

# GDPR

GDPR Policy for MediaBlaze Hosting Limited

Last Updated: 25/05/18

Approved in April 2016 the [General Data Protection Regulation](#) (GDPR) is a significant legislative change in Europe relating to the data protection laws since the EU Data Protection Directive 95/46/EC which was introduced in 1995.

The EU General Data Protection Regulation (GDPR) extends the scope of the EU data protection law to all foreign companies processing data in the EU residents. The GDPR also defines a new set of “digital rights” for EU citizens.

Here at MediaBlaze Hosts we support GDPR and well endeavour to ensure all our services comply with it’s provisions by the 25th May 2018.

Below are details and an FAQ section about our implementation and compliance of the GDPR. Please take time to read through them and ensure you and/or your business are also in compliance with the provisions of GDPR.

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For further details about our GDPR implementation please contact us at our registered address:

**MediaBlaze Hosting Limited**

31 Station Road

Charing

Ashford

Kent

TN27 0JA

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**GDPR FAQ’s:**

**What is General Data Protection Regulation (GDPR)?**

The General Data Protection Regulation is the new European law that replaces the Data Protection Act 1998 in the UK and the EU Data Protection Directive 95/46/EC 1995. It places greater obligations on how organisations handle personal data. It comes into effect on 25 May 2018.

**Who does the GDPR apply to?**

The GDPR applies to organisations and individuals operating within the EU, whether or not they are based in the EU. This means it applies to organisations outside the EU that offer goods or services to individuals within the EU.

The GDPR defines ‘personal data’ as any information relating to an identifiable person who can be directly or indirectly identified in a particular reference to an identifier. The GDPR definition provides for a wide range of personal identifiers, some of which are obviously personal data (such as names and address), as well as data which can be used to identify an individual indirectly (for example an IP address).

### **Does the GDPR apply to me?**

Yes, if you are a customer of MediaBlaze Hosts and are processing personal data of any EU individual or entity when using our services.

### **What is MediaBlaze Hosts role under GDPR?**

MediaBlaze Hosts act as both a data processor and a data controller under the GDPR.

MediaBlaze Hosts (Data Controller) : We act as a data controller for the EU customer information which we collect to provide our services and to manage them (such as customer support). Information we collect on our customers includes customer name and addresses.

MediaBlaze Hosts (Data Processor): When a customer uses our services, we process the personal data provided by the customers on their behalf and will in addition comply with our customers instructions to ensure that we comply with the new legal obligations that apply to data processors under the GDPR.

For further detail, please see our [Privacy Policy](#) and, where applicable, our [General Terms](#).

### **What have MediaBlaze Hosts done to comply with GDPR?**

We have performed considerable investigation and analysis into the operation of our business and endeavoured to ensure we comply with the new requirements imposed by the GDPR. We have reviewed our Services, [Terms and Conditions](#), Third Party arrangements and our [Privacy Policy](#) to ensure we comply with the GDPR.

### **What personal data does MediaBlaze Hosts collect and store from its customers?**

All data collected and stored by MediaBlaze Hosts is given to us voluntarily. When customers sign up to our services or request support, we collect and store contact information such as name, email address, phone number and address. Other identifying data is also collected such as IP Address, Paypal ID, which allows us to provide our services and support.

### **How do we handle right to be forgotten requests?**

Customers may request to deactivate their account and remove all personal data we have collected and stored.

Please contact our support team via our [client area](#) for further instructions.

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## **GDPR Sub Processors**

### **Freenom**

If you register a domain with us, your relevant details required to register the domain will be provided to Freenom

Their privacy policy can be found here: [Freenom Privacy Policy](#)

### **NameCheap**

If you register a domain with us, your relevant details required to register the domain will be provided to NameCheap

Their privacy policy can be found here: [NameCheap Privacy Policy](#)

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### **Hexonet**

If you register a domain with us, your relevant details required to register the domain will be provided to Hexonet

Their privacy policy can be found here: [Hexonet Privacy Policy](#)

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### **Braintree Payments**

We use Braintree Payments for the purpose of processing Debit and Credit Card Payments. Name, Address and Card information are provided to Braintree Payments in order to process transactions.

Their privacy policy can be found here: [Braintree Privacy Policy](#)

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### **PayPal**

We use PayPal to collect payments for our services. When purchasing from us, we provide PayPal with your Name and Address to process the transaction.

Their privacy policy can be found here: [PayPal Privacy Policy](#)

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### **GoCardless**

We use GoCardless to collect payments for our services. When purchasing from us, we provide GoCardless with your Name, Address and Bank Account information to process the transaction.

Their privacy policy can be found here: [GoCardless Privacy Policy](#)

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### **CoinGate**

We use PayPal to collect payments for our services. When purchasing from us, we provide PayPal with your Name and Address to process the transaction.

Their privacy policy can be found here: [CoinGate Privacy Policy](#)

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### **Max Mind Inc**

We carry out a Fraud Check when a new customer orders our services. We provide Max Mind with the Customer Name, Address, Email Address and IP Address for the Fraud Verification to be processed.

Their privacy policy can be found here: [MaxMind Privacy Policy](#)

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### **GlobalSign**

If you purchase an SSL Certificate, we will provide your Name, Address and Email Address to GlobalSign to process the SSL provisioning.

Their privacy policy can be found here: [GlobalSign Privacy Policy](#)

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### **Tawk.to**

Tawk.to is the software we have chosen to offer Live Chat on our website. When visiting our website, we provide Tawk.to with the users IP address and only when provided by the user, their Name, Contact Number and Email Address.

Their privacy policy can be found here: [Tawk.to Privacy Policy](#)

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