites and the services, and know when the content has been shown to you.

Some cookies expire at the end of your visit to our website (session cookies), others remain on your computer or terminal device for a longer period (persistent cookies).

The types of cookies and similar technologies that we use are detailed below:

Category/Name	Purpose
SessionID	<p>We use a temporary cookie file which is erased when you close your web browser. When you restart your browser and revisit the Websites, the Websites will not recognize you.</p> <p>In particular, we use a cookie called "SESSION" that allows to identify when a user has logged into the Website. This cookie is essential to use and navigate the Website. Without such cookie, you would not be able to properly view our Website and basic functions of our Website would not work.</p>
Security	<p>The Company uses some cookies that may be necessary to facilitate use of our Website, for example, to improve the safety and security of our Website, to authenticate account users, to balance traffic on our Website and to remember the information that you submitted on forms when you</p>

	request services on our Website.
Preferences	The Company also uses cookies to gain a better understanding of your interests and requirements, for example, to remember your language and website preferences, to show you when you are logged into our system and to allow you to remain logged-in for a period of time, to provide you with support services, to remember your login information, and to prepopulate forms that you have already completed. Cookies also allow you to access your private accounts on our Website, and to sign into many portals with the use of only one login.
Analytics	<p>The Websites uses “analytical” cookies that allow Company to recognize and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way our Website works, for example, by making sure users are finding what they need easily. The collected data provides us only with anonymous traffic statistics (like number of page views, number of visitors, and time spent on each page). By continuing to use our Website, you accept the Website’s use of audience measurement cookies.</p> <p>We use a javascript named Google AdWords Conversion to get insights into the effectiveness and performance of Google Adwords campaigns.</p> <p>We use a cookie named “Google Tag Manager” to measure the website to get insights into the effectiveness and quality</p> <p>.</p>
Tracking and remarketing	We use a cookie named “Facebook custom audience”, provided by Facebook, which is used to gather information for anonymized tracking of display advertising campaigns and anonymised gathering of data. This data gathering pertains to the country-language combination in combination with the product that was searched for, in order to show advertisement with the right content and in the right language on Facebook.

Your Choices

On most web browsers, you will find a “help” section on the toolbar. Please refer to this section for information on how to get a notification when you are receiving a new cookie and how to turn cookies off. Please see the links below for guidance on how to modify your web browser’s settings on the most popular browsers:

Internet Explorer

(<http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>)

Mozilla Firefox

(<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences?esab=a&s=cookies&r=6&as=s>)

Google Chrome (<https://support.google.com/accounts/answer/61416?hl=en>)

Apple Safari (<http://support.apple.com/kb/ph17191>)

Note, however, that if you reject our request to use cookies or turn cookies off, you may be unable to access certain parts of the Websites and you may not be able to benefit from the full functionality of the Websites.

To find out more about cookies and similar technologies, including how to see what cookies and similar technologies have been set and how to manage and delete them, visit www.allaboutcookies.org, and/or to www.youronlinechoices.com and/or the Network Advertising Initiative’s online resources, at <http://www.networkadvertising.org>, and follow the opt-out instructions there. Kindly

note, If you access the Site on your mobile device, you may not be able to control tracking technologies through the settings.

ONLINE PRESENCE ON SOCIAL MEDIA

We maintain online presence on social networks and platforms in order to communicate with our customers, interested parties, and users and to inform them about our services. We use Facebook, Twitter, and Instagram, among others. When visiting each of these platforms, you as a user agree to the terms and conditions and the data processing guidelines of the corresponding operator.

Unless stated otherwise in our data privacy notice, we process user data if users communicate with us on these social networks and platforms, e.g. publish posts on our pages or send us messages.

We at Company process users data only when it is in the customer's legitimate interest for us to do so in accordance with Art. 6, (1) lit. b GDPR. As a company, we have a legal right to obtain general customer information to use in customer accounts. We also use customers' data for communication purposes. If any of the providers below request users for consent for processing their data, the legal basis for data processing is Art. 6 para. 1 lit. a. GDPR.

For detailed information about the data processing operations of the providers below, as well as their opt-out options, please check the links that we have listed below.

- Facebook:

Provider: Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Irland, Joint Data Processing Agreement Data privacy agreement:

<https://www.facebook.com/about/privacy/>

Opt-out: <https://www.facebook.com/settings?tab=ads>.

- Twitter:

Provider: Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA) - Data protection policy: <https://twitter.com/de/privacy> Opt-out:

<https://twitter.com/personalization> Twitter has committed itself to adhering to EU data protection laws in compliance with the Privacy Shield Framework: <https://www.privacyshield.gov/participant?id=a2zt0000000TORzAAO&status=Active>.

- Instagram:

Provider: Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA

Data protection policy & opt-out: <http://instagram.com/about/legal/privacy/>.

YOUR RIGHTS AS A "DATA SUBJECT"

You have the right to information about your personal data that we process. If you do not make requests for information in writing, please bear in mind that we might ask you to provide proof that you are who you claim to be. Furthermore, you have a right to rectification or deletion or restriction of processing, as it is applicable to you under the law. Furthermore, in accordance with legal requirements, you have the right to object to us processing your data. You also have the right of data portability.

RIGHT TO LODGE A COMPLAINT

You have the right to lodge a complaint about the processing of your personal data by us to a supervisory authority for data protection.

VOLUNTARY NATURE OF DATA PROVISION

There is no statutory obligation for you to provide your data to the Company. However, you cannot use some of our services if you do not provide your data to us. Your decision to provide us with your personal data is completely voluntary.

POLICY UPDATES

We may change this cookie policy from time to time by posting the updated version of the policy on our Websites. Please check the Website periodically to see any changes.