

greenhouse
datacenters



Privacy Statement

Version 2026 – 1.0

Your
Digital
Ground

www.greenhousedatacenters.nl

PRIVACY STATEMENT

Greenhouse Datacenters B.V. provides data center services such as colocation and smart hands. Greenhouse Datacenters B.V. uses your personal data in order to provide services to you or, at your request, to make you a proposal for a service of Greenhouse Datacenters B.V. Handling your personal data responsibly is very important to us. We do so by processing your personal data in a safe and careful manner. In doing so, Greenhouse Datacenters B.V. complies with the applicable legislation on the protection of personal data. The meaning of the following capitalized terms is described in the General Terms and Conditions of Greenhouse Datacenters B.V.

1. THE FOLLOWING PERSONAL DATA IS PROCESSED BY US

Personal data means any information relating to an identified or identifiable natural person ("the data subject"). An identifiable natural person is one who can be identified, directly or indirectly. Greenhouse Datacenters B.V. holds the personal data that you have provided yourself when requesting a quotation or a service. The following personal data is processed by us:

- First name, name prefix and last name
- Initials
- Gender
- Date of birth
- Address
- Telephone number
- Email address
- Signature
- Questions you ask
- Any complaints you submit to us
- Copy of the front of your credit card
- Copy of your passport/identity card
- Biometric scan*

* A biometric scan is only taken if you purchase Datacenter Services and want to request a personal access pass for this.

2. WE USE YOUR DATA FOR THE FOLLOWING PURPOSES:

1. For the performance of an agreement
When you sign a quotation or order a service, an agreement is concluded between you and Greenhouse Datacenters B.V. We process your data in order to perform that agreement. Greenhouse Datacenters B.V. cannot provide you with services without using your data for this purpose.
2. For ordering a service
The data you enter on the quotation or digitally via the website or portal (cp.greenhousedatacenters.nl) is recorded. This enables us to process your request for a new service.
3. For relationship management
Your data is used to manage the relationship between you and Greenhouse Datacenters B.V. This includes the following: support with the use of a service, an update or notification regarding a complaint or malfunction, and advice.
4. For administration, invoicing and payment
Your data is used for administrative purposes. This means that your data is used for invoicing, accounting and whatever we are required to record under laws and/or regulations. We keep usage statistics of the services we provide, so that you can be invoiced on the basis of usage for services to which this applies.
5. For the delivery or performance of a service
We need your data to make the provision of services possible. This includes identity verification for the purpose of securing a service.

3. LEGITIMATE INTEREST OF GREENHOUSE DATACENTERS B.V.

In addition to the data we need in order to perform the agreement you have with us, we process your data for market research, marketing, sales purposes and the proper provision of our services.

Your address, email address and (mobile) telephone number known to us may be used for commercial offers. Commercial offers may be made by email, by telephone or by post. With every form of communication we offer you the option to indicate that you no longer wish to receive these offers.

We never sell your personal data to third parties for marketing or sales activities.

We may transfer a claim to a debt collection agency if an invoice is overdue and you have not paid after several reminders. When the claim is transferred, the debt collection agency receives the minimum data required to collect the claim. The following data is shared with the debt collection agency: name, address, telephone number, email and invoice details.

Telephone calls may be recorded in order to improve our services. This will always be announced in advance.

1. Consent
Greenhouse Datacenters B.V. may ask you for permission to process certain personal data. If you have given consent for this, you can withdraw it at any time. Consent can be withdrawn in the following ways: via a link in the electronic messages, through a support request or via the portal (cp.greenhousedatacenters.nl).
2. Legal obligations
In certain cases, Greenhouse Datacenters B.V. may be legally obliged to comply with an order to provide customers' personal data to competent government authorities. Further processing of that data is the responsibility of those government authorities.
Greenhouse Datacenters B.V. only complies with such an order if we have established that the order meets the legal requirements.
3. How long we retain personal data
Your data is in any case retained for the term of the agreement between you and Greenhouse Datacenters B.V. The foregoing does not mean that we keep this data available for all the purposes stated in this privacy statement, but only insofar as this is necessary for a specific purpose. Greenhouse Datacenters B.V. retains your data for at least 2 years and tax data for 7 years. Where the storage of personal data is required by law, Greenhouse Datacenters B.V. retains your data for the legally required period, after which it is permanently deleted from our systems.
4. Security
Greenhouse Datacenters B.V. takes security very seriously, as shown by the certifications we hold, which can be found on our website. We therefore ensure that appropriate measures are in place to protect your personal data against misuse, loss, unauthorized access, unauthorized modification and unwanted disclosure. If you believe that your data is not properly secured or there are indications of misuse, please contact us immediately.
Greenhouse Datacenters B.V. will notify you immediately if a situation arises in which there is a risk that your data has nevertheless been leaked and this may have adverse consequences for you.

4. YOU HAVE THE FOLLOWING PRIVACY RIGHTS

Under the General Data Protection Regulation (GDPR) you have the rights set out below. If you submit a request regarding these rights, Greenhouse Datacenters B.V. will respond within 4 weeks. You can submit a request by telephone or by email. In your request you must state your name, address and telephone number and indicate which personal data your request relates to. Submitting a request is free of charge, unless you make unfounded or excessive requests. Before we can comply with your request, we are legally obliged to identify you. If we refuse a request, we will explain the reason for this.

1. Right to information
It must be clear to the data subject that his or her personal data is being processed and that this takes place in a proper and transparent manner. There is an active duty to inform the data subject. Greenhouse Datacenters B.V. provides you with this information by means of this privacy statement.
2. Right of access
As a data subject, you have the right to access your personal data. You can ask Greenhouse Datacenters B.V. which personal data about you is recorded and for which purposes your data is used.
3. Right to rectification
As a data subject, you have the right to rectification if incorrect personal data is processed. You can change most personal data yourself via the portal (cp.greenhousedatacenters.nl). If you cannot change certain data yourself, you can send us an email so that this can be changed for you.
4. Right to erasure
As a data subject, you can submit a request to erase your personal data. Greenhouse Datacenters B.V. can only comply with this if we are not obliged to retain your data and the data is no longer needed in order to provide services to you in accordance with the agreement concluded.

5. Right to restriction of processing

As a data subject, you have the right to restrict the processing of your personal data. You can submit a request for restriction if you believe that the processing of your personal data by Greenhouse Datacenters B.V. is unlawful, or if Greenhouse Datacenters B.V. no longer needs your data but you do not want your personal data to be deleted. Your data then remains stored but is no longer actively used.

6. Right to transferability/data portability

As a data subject, you have the right to obtain your personal data in a structured, commonly used and readable form, in order to provide this data to another processor or to have it transferred directly to another processor. You can submit a request for data portability to Greenhouse Datacenters B.V. We will make the personal data we hold about you available (electronically).

7. Right not to be subject to automated individual decision-making/profiling

As a data subject, you have the right not to be subject to automated individual decision-making. In three cases automated individual decision-making is possible, namely:

1. It is necessary for the conclusion or the performance of an agreement.
2. It is permitted by a provision of Union or Member State law.
3. It is based on the explicit consent of the data subject.

Greenhouse Datacenters B.V. does not make individual decisions without human intervention.

5. COMPLAINTS

If you do not agree with the use of your personal data by Greenhouse Datacenters B.V., then in addition to the rights mentioned above you can also submit a complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

6. RECIPIENTS

Greenhouse Datacenters B.V. works together with partners for the provision of its services as well as for its administration. Insofar as we have to share your data with these partners, we make sound agreements guaranteeing that your data is properly secured and is used solely on the instructions of Greenhouse Datacenters B.V. for the specific purposes stated in this statement.

7. COOKIES

A cookie is data that is sent to your browser via a server. This data is then stored as a file on your device. Greenhouse Datacenters B.V. uses several types of cookies. Greenhouse Datacenters B.V. uses functional cookies to store data for ease of use, so that you do not have to enter the same data every time you request a page on our website.

Greenhouse Datacenters B.V. also uses analytical cookies to determine which parts of the website are of interest to our visitors. In addition, we use these cookies to optimize the website. We do this by using third-party software such as Google Analytics.

Finally, Greenhouse Datacenters B.V. uses tracking cookies. We use these cookies to keep track of which pages you visit, in order to build a profile of your online behavior. This profile is not linked to your name, address, email address and the like, but is only used to tailor advertisements to your profile so that they are as relevant to you as possible. You have the option to change your cookie settings afterwards.

CONTACT

If you have any questions or comments about our privacy statement, we would like to hear from you. You can contact us by sending an email to info@greenhousedatacenters.nl