

Avant.Si d.o.o.
Poslovna Cona A 49
4208 Šenčur
386 Slovenia

VAT ID: SI50709329
Company registration no.: 5655048000

(hereinafter referred to as the "Provider" or "Processor")

LIST OF DATA

List of personal data subject to processing

(Appendix No. 1 to the document "DATA PROTECTION")

1.1 SERVICE: DOMAIN

1.1.1 Legal basis for data processing

Data required for issuing an invoice for the provided service is retained for 10 years.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name
Address and city	Address and city
Country	Country

1.1.2 Provision of ordered services

When ordering the service, the Provider enables the Customer to manage the service via the client center, which the user accesses with an email address and password (optionally also with an MFA token).

Information about the owner, technical contact, and administrative contact is mandatory for domain registration or transfer.

All of the above data is forwarded to the domain registry, i.e., the issuer of the respective domain extension. In accordance with the rules, terms, and specifics of each domain registry, this data may be publicly accessible in WHOIS databases and may be retained for up to 10 years after expiration.

The Provider's database may also contain information about the user who manages a specific domain and the domain payer. This data is not publicly accessible.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name of contact person
Address and city	Address and city
Country	Country
Email address	Email address
Phone number	Phone number
IP address	IP address
Payer IP address <i>(in case of electronic payment method)</i>	Payer IP address <i>(in case of electronic payment method)</i>
PayPal username <i>(if PayPal payment method is used)</i>	PayPal username <i>(if PayPal payment method is used)</i>
Payer's bank account <i>(in case of bank transfer payment)</i>	Payer's bank account <i>(in case of bank transfer payment)</i>

1.1.3 User data

Apart from the data necessary for the provision of services related to domain names, the Provider does not have access to other Customer or user data.

1.2 SERVICE: SSL Certificates

1.2.1 Legal basis for data processing

Data required for issuing an invoice for the provided service is retained for 10 years.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name
Address and city	Address and city
Country	Country

1.2.2 Provision of ordered services

When ordering the service, the Provider enables the Customer to manage the service via the client center, accessed with an email address and password (optionally also with an MFA token).

The data is mandatory for the issuance of an SSL certificate by an authorized organization (CA – *Certificate Authority*).

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name of contact person
Address and city	Address and city
Country	Country
Email address	Email address
Phone number	Phone number
IP address	IP address
Payer IP address <i>(in case of electronic payment method)</i>	Payer IP address <i>(in case of electronic payment method)</i>
PayPal username <i>(if PayPal payment method is used)</i>	PayPal username <i>(if PayPal payment method is used)</i>
Payer's bank account <i>(in case of bank transfer payment)</i>	Payer's bank account <i>(in case of bank transfer payment)</i>

1.2.3 User data

Apart from the data required for issuing the SSL certificate, the Provider does not have access to other Customer or user data. If the Provider assists with certificate installation, it may obtain access to the hosting package or server where the SSL certificate must be installed.

1.3 SERVICE: Hosting (Web, Reseller, Turbo), Managed Servers (VPS, Dedicated)

1.3.1 Legal basis for data processing

Data required for issuing an invoice for the provided service is retained for 10 years.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name
Address and city	Address and city
Country	Country

1.3.2 Provision of ordered services

When ordering the service, the Provider enables the Customer to manage the service via the client center, accessed with an email address and password (optionally also with an MFA token).

The Customer may update access data for the hosting package or managed server at any time via the client center.

If data migration from another provider is ordered, the Provider obtains access credentials for the hosting package or server at the previous provider. This may include access to control panels, files, databases, website administration backends, and in the case of email migration, email account passwords.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name of contact person
Address and city	Address and city
Country	Country
Email address	Email address
Phone number	Phone number
IP address	IP address
Payer IP address <i>(in case of electronic payment method)</i>	Payer IP address <i>(in case of electronic payment method)</i>
PayPal username <i>(if PayPal payment method is used)</i>	PayPal username <i>(if PayPal payment method is used)</i>
Payer's bank account <i>(in case of bank transfer payment)</i>	Payer's bank account <i>(in case of bank transfer payment)</i>

1.3.3 User data

Data includes website files, database contents, email messages, DNS records, and log files (which may include IP addresses).

All data is also stored in backup systems and is removed within 3–9 months after the service expires.

The Provider has access to data located on hosting packages or managed servers, including data uploaded by the Customer's users.

The Provider accesses data in the following cases:

- At the request of the Customer or user.
- When providing technical or user support.
- To ensure uninterrupted server operation.
- When resolving technical issues.

1.4 SERVICE: Unmanaged Servers (VPS, Dedicated)

1.4.1 Legal basis for data processing

Data required for issuing an invoice for the provided service is retained for 10 years.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name
Address and city	Address and city
Country	Country

1.4.2 Provision of ordered services

When ordering the service, the Provider enables management via the client center (email + password, optionally MFA).

When preparing the unmanaged server, the Provider sends access details to the client center and instructions for updating credentials via email.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name of contact person
Address and city	Address and city
Country	Country
Email address	Email address
Phone number	Phone number
IP address	IP address
Payer IP address <i>(in case of electronic payment method)</i>	Payer IP address <i>(in case of electronic payment method)</i>
PayPal username <i>(if PayPal payment method is used)</i>	PayPal username <i>(if PayPal payment method is used)</i>
Payer's bank account <i>(in case of bank transfer payment)</i>	Payer's bank account <i>(in case of bank transfer payment)</i>

1.4.3 User data

Apart from the data required for initial access to the server after ordering, the Provider does not have access to other Customer or user data or to data located in unmanaged server environments.

1.5 SERVICE: NEOSERV STUDIO

1.5.1 Legal basis for data processing

Data required for issuing an invoice for the provided service is retained for 10 years.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name
Address and city	Address and city
Country	Country

1.5.2 Provision of ordered services

When ordering the service, the Provider enables management via the client center (email + password, optionally MFA).

When preparing the NEOSERV STUDIO package, the Provider enables access to the hosting package via a link in the client center. The Customer may update access credentials at any time.

Customer data collected:

NATURAL PERSONS	LEGAL ENTITIES
	Company name
	VAT ID / Tax number
First and last name	First and last name of contact person
Address and city	Address and city
Country	Country
Email address	Email address
Phone number	Phone number
IP address	IP address
Payer IP address <i>(in case of electronic payment method)</i>	Payer IP address <i>(in case of electronic payment method)</i>
PayPal username <i>(if PayPal payment method is used)</i>	PayPal username <i>(if PayPal payment method is used)</i>
Payer's bank account <i>(in case of bank transfer payment)</i>	Payer's bank account <i>(in case of bank transfer payment)</i>

1.5.3 User data

Data includes website files, database contents, email messages, DNS records, and log files (which may include IP addresses).

All data is also stored in backup systems and is removed within 3–9 months after service expiration.

The Provider has access to data located on hosting packages or managed servers, including data uploaded by the Customer's users.

Access occurs:

- At the request of the Customer or user.
- When providing technical or user support.
- To ensure uninterrupted server operation.
- When resolving technical issues.