INTERCONNECT
Data & Cloud Center

Privacy statement

Date 19-10-2026



We (Interconnect Services B.V. and its affiliated companies) process your personal data when you use our websites or services, or otherwise come into contact with us. We take your privacy seriously and handle the personal data we process with great care. In this privacy statement, we provide further details regarding the processing of your personal data. If you have questions after reading this privacy statement, you can contact us using the contact details at the end of this privacy statement.

In order to guarantee that this privacy statement continues to comply with all legal provisions, we may make changes. It is therefore important that you regularly check whether there are any updates to the privacy and cookie statement. Always pay attention to the date in the footnote and the update under this paragraph. We make every effort to announce these changes separately.

This privacy statement was last updated in October 2026.

1 Reading guide: This privacy statement in brief

We may process personal data for various purposes, for instance, when you use our websites, purchase our services, apply for a position or attend an event. This privacy statement explains how we process your personal data. Click on the headings below to jump directly to a specific topic:

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2 What personal data do we process?

Personal data refers to any information that can be traced back to an identified or identifiable person. We process the following categories of your personal data:

Customers:	
Name details:	First and last name, preferred names
Business contact details:	Gender (form of address), name and address details, (business) email address, (business) phone number, company name
Financial and transaction data:	Account holder name, bank account number, details from your bank or credit card company, transaction information, billing, administrative records
Contractual information:	Signed agreements and signature(s)
Website/portal data:	IP address, browser data and settings, date and time of connections, portal settings, statistical data, passwords, user name and login data.
Website visitors:	
Content and advertising data:	Recording of responses/actions regarding our online advertisements and content, and personal preferences (e.g., downloading content)
Cookie preferences:	Necessary cookies, preference cookies, statistical cookies, marketing cookies, unclassified cookies (see the cookie statement for more information)
Consents:	The consent you have provided, including the date
Website data:	IP address, browser details and settings, date and time of connections, statistical data
Individuals who contact us via the website:	
Name details:	First and last name, preferred names
Interaction data:	Comments or messages you send us via our forms
Event) visitors:	
Name details:	First and last name, preferred names
Visitor data:	Date and time of visit, biometric data, identity document number, camera footage For more information, please refer to the privacy statement for data centre visits
Business and contact details:	Company name, and any (business) contact information such as email address and telephone number
Audio and visual material:	Audio and visual material may be recorded during events; this is always indicated via information signs upon arrival at the event or in the invitation. If you do not wish for any audio or visual material of you to be recorded, please inform the photographer or the organisation's staff.
Job applicants:	
Name details:	First and last name, preferred names
Contact details:	Email address, telephone number, and (if provided by the applicant) a link to their LinkedIn account
Application data:	CV, cover letter, Certificate of Good Conduct (Dutch VOG), screening results, publicly available information
Consents:	The consent you have provided, including the date

3 WHEN DO WE PROCESS YOUR PERSONAL DATA?

We only process your personal data if there is a legal basis for doing so and if it is necessary for the purpose for which the data was collected. We do not use automated decision-making and profiling. In cases where your consent is required for processing, you may withdraw it at any time. Please contact us if you wish to do so.

The table below outlines the purposes for which we process personal data and the legal basis for doing so.

Customers:

We process your personal data because it is necessary for the performance of the agreement. The purposes for this are:

- To enter into the agreement
- To provide services, including access to our portals
- To send invoices and process payments
- To comply with our administrative obligations
- To improve the functionality of our online portals
- To contact you in the context of your customer experience
- To making offers for services

Based on your consent, we may also process your personal data for the following purpose:

- To send surveys

Website visitors:

We process your personal data based on a legitimate interest. The purposes for this are:

- To improve the functionality, effectiveness and quality of our websites

Based on your consent, we may also process your personal data for the following purpose:

- To tailor online content to your interests

(Event) visitors:

We process your personal data based on a legitimate interest. The purposes for this are:

- To secure our office and data centre premises
- To ensure safety within our office and data centre premises

We process your audio and visual material based on your consent, for the following purpose:

- Commercial interests, such as promoting our services and providing an impression of the atmosphere at events

Individuals who contact you:

We process your personal data because it is necessary for the execution of an agreement or for a legitimate interest. The purposes for this are:

- To contact you, answer a question or handle a complaint.

Based on your consent, we may also process your personal data for the following purpose:

- To send you newsletters and provide online content.
- To respond to your contact requests, for example, regarding a data centre visit or a request for a quote.

Job applicants:

We process your personal data based on a legitimate interest. The purposes for this are:

- To contact you following a job application.
- Selection based on the data provided
- To enter into an employment agreement.

We process your personal data based on your consent for the following purpose:

- To contact you again regarding future job openings.

4 How do we secure your data?

Safeguarding your data is one of the most important aspects of our service; therefore, we implement appropriate organisational and technical security measures to ensure the protection of your data. This includes ensuring that only authorised individuals have access to your (personal) data, and periodically assessing the effectiveness of our security measures through internal and external audit programs. Furthermore, we hold various certifications related to data security, which you can view at www.interconnect.nl/en/about-us/certifications.

5 In which countries do we store your data?

Your data is primarily stored in the Netherlands. In order to provide our services, we may provide your personal data to third parties established outside the Netherlands, for example when applying for a domain name in a country outside the EEA. For parties established outside the European Economic Area (EEA), we (and our suppliers) use a model agreement from the European Commission or make agreements about processing personal data.

6 How long do we keep data?

We do not store your personal data for longer than is necessary for the purpose for which it was collected. This means that data is destroyed or removed from our systems when it is no longer needed. In concrete terms, this means that we store data:

- for at least the duration for which the data is used to provide you with a service;
- as required by law, an agreement or our statutory obligations, some examples of which are:
- Application data: 4 weeks after the vacancy has been closed (if you provide consent, we will retain your data for up to one year after the application process has ended, so that we may contact you should a position become available for which we believe you are a suitable candidate);
- Agreements: 10 years after termination;
- Biometric data for data centre access: 6 months after the last visit;
- Camera footage: 4 weeks after recording;
- Audio and visual material: 5 years.

7 To which third parties do we provide your data?

We do not provide data to third parties, unless it is necessary in the following situations:

- sharing is required to achieve the purpose for which you shared the data with us;
- sharing is necessary for the execution of an agreement you have entered into with us;
- you have provided consent for this;
- we are legally obligated to do so.

When we engage third parties to process your data, we always enter into a written agreement (a data processing agreement) with them. Key principles of this agreement include that the data may only be processed according to our instructions, that appropriate security measures must be taken and that the data must be destroyed upon termination of the agreement. The following third parties process your personal data on our behalf:

- Cookie suppliers (see cookie table in the cookie statement)
- IT service providers
- Telecom providers
- Suppliers of the administration and marketing tools;
- Consultants and advisors engaged by us

8 What are your privacy rights?

Protection of privacy is a fundamental right. You have the following rights with regard to the processing of personal data:

- **Right of access**: You have the right to view the personal data that we process about you. If you exercise this right, we provide you with a copy of the data.
- **Right to rectification**: You have the right to correct or supplement the personal data we process about you if it is incorrect or incomplete.
- **Right to be forgotten**: You have the right to have the personal data that we process about you deleted. Please note that deleting data may affect the services that we provide to you.
- **Right to object**: You have the right to object to the processing of your personal data.
- **Right to data portability**: You have the right to request a copy of the collected data and to transfer it to a third party.
- **Right to restriction of processing**: In some cases, you have the right to submit requests to (temporarily) restrict the processing of your personal data. If possible, we will process less of your data. Please note that restricting data processing may affect the services we provide to you.
- **Right to withdraw your consent**: You have the right to withdraw your given consent at any time. Withdrawing your consent will affect the services we can provide to you.

When submitting a request, we will ask you to identify yourself. We do this to ensure that you are the correct person to whom the personal data belongs. If you have a question about your rights or wish to submit a request, you can contact us using the contact details at the bottom of this privacy statement.

9 Do you have a complaint?

You can file a complaint with us if you are not satisfied. This can be done via the contact details at the bottom of this privacy statement. We will handle this complaint internally and contact you as soon as possible.

You have the right to file a complaint with the Dutch Data Protection Authority if you believe that we are not helping you sufficiently or are acting in violation of the General Data Protection Regulation (GDPR). You can file this complaint with the Dutch Data Protection Authority via the website: www.autoriteitpersoonsgegevens.nl.

10 Contact details

You can contact us to update your preferences, change your personal data, make a request or ask questions about the processing of your data. Do you have any questions about your consent? Always state the ID and date of the consent.

You can contact us via:

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