



## Information about GDPR

serverloft is a brand of the European based Host Europe GmbH

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This is a translation of a German document. Errors and omissions excepted

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On **25.05.2018** comes into force the new **General Data Protection Regulation (GDPR-EU)**, which regulates and unifies across the European Union (EU) the data protection law and the way companies deal with private data from its customers. In this article we will show you the new features available on our PowerPanel and Website.

## 1. Management of Cookies

From now on, we offer a new cookie banner for the cookie settings on all our pages. It shows not only which files we keep from a group of Cookies, but also gives you the possibility of an individual configuration. You as a user will in the future have the choice of which Cookies, and therefore which personal data, you would like to make available to us.

**We serve cookies**

Our Website uses cookies, which help us to improve our site and enables us to deliver the best possible service. By clicking 'accept' you are agreeing to our cookie policy. [Find out more.](#)

[Decline](#)   [Hide settings](#)   [Accept](#)

<p><b>Analytics</b> <input checked="" type="checkbox"/></p> <p>Tools that collect anonymous data about how visitors use our site and how it performs. We use this to improve our products, services and user experience.</p>	<p><b>Advertising</b> <input checked="" type="checkbox"/></p> <p>Anonymous information we collect to help us recommend more relevant products and services for you.</p>	<p><b>Support</b> <input checked="" type="checkbox"/></p> <p>Tools that power interactive services such as chat support and customer feedback tools.</p>	<p><b>Essentials</b></p> <p>Tools that enable essential services and functionality, including identify verification, service continuity and site security, opt out is not available.</p>
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You can review and change those settings at any time on our website under our new Privacy Manager page: <https://www.serverloft.eu/privacy-manager/>

### Privacy Options

Our Website uses cookies, which help us to improve our site and enables us to deliver the best possible service and customer experience. Here you can manage your customer experiences. By clicking yes to any of these options I consent to my cookies being used for this purpose.

<p><b>Analytics</b> <input type="checkbox"/></p> <p>Tools that collect anonymous data about how visitors use our site and how it performs. We use this to improve our products, services and user experience.</p>	<p><b>Advertising</b> <input type="checkbox"/></p> <p>Anonymous information we collect to help us recommend more relevant products and services for you.</p>	<p><b>Support</b> <input type="checkbox"/></p> <p>Tools that power interactive services such as chat support and customer feedback tools.</p>	<p><b>Essentials</b></p> <p>Tools that enable essential services and functionality, including identify verification, service continuity and site security, opt out is not available.</p>
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You will also be able to change the cookie settings in the PowerPanel. You find the Privacy Manager on the footer:



**Manage your cookies**

Our site uses cookies, which helps us to improve our site and enables us to deliver the best possible service and customer experience. Here you can manage your cookie preferences. By switching on any of these options I consent to my cookies being used for this purpose.

<p><b>Analytics</b> <input checked="" type="checkbox"/></p> <p>Tools that collect anonymous data about how visitors use our site and how it performs. We use this to improve our products, service and user experience.</p>	<p><b>Advertising</b> <input checked="" type="checkbox"/></p> <p>Anonymous information we collect to help us recommend more relevant products and services for you.</p>	<p><b>Support</b> <input checked="" type="checkbox"/></p> <p>Tools that power interactive services such as chat support and customer feedback tools.</p>	<p><b>Essential</b></p> <p>Tools that enable essential services and functionality, including identity verification, service continuity and site security. Opt out is not available.</p>
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## 2. Approval

You as a new customer can decide whether you would like to be contacted by phone and if we are allowed to contact you regarding special campaigns and offers.

Phone +

Mobile +

- I have read the [terms and conditions](#) of Host Europe GmbH and I agree to them.\*
- Yes, keep me informed about offers and information by email.
- I am also happy for server4you to contact me by telephone.

We will keep you informed about our products, services and special offers by e-mail. You can unsubscribe from this service at any time via the [unsubscribe link](#).

Our existing customers will find in the PowerPanel the new newsletter categories as well as the channels through which we may contact them. It will also be possible for them to modify their choices at any time. Those settings can be found in the PowerPanel under "Administration > Customer data > Contact preferences".

### Contact preferences

By switching on any of these options I consent to be contacted via these channels for the purpose stated.

**Essentials**  
Emails that are necessary to provide product and service operations including billing information, password resets and identity verification, opt out is not available

**Account summary and updates**  
Stay updated on any changes regarding your account

**Product information and news**  
Get tips and tricks on how to make the most out of your products. Be first to hear about any new products that can help your business grow

**Exclusive offers and surveys**  
Get offers and discounts on the products you need to run

If you wish to change the email address that you receive communication on, [click here](#)

### Other subscriptions

I am happy to be contacted about my account summary and updates, product information, news and exclusive offers.

SMS

Direct mail

Social media

Telephone

### 3. Changes and cancellation

You as a customer of our company will have in the future the option to have your personal data deleted from our system. However, this is only possible if you no longer have any contracts with us and your customer account is settled.

**Delete my account**  
 Deletion is irrevocable and cannot be reversed  
The account can only be deleted if no active contracts exist.  
**Please confirm with your password that all data should be deleted:**

It is also possible to perform changes as the Company or your personal name. Please create therefore a Ticket in your PowerPanel under "Administration > 24/7 E-Mail Support".

### 4. Transfers

You will have the option to request an export in the PowerPanel just so that you will be able to get an overview of the data stored at Server4You, also being able to transfer them if necessary. The data will be provided directly for download.

**Export account data**  
 Please confirm that you are requesting your account details via download  
Do not download data on a public computer.