

Hub Hosting - GDPR Statement for JetBackups

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Official Legal Contact: legal@hub-hosting.com

1. Purpose and Scope

At Hub Hosting, we value your privacy and are committed to protecting your personal data. This GDPR Statement explains how we collect, process, and safeguard your information when you use JetBackups services. It supplements the general Privacy and GDPR Statements applicable to all Hub Hosting services and is aligned with the principles of the General Data Protection Regulation (GDPR – EU 2016/679), the Irish Data Protection Act 2018, and relevant EU supervisory guidance.

2. Data Controller

Hub Hosting acts as the Data Controller for all personal data processed through JetBackups.

Contact Details:

Email: legal@hub-hosting.com

Address: Digital Synergy Ltd, Second Floor, 74 South Mall, Cork, Republic of Ireland.

3. Types of Data Collected

- User Information: name, email address, and contact details.
- Backup Data: files, databases, and content uploaded or replicated for backup purposes.
- Account Information: login credentials and associated account metadata.

4. Purpose of Processing

Personal data is processed for:

- delivery of backup and recovery services;
- account management and support;
- compliance with legal or contractual obligations;
- monitoring and improving service performance and security.

5. Legal Basis for Processing

Processing is based on:

- Performance of a contract,

- Legal obligation,
- Legitimate interest in maintaining reliable operations, and
- Consent, where required for optional features.

6. Data Minimisation and Access Control

Hub Hosting applies the principle of data minimisation. Only data strictly necessary for JetBackups is collected. Access is restricted to authorised personnel under confidentiality and data-protection obligations.

7. Data Retention

Personal and backup data are retained only as long as necessary or as required by law, in line with JetBackups policies and Hub Hosting's Data Retention Schedule (HH-DRS-v2025.1).

8. Your Rights under GDPR

You have rights to access, rectification, erasure ("right to be forgotten"), restriction, portability, and objection. Requests can be sent to legal@digital-synergy.eu and will be handled per Articles 12-23 GDPR.

9. Data Security

Hub Hosting implements technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or destruction. Security controls are aligned with the principles of ISO/IEC 27001:2022 and the NIS2 Directive (EU 2022/2555) and include:

- encrypted data transfer and storage,
- strict access control management,
- incident detection and response,
- and regular internal security reviews.

10. Third-Party Processors

Where JetBackups relies on third-party providers, they act as Data Processors under written DPAs ensuring:

- GDPR-compliant processing,
- adequate technical and organisational measures, and
- prohibition of unauthorised transfers or use.

11. International Data Transfers

If data is transferred outside the EEA, Hub Hosting uses Standard Contractual Clauses (SCCs) or other appropriate safeguards under Chapter V GDPR.

12. Policy Review and Updates

This Statement is reviewed annually as part of Hub Hosting's security governance framework. Updates will be published on our website and, if material, users will be notified in advance.

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