

Privacy Policy

Last updated: 10/05/2026

AfterCloud (“we,” “our,” “us”) is committed to protecting your personal data and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our services (“Services”), in accordance with the General Data Protection Regulation (GDPR) and applicable data protection laws in Spain and the European Union.

By using our Services, you agree to the collection and use of information as described in this Policy.

Information We Collect

We may collect the following categories of personal data:

- Account & Identity Data
 - Name, username, billing address, company name, VAT ID (if applicable), phone number, and email address.
- Payment Data
 - Billing information and transaction history. Payments are processed by third-party PCI-DSS compliant providers (such as Stripe or PayPal). AfterCloud does not store full payment card details.
- Service Usage Data
 - Server logs, resource usage statistics, bandwidth consumption, IP addresses, API requests, access timestamps, and control panel activity.
- Technical & Device Data
 - Browser type, operating system, device identifiers, network information, cookies, and session analytics.
- Support Data
 - Information provided through support channels including tickets, live chat, Discord, and email communications.
- Marketing & Communication Data
 - Newsletter subscriptions, marketing preferences, feedback, and consent records.

How We Use Your Data

We use collected data to:

- Provide and maintain our Services
- Process payments and manage billing
- Monitor system performance and security
- Prevent abuse, fraud, and unauthorized access
- Provide technical support

- Comply with legal obligations
- Send service-related or promotional communications (where consent is given)

Legal Basis for Processing (GDPR)

We process personal data under the following legal bases:

- Contract: To provide the Services you purchase
- Legal obligation: Compliance with applicable laws
- Legitimate interest: Security, fraud prevention, and service improvement
- Consent: Marketing communications and optional features

Data Sharing

We do not sell your personal data.

We may share data only with:

- Payment processors (e.g., Stripe, PayPal)
- Infrastructure and security providers (e.g., DDoS protection, CDN services)
- Legal authorities when required by law
- Service providers acting as data processors under strict confidentiality agreements

Data Retention

We retain personal data only for as long as necessary to:

- Provide our Services
- Comply with legal obligations
- Resolve disputes and enforce agreements

Server logs and usage data may be retained for security and operational purposes for a limited period.

Your Rights (GDPR)

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time (where applicable)

To exercise these rights, contact us at: contact@aftercloud.eu

Cookies & Tracking

We may use cookies and similar technologies to:

- Maintain sessions
- Improve user experience
- Analyze service usage
- Enhance security

You may disable cookies in your browser settings, but some features may not function correctly.

Data Security

We implement appropriate technical and organizational measures to protect your data, including access controls, encryption where applicable, and monitoring systems to prevent unauthorized access or misuse.

However, no system is completely secure, and we cannot guarantee absolute security of transmitted or stored data.

International Transfers

Where data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards are in place, such as standard contractual clauses or equivalent protections.

Third-Party Services

Our Services may rely on third-party providers (such as hosting infrastructure, payment processors, analytics, and security services). These providers process data under their own privacy policies and contractual obligations.

Changes to This Policy

We may update this Privacy Policy at any time. Changes will be posted on this page with an updated "Last Updated" date.

Continued use of our Services after changes constitutes acceptance of the updated Policy.

Contact

If you have any questions about this Privacy Policy or your data, you can contact us:

Company: AfterCloud

Email: contact@aftercloud.eu

WhatsApp: (+34) 621 03 18 48

Address: Rua da Rosa 36, 15701 Santiago de Compostela, A Coruña, Spain