

Your privacy is important to Leaseweb Hong Kong Ltd. (hereinafter "Leaseweb Hong Kong," "we", "our" or "us") and its business relations. This Privacy Statement informs you of Leaseweb Hong Kong's practices as an IaaS cloud provider for unmanaged services (unless explicitly provided otherwise) with respect to the collection, use and storage of your personal information ("Personal Data").

DATA PROTECTION LAWS

Leaseweb Hong Kong is regulated by the Personal Data (Privacy) Ordinance and if to the extent applicable international data protection laws, in particular the Regulation 2016/679/EU of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data ("GDPR"), both referred to as Privacy Acts.

HOW LEASEWEB HONG KONG MAY COLLECT INFORMATION ABOUT YOU

Leaseweb Hong Kong may collect your Personal Data when:

- You order a service from Leaseweb Hong Kong.
- You enter a promotion run by Leaseweb Hong Kong.
- You participate in a Leaseweb Hong Kong survey.
- You subscribe to a Leaseweb Hong Kong newsletter.
- You ask Leaseweb Hong Kong for more information about a Leaseweb service, or contact Leaseweb Hong Kong with a question, comment or complaint.
- You submit an abuse notification to Leaseweb Hong Kong.
- You use the Leaseweb Hong Kong network, Leaseweb Hong Kong infrastructure and/or other Leaseweb Hong Kong services.

Leaseweb Hong Kong may collect Personal Data about you as received from fraud-prevention agencies, referral partners, business directories and credit reference agencies.

THE KINDS OF INFORMATION LEASEWEB HONG KONG MAY COLLECT ABOUT YOU

Leaseweb Hong Kong may collect the following Personal Data about you:

- Your business contact persons names, address, phone number, email address, business and ID registrations that may include photo and personal identification numbers and such contact details of legally authorized representatives.
- Your Leaseweb Hong Kong account information – such as Leaseweb Hong Kong services you ordered, domain name registration information, the IP addresses assigned to you, your customer ID, service charges owed and received, the use of Leaseweb Hong Kong services or any other information related to your account.
- Your contact with Leaseweb Hong Kong – such as a notes or recordings of any calls you make to Leaseweb Hong Kong, chat records when you engage in a chat session with Leaseweb Hong Kong, any emails or letters you send to Leaseweb Hong Kong or other records of any contact you have with Leaseweb Hong Kong.
- Information about your payment method, such as credit card number, bank account number or other banking information.
- Information provided by you to Leaseweb Hong Kong when you notify Leaseweb Hong Kong of a (suspected) breach of Leaseweb Hong Kong's acceptable use policies.
- Video footage of you when you are in a Leaseweb Hong Kong data centre or the public space outside and inside our offices.
- Documents and information that certify your identity.

WHY LEASEWEB HONG KONG PROCESSES YOUR PERSONAL DATA

Leaseweb Hong Kong may process your Personal Data for the following reasons and purposes:

- Processing of Orders and Sales Contracts and provision of services, which may include performing customer verification.
- Process vendors contact details for the procurement of services and communicating with vendors to provide information about services of Leaseweb Hong Kong and affiliated entities.
- Communicate with customers, including to: (i) to provide information about services of Leaseweb Hong Kong and affiliated entities, (ii) provide information about offers, Orders and Sales Contracts, provision of services, order status and payment, (iii) provide support and maintenance services, (iv) handle complaints, and (v) answer questions from (potential) customers.
- Perform financial processes, including to (i) calculate, invoice and collect service fees, (ii) process financial transactions regarding the acceptance of Orders, and (iii) grant debt collection rights to third parties.
- Investigate creditworthiness and risk management, including to prevent overextending credit to (potential) customers and verify whether (potential) customers will be able to comply with financial obligations.
- Investigate and process suspected violations of Leaseweb Hong Kong's Policies.
- Ensure the security of persons, goods and objects, and perform fraud detection.
- Conduct legal processes and comply with legal requirements including in relation to legal proceedings, and evidence gathering processes, and complying with court orders.
- Comply with statutory obligations, including to (i) provide data to authorized authorities in the context of criminal investigations, (ii) comply with applicable data retention obligations, and (iii) the provision to third parties of data concerning customers in connection with an infringement of these third parties' rights.
- Establish the identity of customers or third parties, including provide access to data centres and our offices.

In addition, we may process your Personal Data for direct marketing – including our collection, use and storage of your Personal Data for such direct marketing activities is subject to the "Direct Marketing" section below.

SHARING YOUR PERSONAL DATA WITH THIRD PARTIES

Leaseweb Hong Kong may share your Personal Data with:

- Its group affiliates including Leaseweb Global B.V. ("Leaseweb Global for the purposes of financial tax, sales, (direct) marketing [(if you have consented to receiving such communications)] and operational tools and services (including the websites www.leaseweb.com, the Leaseweb

Customer Portal and the Leaseweb API) that may be used to order or manage Leaseweb Hong Kong Services or to communicate with Leaseweb Hong Kong. Please review the Privacy statement of Leaseweb Global on our website to learn about its practices with respect to the collection, storage, and use of your Personal Data.

- Suppliers or agents involved in delivering the services you've ordered with Leaseweb Hong Kong.
- Credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.
- Domain name registries when Leaseweb Hong Kong registers a domain name on your behalf.
- Debt collection agencies or other debt recovery organizations.
- Law enforcement agencies, regulatory organizations, courts, or other public authorities to the extent required by law.
- A Leaseweb Hong Kong customer, if you notify Leaseweb Hong Kong that this customer use of Leaseweb Hong Kong services violates the Leaseweb Hong Kong's Policies or applicable laws.
- A third party that has claimed that your use of the Leaseweb Hong Kong services violates the Leaseweb Hong Kong's Policies or applicable laws (to the extent such sharing is required by law).

RETENTION PROCEDURES

Leaseweb Hong Kong will store your Personal Data as long as necessary to perform the purposes of processing as stated in this Privacy statement (including any purposes directly related to such stated purposes).

LEGAL GROUNDS UNDER GDPR

If the GDPR applies, we rely on the following legal bases to process your Personal Data (as described above, and as applicable):

1. **Performance of a contract:** the use of your Personal Data may be necessary to perform the contract that you have with us. For example, if you use our services, we will use your Personal Data to carry out our obligation to complete and administer that service under the contract that we have with you.
2. **Legitimate interests:** the processing is necessary for the purposes of the legitimate interests pursued by us, for example, information security. We also endeavour to provide you with the best suitable content through our website, emails and newsletters, to improve and promote our products and services, and to enhance our administrative functions, fraud detection and legal purposes.
3. **Consent:** For marketing advertisement (excluding operational communication as part of the services), you are free to withdraw your consent at any time.

ACCESS CONTROL BY DATA CENTRES

Providers of data centers in Hong Kong are not part of the Leaseweb group. Some data centers may require you to use a (personalized) ID badge, other data centers may require you to use a biometric access control system to gain unescorted access to the data center.

Customer is aware that a data center is responsible for the physical access and control of its premises (as a Data Controller under the GDPR). Each data center is solely responsible for determining and executing its access control policies as indicated in their House Rules, including the processing of such biometric data for its access control system.

TECHNICAL AND ORGANIZATIONAL SECURITY PROCEDURES AND DATA TRANSFERS

In accordance with Personal Data (Privacy) Ordinance and other international data protection laws, in particular the GDPR, we observe adequate procedures to prevent unauthorized access to, and the misuse of, Personal Data. We use appropriate business systems and procedures to protect and safeguard the Personal Data. We also use security procedures and technical and physical restrictions for accessing and using the Personal Data on our servers. Only authorized personnel are permitted to access Personal Data in the course of their work. Our business processes apply a series of security services are compliant with the industry security standards.

Leaseweb Hong Kong has implemented the following, but not limited to, generic information security measures across its organisation: network segmentation, next generation firewalls, anti-virus software, full disk encryption of end-points, encrypted communication via SSL or VPN, Security Information and Event Management solutions, dedicated Security Operating Centre, monthly security awareness training, segregation of duties, role-based access permissions (based on least-privilege), secure disposal facilities of confidential information, periodic penetration testing of public facing services, secure development training, integrated security monitoring during development, tools to enable employees to work secure (such as password managers), physical security zones. See [www.https://www.leaseweb.com/security-certifications](https://www.leaseweb.com/security-certifications) for more information.

LEASEWEB HONG KONG IN ITS ROLE AS UNMANAGED IAAS CLOUD PROVIDER (UNLESS EXPLICITLY PROVIDED OTHERWISE) (DATA PROCESSOR UNDER GDPR)

Any Personal Data hosted, transmitted or processed on equipment you own (Co-location) or any Personal Data hosted, transmitted or processed by Leaseweb Hong Kong in the delivery of the services on your behalf, is governed by this section for Leaseweb's role as a Data Processor, Any actions performed by Leaseweb Hong Kong in relation to such Personal Data will be in accordance with the Sales Contract concluded between Leaseweb Hong Kong and you, subject to applicable laws.

Where you own the equipment (Co-location) or otherwise use Leaseweb Hong Kong's services, and where you determine the purposes and means of the processing of Personal Data – you are deemed to be the Data Controller in regards to such processing of Personal Data (and Leaseweb Hong Kong would have no logical access to such Personal Data).

DATA RESIDENCY

Your Personal Data will be hosted on either your own infrastructure or on Leaseweb's infrastructure, both located in Hong Kong.

DATA SOVEREIGNTY

Leaseweb Hong Kong has no possession, custody, or control over any Personal Data that is stored in the E.U. or that controlled by any affiliates of ours.

In our role as Data Processor under the GDPR, we offer to EU-based customers the [Standard Contractual Clauses](#) to enable the lawful transfer of Personal Data from the European Economic Area (“EEA”) and Switzerland to other countries globally, unless such country is qualified with an Adequacy Decision. The Standard Contractual Clauses set out our commitment to privacy and data protection when processing Personal Data in connection with the provision of products and services to our EU-based customers and dealing with the transfer of Personal Data outside the EEA and Switzerland in connection with the provision of such products and services.

DATA PROTECTION OFFICER

Our Data Protection Officer (“DPO”) registered with the Dutch supervisory authority under number FG008004 is positioned at our global headquarters in The Netherlands. This office serves as our international centre of expertise for international data protection laws compliance, in particular GDPR compliance, effectively centralizing our connection with the Dutch supervisory authority as the permitted one-stop shop facility for the DPO.

YOUR RIGHTS

In accordance with the Privacy Acts you have a number of rights regarding your Personal Data and the processing thereof:

- You can view and, if necessary, change certain of your Personal Data in your account at any time.
- You can request a copy of the Personal Data processed about you.
- You also have the right to request the erasure of your Personal Data after the termination of the Sales Contract (“Right to be Forgotten”), in case and to the extent duly required and permitted pursuant to applicable laws.
- In addition, you may, under certain circumstances, have the right to restriction of the processing of your Personal Data.
- You have the right to object, on grounds relating to your particular situation, at any time to processing of your Personal Data.
- You have the right to receive your Personal Data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller when the processing is based on your consent or is necessary for the performance of a contract.

If you have any requests regarding the abovementioned, please contact us using the contact details below. If we do not grant your request, we will inform you about the reason why.

DIRECT MARKETING AND WITHDRAWAL OF CONSENT

We may use your Personal Data for the following purposes:

- marketing and promotional purposes, including conduct market research, retention and customer satisfaction surveys, marketing activities (including through email newsletters, social media and onsite/offsite and online/offline advertisement), quotations and offering promotions; to analyse our customers’ preferences and market trends and derive insights, which we may use to tailor the types of services and offers that we present to you. This may involve us combining Personal Data that we hold about your use of our services with information that we have collected about your usage of our services;
- combine your Personal Data with information that we have collected about other customers in order to derive these insights and establish market trends; and
- sharing your personal data with our third-party service providers (such as marketing agencies and social media platforms) who provide advertising services and products to us for our marketing and promotional purposes.

We may share your Personal Data with our affiliate entities (including Leaseweb Global) for the above purposes.

You have the right to ask us not to process your Personal Data for direct marketing purposes. You can exercise this right to prevent such processing by indicating that you do not consent to direct marketing at the point at which we collect your Personal Data. We will also provide an option to unsubscribe or opt out of further communication on any direct marketing communication sent to you. You may also opt out by contacting us as set out in this Privacy Statement.

If you choose to unsubscribe or opt out of marketing communication, we will still send you communications about any of the services and products that we provide to you, including administrative updates and account summaries.

RIGHT TO LODGE A COMPLAINT WITH YOUR LOCAL SUPERVISORY AUTHORITY

You have a right to lodge a complaint with the local supervisory authority if you have concerns about how we are processing your Personal Data. We ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time. In Hong Kong, the local supervisory authority in respect of the Personal Data (Privacy) Ordinance (Chapter 487 of the Laws of Hong Kong) is the Office of the Privacy Commissioner for Personal Data, Hong Kong, their contact details are set out on the following page: https://www.pcpd.org.hk/english/contact_us/contact_us.html.

STATEMENT CHANGES

Leaseweb Hong Kong may modify or amend this Privacy Statement from time to time as our business practices and legal requirements evolve. If this Privacy Statement is modified, Leaseweb Hong Kong will provide notice of the change by posting the updated Privacy Statement on our website www.leaseweb.com. Leaseweb Hong Kong advises you to check this page regularly to see if any changes have been implemented.

CONTACT INFORMATION

If you have any requests, questions or suggestions about Leaseweb Hong Kong’s privacy practices or want to contact our DPO, please send an email to privacy@hk.leaseweb.com.

Leaseweb Hong Kong Ltd., private company with limited liability, incorporated under the laws of Hong Kong with its company number 2909745, and having its visiting address at 3806 Central Plaza 18 Harbour, RD Wanchai, Hong Kong.