Privacy

Gregory Gleinig - 2025-05-29 - Legal

Privacy Policy

Terra Data Centers
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Introduction

Terra Data Centers ("Terra," "we," "us," or "our") is committed to protecting the privacy and security of our customers' personal data and the data they entrust to us through our colocation, cloud, managed services, and support offerings. This Privacy Policy outlines how we collect, use, store, process, share, and protect personal data and customer data in connection with our services, including data center operations and support services. This policy applies to all customers, partners, and users ("you" or "your") who engage with Terra Data Centers' services, websites (e.g., www.terradatacenters.com), or support channels. It covers:

- Personal data (e.g., names, contact information) provided by customers or collected during service delivery.
- Customer data stored or processed in our data centers (e.g., business data, application data).
- Data related to support services, including help desk, remote hands, and technical assistance.

By using our services, you acknowledge that you have read, understood, and agree to the practices described in this Privacy Policy. If you do not agree, please refrain from using our services.

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1. Definitions

- Personal Data: Information that identifies or relates to an individual, such as name, email address, phone number, or billing details.
- Customer Data: Data provided by customers for storage, processing, or management in Terra's data centers, including business records, application data, or other proprietary information.
- Services: Terra's data center offerings, including colocation, cloud storage, managed IT services, network connectivity, and support services (e.g., help desk, remote hands).
- Sensitive Personal Data: Data such as health information, financial details, or biometric data, subject to heightened protection under applicable laws.

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2. Information We Collect

We collect the following types of information to provide and improve our services:

2.1 Personal Data

- Provided Directly by You:
  - Contact information (e.g., name, email, phone number, company name) when you register for services, request a quote, or contact support.
  - Billing information (e.g., payment card details, billing address) for processing payments, collected via our trusted payment processor (e.g., Stripe).
  - Account credentials (e.g., usernames, passwords) for accessing Terra's customer portal or support systems.
  - Correspondence records (e.g., emails, chat logs) when you interact with our support team.
- Collected Automatically:
  - Usage data (e.g., IP address, browser type, device information) when you visit our website or access our services, collected via cookies or similar technologies.

    - Data center access logs (e.g., dates, times, and locations of physical entry) for security purposes.
    - Biometric data (if applicable) for multi-factor authentication at our facilities, with your explicit consent.

2.2 Customer Data

- Data you store or process in our data centers, such as business applications, databases, or backups.
- Metadata about your data (e.g., file names, sizes, or access logs) generated during service delivery.
- Support-related data (e.g., configuration details, troubleshooting logs) collected during technical assistance.

2.3 Non-Personal Data

- Aggregated or anonymized data (e.g., usage statistics) that does not identify individuals, used to improve our services or analyze trends.

Note: We do not knowingly collect Sensitive Personal Data (e.g., health or financial information) unless required for specific services and with your explicit consent. We do not collect or process data from children under 18 years of age.

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3. How We Use Your Information

We use Personal Data and Customer Data for the following purposes:

3.1 To Provide and Manage Services

- Deliver colocation, cloud, and managed services, including provisioning infrastructure and maintaining uptime.
- Process payments and manage billing through secure third-party processors.
- Authenticate access to our customer portal, data centers, and support systems.
- Monitor and optimize data center performance, connectivity, and security.

3.2 To Provide Support Services

- Respond to customer inquiries, troubleshoot issues, and provide technical assistance via help desk or remote hands.
- Maintain records of support interactions to ensure quality and continuity.
- Analyze support data to improve service delivery and resolve recurring issues.

3.3 To Enhance Security and Compliance

- Protect against unauthorized access, cyberattacks, or physical breaches using access logs, biometric authentication, and monitoring tools.
- Comply with legal obligations, such as responding to subpoenas or government requests.
- Maintain compliance with industry standards (e.g., ISO 27001, SOC 2, PCI DSS) for data security and privacy.

3.4 To Improve and Personalize Services

- Analyze usage patterns to optimize data center operations and website functionality.
- Send service-related communications (e.g., maintenance alerts, account updates).
- With your consent, send marketing materials about new services, events, or promotions.

3.5 Other Purposes

- Conduct internal audits and quality assurance.
- Support corporate restructuring (e.g., mergers, acquisitions) where data may be transferred as a business asset.

We will not use your data for purposes materially different from those described without providing notice or obtaining your consent.

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4. How We Share Your Information

We share Personal Data and Customer Data only in the following circumstances:

4.1 With Service Providers

- We engage trusted third-party providers to support our operations, such as:
    - Cloud storage and hosting providers for data management.
    - Payment processors (e.g., Stripe) for secure billing.
    - Communication platforms for customer support (e.g., ticketing systems).
    - Security vendors for fraud prevention and cybersecurity.
- These providers are contractually obligated to protect your data, use it only for the purposes we specify, and comply with applicable data protection laws.

4.2 For Legal and Compliance Purposes

- We may disclose data to comply with legal obligations, such as responding to court orders, subpoenas, or regulatory requests.
- We may share data to protect our rights, property, or safety, or that of our customers or third parties.
- In the event of a data breach, we will notify affected customers and relevant authorities as required by law.

4.3 In Corporate Transactions

- If Terra undergoes a merger, acquisition, or bankruptcy, your data may be transferred to the acquiring entity, which will assume the obligations of this Privacy Policy.

4.4 With Your Consent

- We may share data with other parties (e.g., business partners) if you explicitly authorize us to do so.

Note: We do not sell, rent, or trade your Personal Data or Customer Data to third parties for marketing purposes.

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5. Data Security

We implement robust physical, technical, and administrative measures to protect your data, including:

- Physical Security: 24/7 security guards, biometric access controls, and video surveillance at our data centers.
- Technical Security: Encryption of data at rest and in transit, firewalls, intrusion detection systems, and regular penetration testing.
- Administrative Security: Employee training on data protection, restricted access to customer data, and compliance with industry standards (e.g., ISO 27001, SOC 2).

Despite these measures, no system is 100% secure. We cannot guarantee absolute security but will promptly notify you and authorities in the event of a breach, as required by law.

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6. Data Retention and Deletion

- Personal Data: We retain Personal Data for as long as necessary to provide services, comply with legal obligations (e.g., tax records), or resolve disputes, typically no longer than 7 years after the termination of your account.
- Customer Data: We retain Customer Data as per your service agreement. Upon termination, data is deleted or returned within 30 days, unless required by law to retain longer.
- Support Data: Support-related data (e.g., ticket logs) is retained for up to 2 years to ensure service continuity and quality.
- Automatic Deletion: Temporary data (e.g., logs) is deleted after 90 days, and anonymized data may be retained indefinitely for analytics.

You may request deletion of your Personal Data (subject to legal retention requirements) by contacting us at privacy@terradatacenters.com.

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7. International Data Transfers

Terra Data Centers operates facilities in the United States (ISO country code: US) and may process data in other countries depending on your selected data center location. If your data is transferred to jurisdictions outside your country (e.g., from the EU to the US), we rely on:

- Standard Contractual Clauses (SCCs) approved by the European Commission for GDPR compliance.
- Data protection agreements with service providers to ensure equivalent safeguards.

If you are in the European Economic Area (EEA) or another region with strict data protection laws, we take measures to ensure compliance with local regulations.

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8. Your Rights and Choices

You have the following rights regarding your Personal Data, subject to applicable laws:

- Access: Request a copy of the Personal Data we hold about you.
- Correction: Update or correct inaccurate data.
- Deletion: Request deletion of your data, subject to legal retention requirements.
- Restriction: Limit how we process your data in certain circumstances.
- Portability: Receive your data in a structured, machine-readable format.
- Objection: Object to processing for marketing or other purposes based on legitimate interests.
- Withdraw Consent: Revoke consent for data processing where applicable.

To exercise these rights, contact us at privacy@terradatacenters.com. We will respond within 30 days (or as required by law). If you are in the EEA, you may also lodge a complaint with your local data protection authority.
California Residents: Under the California Consumer Privacy Act (CCPA), you have additional rights, including opting out of the sale of personal information (which we do not engage in). Contact us for CCPA-specific requests.
Do Not Track: Our services do not currently respond to browser "Do Not Track" signals, but you can manage cookie preferences via your browser settings.

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9. Cookies and Tracking Technologies

We use cookies and similar technologies on our website and customer portal to:

- Ensure functionality (e.g., session management).
- Analyze usage (e.g., page visits, traffic sources).
- Personalize content (e.g., remembering preferences).

You can manage cookie preferences through your browser settings, but disabling cookies may affect website functionality. For details, see our Cookie Policy [link to be added].

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10. Support Services and Data Handling

When you use our support services (e.g., help desk, remote hands):

- We may access Customer Data (e.g., server logs, configurations) solely to diagnose and resolve issues.
- Support interactions are logged and stored securely to ensure quality and accountability.
- Remote hands services are performed by authorized personnel with strict access controls and are documented for transparency.

We do not use or store Customer Data accessed during support for any purpose other than fulfilling your request.

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11. Third-Party Links and Services

Our website or services may link to third-party websites (e.g., partners, vendors). We are not responsible for their privacy practices. We recommend reviewing their privacy policies before sharing data.

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12. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices, services, or legal requirements. We will notify you of material changes by posting the updated policy on our website (www.terradatacenters.com) (www.terradatacenters.com) and, where required, by email. The "Last Updated" date indicates when changes take effect. Your continued use of our services after updates signifies acceptance of the revised policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact:

Terra Data Centers

Email: **privacy@terradatacenters.com**
Phone: **+1.888.485.1776**
Address: **6814 Bella Verso, San Antonio, Texas 78256-2011, United States**

For data protection inquiries in the EEA, our representative can be reached at:
Email: **eu-privacy@terradatacenters.com**

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14. Compliance with Industry Standards

Terra Data Centers adheres to industry standards for data security and privacy, including:

- ISO 27001: Information security management.
- SOC 2 Type II: Controls for security, availability, and confidentiality.
- PCI DSS: Payment card data security (for applicable services).
- NIST 800-53: Security and privacy controls for federal compliance.

We undergo regular third-party audits to maintain certifications and ensure compliance. Customers may request audit reports via **privacy@terradatacenters.com**.