Binadit Privacy Statement

Version 2.0, effective 9 November 2026. Earlier versions are available at binadit.com/privacy/archive.

1. Who we are

Binadit B.V. ("Binadit", "we") is a Dutch hosting company, registered with the Chamber of Commerce under number 80923216, at Seinhuiswachter 2, 3034 KH Rotterdam, the Netherlands. For privacy questions, contact us at contact@binadit.com or +31 10 477 5362.

2. Our two roles

- As controller. We are responsible for the personal data we process for our own purposes: the data of visitors to our website, of people who contact us, and of our customers and their contact persons. This statement describes that processing.
- As processor. When customers store or process personal data using our services (for example websites, mailboxes, files or databases), the customer is the controller and we process that data only on the customer's instructions. Our Data Processing Agreement at binadit.com/dpa governs that processing. If you are a data subject of one of our customers, please contact that customer.

3. Which data we process, why, and on what basis

Purpose	Personal data	Legal basis (GDPR)	Retention
Answering questions via our contact form, e-mail or phone	Name, company name, e-mail address, phone number, content of your message	Legitimate interest in answering your question (Article 6(1)(f)), or steps prior to a contract (Article 6(1)(b))	2 years after the last contact
Concluding and performing the agreement, including the customer portal, support and billing	Name, company name, address, e-mail address, phone number, VAT number, account and login data, order and invoice data, payment data, support correspondence	Performance of the contract (Article 6(1)(b))	Term of the agreement; invoices and other tax records 7 years (legal obligation); support correspondence 2 years after closing the ticket
Domain registration	Name, address, e-mail address and phone number of the registrant and contact persons	Performance of the contract (Article 6(1)(b))	Term of the registration, then as required by the registry
Security of our network and services, fraud and abuse prevention	IP addresses, technical logs, login data, abuse reports and the related correspondence	Legitimate interest in secure and lawful services (Article 6(1)(f)); legal obligations under the Digital Services Act (Article 6(1)(c))	Technical logs up to 6 months; abuse files 2 years after closing, unless needed longer for a legal claim
Complying with legal obligations, such as tax law	Invoice and administrative data	Legal obligation (Article 6(1)(c))	7 years
Newsletters and commercial messages	Name, e-mail address	Consent (Article 6(1)(a)); you can withdraw at any time via the unsubscribe link	Until you withdraw your consent

We do not use your data for automated decision-making or profiling with legal effects, and we do not sell it.

4. Who receives your data

- TransIP B.V. (the Netherlands) for domain registration, server infrastructure and encrypted off-site backups, as our processor.

- Smartdc B.V. (Rotterdam, the Netherlands) houses our hardware. It has physical access to our servers only.
- Domain name registries receive registrant data when we register a domain name for you. They process it as independent controllers under their own policies.
- Banks and payment service providers to process payments.
- Our accountant and government authorities, where required by law.

We do not use external software-as-a-service tools or artificial intelligence services that receive customer data. The current list of sub-processors is available at binadit.com/subprocessors.

5. Where your data is stored

We store all data in data centres in the Netherlands. We do not transfer personal data outside the European Economic Area, except when you register a domain name with a registry outside the EEA (for example for .com domains). That transfer is necessary to perform the contract with you (Article 49(1)(b) GDPR).

6. Security

We work according to the ISO 27001 standard and use ISO 27001-certified data centres. Our measures include encryption of data in transit and at rest, multi-factor authentication for administrative access, network segmentation and a 24/7 on-call rotation. Annex 2 of our Data Processing Agreement describes our measures in detail.

7. Cookies

Our website uses only functional cookies needed for sessions. We do not use analytics or advertising cookies and we do not use Google Analytics.

8. Your rights

You have the right to access (Article 15), rectification (Article 16), erasure (Article 17), restriction (Article 18), data portability (Article 20) and to object (Article 21). Where we rely on consent, you can withdraw it at any time. Send your request to contact@binadit.com. We respond within one month. We may ask you to verify your identity.

You can lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, autoriteitpersoonsgegevens.nl) or the supervisory authority in your country of residence. We appreciate it if you contact us first.

9. Changes

We may update this statement. The date at the top shows the latest version. We inform customers by e-mail about material changes.