Switching and data portability

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You can take your data with you at any time, at no extra cost. This page is the specification of exportable data, formats and procedures referred to in Article 14 of our General Terms and Conditions and in Chapter VI of the EU Data Act (Regulation (EU) 2023/2854).

How switching works

1. Notice. Tell us through the customer portal (my.binadit.com) or by e-mail to support@binadit.com that you want to switch to another provider, move to your own infrastructure, or have your data erased. The notice period is one calendar month.
2. Transitional period. After the notice period, you have up to 30 calendar days to complete the switch. Your service keeps running at the agreed fees and we provide reasonable assistance.
3. Data retrieval period. After the transitional period, you have at least 30 more calendar days to retrieve your data.
4. Erasure. After the data retrieval period, we fully erase your data. Encrypted backups are removed through the regular rotation within 90 days. On request, we confirm the erasure in writing.

We charge no switching or data egress fees.

Exportable data per service

Service	Exportable data and digital assets	Format	How
Web hosting	Website files, databases, mailboxes, DNS zone, domain transfer codes	Files as stored; SQL dump; IMAP or EML/mbox; BIND zone file	Portal, SFTP, IMAP, or export on request
VPS, dedicated and GPU servers	All data on your server; disk image on request	Files as stored; raw or qcow2 disk image	SSH/SFTP with your own root access; disk image on request
Managed services and managed databases	Application files, databases, configuration you have provided	Files as stored; SQL or native database dump	Export on request or through your own access
Binadit Workspace: mail	Mailboxes including folders	IMAP; EML/mbox	IMAP access or export in the portal
Binadit Workspace: calendar and contacts	Calendars and address books	iCalendar (.ics); vCard (.vcf); CalDAV/CardDAV	Export in the app or via CalDAV/CardDAV
Binadit Workspace: Drive and Receive	Files and folders	Original file formats, ZIP	Drive client, WebDAV or download
Binadit Workspace: chat and appointment pages	Messages, bookings and settings	JSON; CSV	Export on request
Domain names	Domain transfer (authorisation) codes, DNS records	Auth code; BIND zone file	Portal
Colocation	Your hardware	Physical return	Collection by appointment
Code scans and assessments	Reports	PDF; JSON where available	Portal or e-mail

Not exportable: Binadit's own software and its source code, internal operational and security data (such as our internal logs and monitoring data), and data whose export would infringe trade secrets or the security of our infrastructure or other customers.

Jurisdiction and protection against foreign government access

Binadit B.V. is a Dutch company. Our ICT infrastructure is located in the Netherlands and is subject to Dutch and EU law. We do not have a parent company, subsidiary or establishment outside the European Economic Area. We only honour requests from authorities outside the EEA if they are based on an international agreement, such as a mutual legal assistance treaty, and we challenge requests we consider unlawful. This applies to all your data, personal or not. See Article 7.4 of our Data Processing Agreement.