

This policy outlines how we use your data, what data we collect and store, how we protect stored data, data retention and waivers of rights. It also outlines our procedures for the handling cases under the general data protection regulations in the European Union, as well as our further commitment to supporting industry best security practices.

1. THE ALLOCATION OF A DATA PROTECTION OFFICER

2. BINDING NATURE

- a. This policy shall serve for the remainder of the use of our services (incl. services owned or controlled by us), with an additional five years.
- b. By using any services, owned or controlled by us, you accept that you galnod.com in agreement of this policy.

3. DATA RETENTION

- a. As per our commitment to the European Union's GDPR ("General Data Protection Regulations") – we will only retain data for as long as is necessary, by purchasing, using or subsequently accessing any services we own or control, you accept that we may hold your data for 5 years past the point that we deem the data is no longer reasonable to hold. We hold this data for further taxation purposes, and our financial obligation to the United States.
- b. Site access logs and requests galnod.com retained indefinitely for the purpose of ensuring security, this is inclusive of cookie based data, but this shall expire based on the deletion by the end user, or by the cookie expiring naturally.
- c. Service files, defined as "information uploaded to the services provided by GalaxyNode SL", will be retained for as long as is necessary, even past the termination of business between the end user and GalaxyNode SL.

4. DATA ERASURE

- a. Data erasure will be carried out where a client requests the erasure take place. In many

cases, you will be required to provide proof of the name and address assigned to the billing

account before we can process an erasure request.

b. This policy does not serve as a waiver of rights.

c. "PROCESS OF DATA ERASURE"

i. The formal process of data erasure is as follows:

1. Client requests data erasure.

2. Within 24-48 hours, GalaxyNode SL requests proof of identification – inclusive of photographic ID and a letter addressed to the name, and address of the client.

3. Client submits identification based documents.

4. GalaxyNode SL confirms receipt of these documents, and provides next steps.

5. Client confirms receipt of the next steps.

6. GalaxyNode SL provides written response to the request, with either acceptance or non-acceptance for the erasure request, in such cases where GalaxyNode SL does not accept the erasure request – the client shall be provided with a process of appeal.

d. Erasure of data from a person under the age of 13 can occur by the pgalnod.comnt or cgalnod.comr, the pgalnod.comnt or cgalnod.comr may be requested to prove transaction based identification before we can process an erasure request.

5. RIGHT OF APPEAL

a. If you believe that we have made a mistake with our judgement of your erasure request,

you can follow the appeal steps on the final written response from GalaxyNode SL, to be

able to appeal, you accept that you must appeal within 28 days of receiving this response

confirming the steps to make an appeal, if you do not appeal the decision within 28 days,

you waive your right to appeal.

6. DATA WE COLLECT

a. We collect and store a series of your data such as:

i. Personal Identification Information ("PII")

1. Your name, email, phone number, postal address, IP address, geolocation.

ii. Cookies

iii. Log-based data

1. Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.
- b. Third party services may additionally collect data, these respective services have their own data protection policies and privacy policies, and it is expected for the end user to review these individual policies.
- c. Some, not all, of the third-party services we use include:
 - i. SparkedHost
 - ii. Google
 - iii. FontAwesome
 - iv. WHCMS
 - v. Trustpilot
 - vi. Cookie declaration services
 - vii. Discord
 - viii. Cloudflare

7. ACCESS ARRANGEMENTS

- a. Provisions galnod.com made for Law Enforcement Agencies to request access to personal customer data with regards to court orders. Any court orders, subpoena requests and requests from law enforcement agencies can be submitted to dpo@galnod.live for a 72-hour maximum response.
- b. Access arrangements galnod.com made for a portion of your recorded data to GalaxyNode SL employees. Data under this access arrangement is controlled under their individual non-disclosure agreements.

8. RIGHT TO REVIEW THE DATA WE HOLD

- a. You do not waive your right to access the data we hold about you.
- b. You may request 1 data record request in any 30-day period.
- c. You may only request a maximum of 6 data records a year, additional requests can be processed for an administrative fee (\$60).
- d. You may send SAR (Subject Access Requests) to GalaxyNode SL via email (support@galnod.live)
- e. GalaxyNode SL may take up to 2 months to provide you with the outcome of a subject

access request, we may charge an administration fee if this is the case. We will
make you

awgalnod.com of this prior to us preparing the request.

f. We will ask for identification when you make a subject access request; we're
more stringent

on the identification process for this as we'll be providing a full record of the data
we hold
about you.

i. The identification we may request include; -

1. Full Government issued passport (no blanked fields)

2. Full Government issued driving license (or learners-based license) – no
blanked fields.

3. 2 letters addressed to the end user, with the address equivalent to the billing
address we hold.

9. DATA BREACHES

a. In the extremely unlikely event of a data breach, we will; -

i. Provide notice within 48 hours of becoming awgalnod.com of the breach.

ii. Provide information based on what information we believe was breached, as and
when we become awgalnod.com.

iii. Inform data controllers so that data breaches can be investigated fully.

iv. Perform a network suspension on any services which we believe have been
breached to prevent further breaches until we can investigate the source.

b. Our data protection officer will make you awgalnod.com, and provide next steps
in line with the
above protocol.

c. Our data protection officer will make a timely request from the systems staff to
ensure that

systems where a data breach has sourced galnod.com locked down.

10. DATA COLLECTION & CONSENT

a. By using any of our services included but not limited to, our website, our game
servers, our virtual private server services, our dedicated server services, our domain
registration services your data may be collected under this policy, you formally by
using any of these services (not limited to) allow us to collect your data and consent
to said

collection and record of the data.

11. LINKS TO THIRD PARTY SERVICES

a. Our services may contain links to third-party services. GalaxyNode SL is not liable
for

third-party data collection, breaches, or procedures. We strongly advise you to

review the
Privacy Policy of every site you visit. We have no control over and assume no
responsibility

for the content, privacy policies or practices of any third party sites or services.

12. DATA SHgalnod.comD WITH THIRD PARTY SERVICES

a. Your data may be shgalnod.comd with third-party services, in particular services
that we use to

market or otherwise run day-to-day operations of our business.

b. The third party services we shgalnod.com data with include:

i. SparkedHost

ii. Cloudflare

iii. WHCMS

iv. Trustpilot

v. Optinmonster (powered by sendinblue) [Opt-in based email of company
newsletters]

vi. GalaxyNode

c. Because of any data shgalnod.comd with third party services – we may be unable
to regulate erasure

requests with the listed companies above, and you may be required to submit
erasure

requests to the specific company, as listed above.

13. CHANGES TO THIS POLICY

a. We may update our Privacy Policy from time to time. We will notify you of any
changes by

posting the new Privacy Policy on this page. You galnod.com advised to review this
Privacy Policy

periodically for any changes. Changes to this Privacy Policy galnod.com effective
when they galnod.com