

# Data Processing Agreement (DPA)

**Last Updated:** 14 March 2026

**Company Registration Number:** 17091516

**ICO Registration:** Pending

This Data Processing Agreement (“DPA”) forms part of the Terms of Service and governs the processing of personal data by **Zentrix Hosting Ltd** in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

## 1. Parties

This Data Processing Agreement is entered into between:

### Data Controller

The client or customer using Zentrix Hosting services determines the purposes and means of processing personal data.

### Data Processor

#### Zentrix Hosting Ltd

3rd Floor  
86–90 Paul Street  
London  
England  
United Kingdom  
EC2A 4NE

Company Number: 17091516

Zentrix Hosting processes personal data **solely on behalf of the Controller** when providing hosting and infrastructure services.

## 2. Subject Matter and Duration

This DPA applies to the processing of personal data carried out by Zentrix Hosting on behalf of the Controller in connection with the provision of services including but not limited to:

- Web hosting
- VPS hosting
- Game server hosting
- Bot hosting
- Infrastructure hosting
- Managed hosting services

This DPA remains in force for the duration of the service agreement between the Controller and Zentrix Hosting and continues until all personal data has been returned or deleted in accordance with this agreement.

## 3. Nature and Purpose of Processing

Zentrix Hosting processes personal data solely for the purpose of providing hosting infrastructure and related services requested by the Controller.

Processing activities may include:

- storage of hosted data
- transmission of data across network infrastructure
- display and retrieval of hosted data
- system administration and monitoring
- infrastructure security and abuse prevention
- backup and disaster recovery services

Zentrix Hosting **does not determine the purpose or means of processing personal data stored by customers on hosted systems.**

## 4. Categories of Personal Data

The categories of personal data processed depend on how the Controller uses Zentrix Hosting services.

These may include:

- names and contact details
- account or user identifiers
- IP addresses and technical identifiers
- application data and customer records
- any personal data stored or processed by applications hosted by the Controller

Zentrix Hosting does not control or monitor the content of customer data unless required for **security, abuse investigation, or legal compliance**.

## 5. Categories of Data Subjects

Data subjects may include:

- customers or end-users of the Controller's services
- employees or contractors of the Controller
- users of websites, applications, or services hosted by the Controller
- other individuals whose personal data is processed through systems hosted on Zentrix Hosting infrastructure

## 6. Obligations of the Controller

The Controller agrees that it is solely responsible for:

- ensuring a lawful basis exists for processing personal data
- providing appropriate privacy notices to data subjects
- complying with all applicable data protection laws

- responding to data subject requests
- ensuring that hosted applications process personal data lawfully

The Controller must not process personal data through Zentrix Hosting services in a manner that violates applicable laws or regulations.

## 7. Obligations of the Processor (Zentrix Hosting)

Zentrix Hosting agrees to:

Process personal data only on documented instructions from the Controller, including instructions given through the normal use of Zentrix Hosting services.

Ensure that personnel authorized to process personal data are subject to appropriate confidentiality obligations.

Implement appropriate technical and organizational security measures to protect personal data.

Assist the Controller, where reasonably possible, in fulfilling obligations regarding data subject rights.

Notify the Controller without undue delay upon becoming aware of a personal data breach affecting data processed on behalf of the Controller.

Provide reasonable information to demonstrate compliance with this DPA.

## 8. Technical and Organizational Security Measures

Zentrix Hosting implements appropriate security measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.

Security measures may include:

- encrypted communications (TLS/HTTPS)
- network firewalls and segmentation
- role-based access controls
- monitoring and intrusion detection systems
- infrastructure access logging
- secure virtualization infrastructure
- regular system updates and security patching
- secure backup systems

Security controls are reviewed and updated periodically.

## 9. Sub-Processors

Zentrix Hosting may engage third-party sub-processors to support the provision of services.

These may include:

- infrastructure and datacenter providers
- payment processors
- monitoring or support platforms
- software service providers used to operate our services

All sub-processors are required to implement data protection obligations that are **no less protective than those contained in this DPA**.

Zentrix Hosting remains responsible for the performance of its sub-processors.

## 10. International Data Transfers

Zentrix Hosting primarily operates within the **United Kingdom and European Economic Area (EEA)**.

Where personal data is transferred outside the UK or EEA, Zentrix Hosting will ensure appropriate safeguards are implemented in accordance with UK GDPR, including:

- adequacy decisions issued by the UK government
- Standard Contractual Clauses (SCCs)
- other legally recognized transfer mechanisms

## 11. Assistance with Data Subject Requests

Where the Controller receives a request from a data subject exercising their rights under UK GDPR, Zentrix Hosting will provide reasonable assistance where technically feasible.

Such assistance may include:

- providing access to stored data
- correcting inaccurate information
- assisting with data deletion requests

The Controller remains responsible for responding to data subject requests.

## 12. Personal Data Breach Notification

In the event of a personal data breach affecting data processed on behalf of the Controller, Zentrix Hosting will:

Notify the Controller without undue delay after becoming aware of the breach.

Provide available information necessary to assist the Controller in meeting regulatory reporting obligations.

Zentrix Hosting may investigate and take appropriate steps to mitigate the effects of the breach.

## 13. Audits and Compliance

The Controller may request reasonable information demonstrating Zentrix Hosting's compliance with this DPA.

Any audit requests must:

- be reasonable and proportionate
- not compromise the security of other customers
- be subject to confidentiality obligations

Zentrix Hosting may satisfy audit requests by providing documentation, certifications, or security reports where appropriate.

## 14. Data Return and Deletion

Upon termination of services, the Controller may request that Zentrix Hosting:

- return personal data where technically feasible
- delete personal data from active systems

Backup data will expire automatically under Zentrix Hosting's **30-day rolling backup retention policy**, unless otherwise required by law.

Certain information may be retained where required for:

- legal compliance
- security investigations
- accounting obligations

## 15. Liability

Each party remains responsible for its own compliance with applicable data protection laws.

Nothing in this DPA alters or limits the liability provisions contained in the main Terms of Service agreement between the parties.

## 16. Governing Law

This DPA is governed by the **laws of England and Wales**.

Any disputes arising from this agreement shall be subject to the jurisdiction of the courts of **England and Wales**.

## 17. Contact Information

Zentrix Hosting Ltd

3rd Floor  
86–90 Paul Street  
London  
England  
United Kingdom  
EC2A 4NE

Email:

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# Authorized by

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