

Privacy Policy

Effective from October 26, 2026

1. Data Controller

The controller of your personal data is **BEST-HOSTING s.r.o.**, company ID 28823036, with its registered office at Brněnská 700/25, 500 06 Hradec Králové, Czech Republic (the “controller”, “we” or “us”).

Contact details:

- email: podpora@best-hosting.cz
- phone: +420 491 618 519
- address: Brněnská 700/25, 500 06 Hradec Králové, Czech Republic

We have not appointed a Data Protection Officer.

This policy explains how we process personal data under Regulation (EU) 2016/679 of the European Parliament and of the Council (the “GDPR”) and the Czech Act No. 110/2019 Coll., on Personal Data Processing.

2. Controller and Processor

We process data about you as a customer or website visitor as a controller. This policy applies to that data.

We process data that you store on our services yourself (website content, databases, emails, files on servers) as a processor. You are the controller of that data, and we handle it only as needed to provide the service.

3. Personal Data We Process

- **identification and contact data:** first name, last name, company, address, company ID, VAT ID, email, phone,
- **account data:** login details and account settings,
- **order and payment data:** ordered services, invoices, payments,
- **domain data:** domain holder contact details required by the registry,
- **communication:** questions and requests sent to customer support,
- **technical data:** IP addresses and operational logs of service usage,
- **website usage data:** cookies and similar technologies as described in section 7.

We collect data directly from you, from the operation of our services and from public registers. We do not process special categories of personal data.

4. Purposes and Legal Basis

- **Performance of a contract** (Art. 6(1)(b) GDPR): entering into a contract, providing services, registering domains, managing your account and customer support. We cannot provide our services without this data.
- **Compliance with legal obligations** (Art. 6(1)(c) GDPR): accounting and tax obligations.

- **Legitimate interest** (Art. 6(1)(f) GDPR): security of our services and prevention of abuse, protection of our legal claims, and sending marketing messages about similar services to existing customers under Section 7(3) of the Czech Act No. 480/2004 Coll.
- **Consent** (Art. 6(1)(a) GDPR): analytics and marketing cookies, and marketing messages in other cases. You can withdraw your consent at any time.

We do not use automated decision-making or profiling with legal effects.

5. How Long We Keep Data

- data needed to provide services for the duration of the contract,
- accounting and tax documents for the period required by law (10 years),
- data needed to establish or defend legal claims for up to 4 years after the last service ends,
- technical and operational logs for up to 6 months,
- data processed based on consent until you withdraw it,
- data for marketing messages until you unsubscribe.

After a service ends, we delete the data stored on it within the periods set out in our General Terms and Conditions. We do not keep backups after a service ends; existing backup copies expire through regular rotation.

Account anonymization: after all your services have ended and all payments are settled, you can ask us to anonymize your account. We will then remove the personal data in your account. This does not affect documents we must keep by law.

6. Who We Share Data With

We do not sell personal data. We share it only as needed with these categories of recipients:

- domain registrars and registries, to register and manage domains,
- payment service providers and banks, to process payments,
- an email marketing service provider, to send marketing messages,
- analytics and advertising service providers, if you give your consent,
- public authorities, where required by law.

We run our servers in our own data center in the Czech Republic. If a recipient processes data outside the European Union, this happens only with adequate protection under the GDPR, in particular based on an adequacy decision of the European Commission or standard contractual clauses.

7. Cookies

Our website uses:

- **essential cookies**, required for the website to work (login, shopping cart, saving your cookie choices),
- **analytics cookies**, to measure website traffic,
- **marketing cookies**, to measure the effectiveness of our ads.

We use analytics and marketing cookies only with your consent. You can give, change or withdraw your consent in the cookie banner on our website.

8. Your Rights

Under the conditions set out in the GDPR, you have the right to:

- access your personal data (Art. 15),
- rectification of your personal data (Art. 16),
- erasure of your personal data (Art. 17),
- restriction of processing (Art. 18),
- data portability (Art. 20),
- object to processing (Art. 21), and to object to marketing messages at any time,
- withdraw your consent to processing.

You can send your request by email or through the customer administration. We will handle it without undue delay and within one month at the latest. We may verify your identity before handling your request.

You also have the right to lodge a complaint with the Czech Office for Personal Data Protection (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Prague 7, Czech Republic, www.uoou.cz.

9. Security

We have taken appropriate technical and organizational measures to protect personal data, in particular secured access to our data center, encrypted communication, secure password storage and two-factor authentication. Only authorized persons have access to personal data.

10. Final Provisions

We may update this policy. The current version is published on the best-hosting.cz website.