



Privacy Policy

Effective Date: 27-08-2023

This Privacy Policy describes how Airnode Hosting ("we," "our," or "us") collects, uses, and safeguards personal information when you utilize our hosting services ("Services"). By accessing or using our Services, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

Contact Information: Your name, email address, phone number, and other contact details provided during account registration or communication with us.

Payment Information: Payment details, including credit card information, required to process payments for the Services.

Usage Data: Information about how you interact with our Services, including log data, IP addresses, browser type, referring/exit pages, and the date and time of your interactions.

Customer Support Data: Information you provide to our customer support team, including correspondence and support inquiries.

2. How We Use Your Information

We use the collected information for the following purposes:

Providing and Maintaining Services: Delivering the Services, managing user accounts, and ensuring their functionality.

Billing and Payment Processing: Processing payments, sending invoices, and managing billing-related communications.

Communication: Responding to inquiries, providing customer support, and sending important notifications related to your account.

Improving Services: Analyzing usage patterns to enhance and customize our Services, as well as for internal research and reporting.

Compliance and Legal Obligations: Fulfilling legal requirements and obligations, including addressing fraud, security, and regulatory matters.

3. How We Share Your Information

We may share your personal information with third parties under the following circumstances:

Service Providers: Engaging third-party service providers who assist us in delivering the Services, processing payments, and other operational aspects.

Legal Compliance: Complying with applicable laws, regulations, or legal processes, as well as responding to valid requests from law enforcement.

4. Your Choices

You have the right to:

Access and Modify: Access and modify your personal information through your account settings or by contacting our customer support.

Withdraw Consent: Withdraw consent for certain data processing where consent is the basis of processing.

Opt-Out: Opt out of receiving marketing communications from us by following the unsubscribe instructions provided in our emails.

5. Data Security

We implement industry-standard security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet is entirely secure, and we cannot guarantee absolute security.

6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by applicable laws.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website, and the "Effective Date" at the top of the policy will reflect the latest revision.

8. Contact Us

If you have questions or concerns about our Privacy Policy or your personal information, please contact us at info@airnode.nl.

By using our Services, you acknowledge that you have read and understood this Privacy Policy and consent to the practices described herein.