

Resolve privacy notice

At SIEL we respect the privacy of each our client and user, that is using our services. Your privacy is of great importance to us and we are committed to protect it at all times.

What is GDPR?

GDPR is the General Data Protection Regulation, approved by the EU Parliament in April 2016 replaced the Data Protection Directive 95/46/EC. Main goal of the new regulation is to create a common system of privacy laws across all member countries of European Union and improve processing of personal data for defined purposes only. Main requirement of the regulation is to process personal data lawfully, transparently and only with clients consent. The Regulation should be applied to all companies that are conducting business in the EU or process the personal data of European citizens.

What does that mean for Resolve users?

SIEL has already been compliant with the applicable legislation even before the GDPR regulation. We are collecting and processing your personal information with care and are committed to protect your privacy with all appropriate measures. We value the trust you have shown us and we are committed to protect your privacy. With intent to prevent unauthorised access to your personal data or its disclosure, to preserve their accuracy and integrity, and to ensure their proper processing, we use appropriate technical and organisational procedures for the protection of personal data of natural persons as well as the data of legal persons, defined in the applicable regulations. If you suspect or think that despite our measures, your data is not safe with us, please contact us on dns@resolve.si immediately.

Personal data is an information that relates to you and allows us to identify you, whereas personal data is considered to be only the data of natural persons. When you create the user account on resolve.si you need to provide the following:

- name,
- surname,
- company name,
- email address,
- physical address (street, ZIP, city),
- country,
- phone number,
- VAT number (applicable for companies).

We use this information to create and manage your user account, for subscription payments, to register, renew and transfer domains, set up your web hosting, register and renew your SSL certificates and for other accompanying services of technical support and issuing invoices. Your email address can be used for sending you emails that are necessary for providing a services of domain registration, transfer and renewal, web hosting, registration and renewal of SSL certificates and other accompanying services of technical support, including:

- reminders that are sent before the expiry of all services (web hosting, domain registration, ssl certificates...);
- sending proposals before the expiry of services;
- reminders for payments of issued proposals;
- invoices;
- confirmation emails on registration, transfer or renewal of domains and other connected services;
- other confirmation emails on web hosting setup and ssl certificates registration.

Your user account is created only on your own request.

Domain registration

When you register a domain, your data is sent to organisations that are responsible for domain registries. Those organisations are also responsible for the protection of personal data that is sent to them but they can still display this data in public whois databases. More information on that matter can be found here:

- for registrations under .si TLD https://www.register.si/domains/generalinformation/policies-and-forms/?lang=en_US
- for registrations of commercial TLDs (.com, .net, .org, .biz, .info, etc.) <https://www.icann.org/privacy>
- for registrations under .eu TLD <https://eurid.eu/en/register-a-eu-domain/gdpr/>

If you have a commercial domain registered with us and you want to protect your privacy, you are able to order additional service, named ID protection. This service masks your data, that can be otherwise displayed in public whois databases. For more information contact us on dns@resolve.si.

Sharing and use of your personal data

In accordance with the explanations above, we may disclose your personal data to our third party service providers who provide services such as domain registration, SSL certificates registration, payments processing and accounting. Your data can also be used or disclosed in case this is necessary or appropriate:

- to respond to requests from public and government authorities and to cooperate with law enforcement;
- to be compliant with applicable legislation;
- for other legal reasons.

We will retain your personal data for as long as permitted or needed in light of the purposes for which it was obtained.

Your rights

If you would like to submit a request to access, correct, erase or object to the processing of personal data you have already provided to us, you may contact us at dns@resolve.si. We will respond to your request consistent with applicable law. In your request, please make clear what personal data you would like to have changed, deleted or limited in any other way. For your protection, we will only implement requests we get from the email address or

other personal data associated with your account, so we kindly ask that you send us the request directly from the email address used in your user account.

What should I do if I have more questions?

If you have any additional questions about the way resolve.si uses your personal data, please contact our data protection person on dns@resolve.si.