

Privacy Statement – TNGNET B.V.

TNGNET B.V. ('TNGNET'), established in Amsterdam, the Netherlands, respects the privacy of its customers, partners, and website visitors. TNGNET operates under several additional brand names, which forms part of its product and service portfolio. This Privacy Statement explains how TNGNET processes personal data in accordance with the General Data Protection Regulation (EU 2016/679, 'GDPR') and the Dutch GDPR Implementation Act ('Uitvoeringswet AVG').

1. Scope and Roles

This Privacy Statement applies to all TNGNET services, websites, and communications, including www.tngnet.com. TNGNET acts as Data Controller for personal data it collects and processes for its own operations (e.g. customer management, billing, marketing, and security monitoring). TNGNET may also act as Data Processor when processing customer data on behalf of its clients (for example, within cloud, GPU hosting, or colocation services).

2. Personal Data Processed

TNGNET may process personal data such as names, email addresses, business registration details, billing addresses, IP addresses, support tickets, and communication records. Data may be collected directly from customers or indirectly through service usage logs, payment processors, or partners.

3. Purposes and Legal Basis

TNGNET processes personal data for purposes including:

- Providing and maintaining infrastructure, cloud, GPU, and colocation services;
- Managing customer accounts, billing, and support;
- Securing network and system operations;
- Complying with legal obligations;
- Conducting sales and marketing communications.

The lawful bases for processing include contractual necessity (Art. 6(1)(b)), legitimate interest (Art. 6(1)(f)), and legal obligation (Art. 6(1)(c)).

4. Data Sharing and Sub-Processors

TNGNET works with carefully selected third-party service providers ('sub-processors') to operate and secure its infrastructure and business processes. These include data-center facility providers, payment processors, communication and productivity service providers, and DDoS protection partners.

Each sub-processor operates under an agreement imposing confidentiality and GDPR-equivalent security requirements. A current and complete list of TNGNET's

sub-processors, including their purposes and locations, is maintained at www.tngnet.com/legal.

5. Data Retention

Personal data is retained only as long as necessary for the purpose collected or as required by law. For example, billing and tax-related data are retained for seven years. Network logs are generally kept for up to six months for security and compliance purposes.

6. Security

TNGNET applies technical and organizational measures to protect data, including encryption, access control, secure authentication, physical security at data centers, network segmentation, and continuous monitoring.

7. International Data Transfers

All personal data processed by TNGNET is stored within the European Economic Area (EEA). Any transfer outside the EEA, if applicable, will be based on valid safeguards such as the EU Standard Contractual Clauses (2021/914/EU).

8. Data Subject Rights

Individuals have the right to access, correct, delete, or restrict processing of their data, as well as to object to processing or request data portability under Articles 12–23 GDPR. Requests can be submitted to info@tngnet.com. TNGNET will respond within one month.

9. Data Breach Notification

In the event of a personal data breach, TNGNET will promptly assess the impact and notify affected parties and the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) where required by law.

10. Data Processing Agreement (DPA)

For customers using TNGNET's infrastructure, cloud, or colocation services where TNGNET acts as Data Processor, TNGNET offers a separate Data Processing Agreement (DPA) under Article 28 GDPR. This DPA defines the responsibilities of both Controller and Processor and references the sub-processor list available at www.tngnet.com/legal.

11. Changes to this Privacy Statement

TNGNET may update this Privacy Statement periodically to reflect changes in its practices or legal requirements. The latest version will always be available at www.tngnet.com/legal.

12. Contact

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