

GDPR Compliance Policy

Last Updated: 14 March 2026

Company Registration Number: 17091516

ICO Registration: Pending

1. Introduction

This GDPR Compliance Policy explains how **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our") complies with the requirements of the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Zentrix Hosting is committed to protecting the privacy and personal data of:

- customers
- website visitors
- end users of services hosted on our infrastructure

This policy outlines the organizational and technical measures we implement to ensure compliance with data protection laws.

2. Legal Framework

Zentrix Hosting processes personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- applicable UK privacy and electronic communications regulations
- other applicable international data protection laws where relevant

Our policies are designed to support the **principles of lawful, fair, and transparent data processing**.

3. Data Protection Principles

Zentrix Hosting adheres to the core principles of UK GDPR when processing personal data.

Personal data must be:

1. Processed lawfully, fairly, and transparently
2. Collected for specified, explicit, and legitimate purposes
3. Adequate, relevant, and limited to what is necessary
4. Accurate and kept up to date
5. Retained only for as long as necessary
6. Processed in a manner that ensures appropriate security

4. Roles and Responsibilities

Depending on the service provided, Zentrix Hosting may act as either a **Data Controller** or a **Data Processor**.

Data Controller

Zentrix Hosting acts as a Data Controller when processing personal data relating to:

- customer accounts
- billing records
- support communications
- website operations

Data Processor

Zentrix Hosting acts as a Data Processor when hosting or storing data on behalf of customers.

In such cases:

- the customer acts as the **Data Controller**
- Zentrix Hosting processes data only according to the customer's instructions

This relationship is governed by our **Data Processing Agreement (DPA)**.

5. Lawful Basis for Processing

Personal data processed by Zentrix Hosting is based on one or more lawful grounds under UK GDPR.

These include:

Contractual Necessity

Processing required to deliver services requested by customers.

Legitimate Interests

Processing required to maintain:

- infrastructure security
- fraud prevention
- abuse detection
- service improvement

Legal Obligation

Processing required to comply with:

- tax laws
- accounting regulations
- law enforcement requests

Consent

Processing where individuals have provided explicit consent.

6. Data Subject Rights

Individuals whose personal data is processed by Zentrix Hosting have the following rights under UK GDPR.

Right of Access

Individuals may request access to the personal data we hold about them.

Right to Rectification

Individuals may request correction of inaccurate or incomplete data.

Right to Erasure

Individuals may request deletion of their personal data where appropriate.

Right to Restrict Processing

Individuals may request limitations on how their personal data is processed.

Right to Data Portability

Individuals may request that their personal data be provided in a portable format.

Right to Object

Individuals may object to certain types of processing.

Requests relating to these rights can be submitted to:

Email:

legal@zentrixhosting.com

Requests will normally be processed within **30 days**.

7. Data Security

Zentrix Hosting implements appropriate technical and organisational measures to protect personal data.

These measures include:

- encryption of data in transit (TLS/HTTPS)
- network firewalls
- access control systems
- role-based access permissions
- infrastructure monitoring
- intrusion detection systems
- secure server infrastructure
- regular security updates

Security practices are reviewed periodically.

8. Data Breach Management

Zentrix Hosting maintains procedures for detecting and responding to data breaches.

In the event of a personal data breach:

- affected systems will be investigated immediately
- containment measures will be implemented
- affected customers will be notified where required

Where legally required, breaches may be reported to the **Information Commissioner's Office (ICO)**.

9. Data Retention

Personal data is retained only for as long as necessary for operational, legal, and regulatory purposes.

Retention periods are defined in our **Data Retention Policy**.

Examples include:

- financial records retained for 6 years
- support tickets retained for 24 months
- security logs retained for 30–90 days

When data is no longer required it is securely deleted or anonymised.

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, appropriate safeguards are implemented, such as:

- UK adequacy decisions
- Standard Contractual Clauses (SCCs)

11. Sub-Processors

Zentrix Hosting may use third-party service providers to assist with delivering services.

Examples may include:

- datacentre providers
- payment processors

- support platforms
- infrastructure monitoring services

All sub-processors must comply with applicable data protection obligations.

12. Staff Training and Awareness

Zentrix Hosting ensures that personnel with access to personal data receive appropriate training regarding:

- data protection responsibilities
- security procedures
- confidentiality requirements

Employees are required to follow internal security and data protection policies.

13. Compliance and Policy Updates

Zentrix Hosting periodically reviews its data protection policies and procedures to ensure continued compliance with evolving regulations.

Policies may be updated when:

- legal requirements change
- new services are introduced
- operational practices evolve

Updated policies will be published on our website.

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