



Privacy Policy – Geronimo IT Services

Last updated: 15 October 2026

General Data Protection Regulation, EU rules on data protection and privacy (GDPR).

1. Introduction

Geronimo IT Services attaches great importance to protecting personal data and respecting the privacy of its customers, partners, suppliers and website visitors.

We process personal data carefully, securely and transparently, in accordance with the General Data Protection Regulation (GDPR) and other applicable privacy legislation.

This Privacy Policy explains what personal data we collect, why we process it, how we protect it and what rights you have regarding your personal data.

2. Who We Are

Geronimo IT Services is an IT service provider that helps organizations manage, secure and optimize their IT environments.

Our services include, among other things:

- Cloud solutions and cloud management.
- IT support and technical assistance.
- Network infrastructure and network management.
- Server management and systems administration.
- Installation, configuration and maintenance of IT systems.
- IT security, monitoring and technical management.
- Advice and assistance with IT-related matters.



Company details

Geronimo IT Services
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support@geronimoict.com
+31 (0)79 888 1745
CoC number: 88447448 (the Hague - NL)
<https://www.geronimoict.com>

If you have any questions about this Privacy Policy or how we process personal data, you can contact us using the details provided above.

3. What Personal Data Do We Process?

Depending on the services you purchase from us and how you interact with us, we may process the following categories of personal data.

Contact and business information

- First and last name.
- Company name and job title.
- Business email address.
- Telephone number.
- Business address and billing details.

Administrative and contractual information

- Customer and contract details.
- Orders and services purchased.
- Invoices and payment information.
- Correspondence and appointments.



Technical information

- IP addresses and technical log data.
- Device, system and network information.
- Usernames and account details, where necessary for our services.
- Support tickets, error messages and system diagnostics.
- Log files generated through the management, monitoring and security of IT systems.

Data we may encounter while providing technical support

When providing IT support, server management, cloud management or network management, we may gain access to data stored on our customers' systems. This may include files, emails, user accounts, configurations or other business information.

We only access such data to the extent necessary and authorised to perform our services, resolve technical issues, manage systems or secure the IT environment.

We aim to limit access to personal data as much as reasonably possible.

4. Why Do We Process Personal Data?

Geronimo IT Services processes personal data only where there is a valid legal basis and the processing is necessary for a specific purpose.

We process personal data for purposes including:

- Performing and managing customer agreements.
- Providing, maintaining and supporting IT services.
- Managing cloud environments, servers, networks and user accounts.
- Resolving technical issues and service disruptions.
- Monitoring the availability, performance and security of IT systems.
- Communicating with customers, suppliers and business contacts.
- Preparing and processing quotations and invoices.
- Complying with legal obligations.



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- Preventing, investigating and handling security incidents.
 - Improving our services and the reliability of our systems.

Depending on the circumstances, we rely on one or more of the following legal bases: the performance of a contract, compliance with a legal obligation, our legitimate interests or your consent.

5. Access to Customer Systems and Data

To provide our services, we may need access to our customers' IT systems, cloud platforms, servers, networks, workstations or other digital environments.

Geronimo IT Services uses this access solely for agreed services and legitimate technical purposes, such as maintenance, configuration, monitoring, support and security.

Where appropriate, we apply the following principles:

- Access is limited to what is necessary to perform the work.
- Permissions are aligned with tasks and responsibilities.
- Confidential information is not accessed, copied or shared without a valid reason.
- Access credentials are handled and protected carefully.
- Technical activities are logged and reviewed where appropriate.

Customers remain responsible for ensuring that personal data is processed lawfully within their own organizations, unless other arrangements have been agreed or Geronimo IT Services acts as a data controller in its own right.

6. Sharing Personal Data with Third Parties

Geronimo IT Services does not sell personal data to third parties.

We may share personal data with external parties when necessary to provide our services, conduct our business or comply with legal obligations.

These parties may include:

- Cloud and hosting providers.



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- Software suppliers and IT platform providers.
 - Providers of monitoring, backup and security solutions.
 - Administrative and accounting service providers.
 - Other technical service providers that support our operations.

Where an external party processes personal data on our behalf, we put appropriate data protection arrangements in place where required by law.

We disclose personal data to government authorities or other competent parties only where legally required or where another valid legal basis applies.

7. Cloud Solutions and International Data Processing

When providing cloud solutions and other IT services, data may be stored or processed by external cloud and hosting providers.

The location of this data depends on the service selected, its configuration and the arrangements agreed with the customer.

Where personal data is processed outside the European Economic Area (EEA), or transferred to a country outside the EEA, we ensure that the transfer complies with applicable privacy legislation and the required safeguards.

Additional terms and privacy policies from the relevant providers may apply to specific cloud and hosting services.

8. How Do We Protect Personal Data?

We implement appropriate technical and organizational measures to protect personal data against loss, misuse, unauthorized access, unauthorized disclosure and improper alteration.

Depending on the nature of the services provided, these measures may include:

- Access controls and authorization management.
- Strong authentication and, where appropriate, multi-factor authentication (MFA).
- Encryption of data where appropriate.



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- Secure connections and administrative access channels.
 - System and security event monitoring.
 - Backups and disaster recovery measures.
 - Security updates and patch management.
 - Restricting administrative privileges to authorized personnel.
 - Confidentiality agreements with employees and relevant service providers.

The measures implemented are proportionate to the risks, the nature of the data and the agreed services.

Although we take appropriate security measures, no IT system or method of data transmission can guarantee complete security.

9. How Long Do We Retain Personal Data?

We do not retain personal data for longer than necessary for the purposes for which it was collected, unless a legal retention obligation or another valid reason requires or permits longer retention.

When determining retention periods, we consider:

- The nature and purpose of the processing.
- The duration of the customer relationship or agreement.
- Legal obligations, including statutory tax record retention requirements.
- The need to resolve disputes.
- Technical retention periods for log files, backups and management systems.

When personal data is no longer required, we delete or anonymize it unless further retention is legally permitted or required.

For data processed on behalf of customers, we follow the applicable contractual arrangements and data processing agreements.

10. Cookies and Website Usage



Our website may use cookies and similar technologies to ensure that the website functions correctly and, where applicable, to analyze website usage.

Functional cookies may be necessary for the operation and security of the website.

Analytics and marketing cookies are only used where legally permitted. Where consent is required, we obtain it before placing or using such cookies.

You can manage your preferences through our website's cookie settings, where this functionality is available.

The cookies actually used depend on how our website is configured.

11. Your Privacy Rights

Under the GDPR, you have the following rights regarding your personal data, where applicable:

- Right of access: You may request information about the personal data we process about you.
- Right to rectification: You may request the correction of inaccurate or incomplete data.
- Right to erasure: Under certain conditions, you may request that your personal data be deleted.
- Right to restriction of processing: In certain circumstances, you may request that the processing of your personal data be restricted.
- Right to data portability: Under certain conditions, you may request to receive your data in a portable format.
- Right to object: You may object to certain types of processing, including processing based on legitimate interests.
- Right to withdraw consent: Where processing is based on consent, you may withdraw your consent at any time.

You can submit a request to ppr@geronimoict.com.



To verify your identity, we may ask you to provide additional information. We will not request more information than is necessary for this purpose.

We generally respond to requests within one month. Where necessary, this period may be extended in accordance with the GDPR.

12. Processing Personal Data on Behalf of Customers

When Geronimo IT Services processes personal data on behalf of a customer while providing IT services, Geronimo IT Services will generally act as a data processor within the meaning of the GDPR.

In such cases, the customer generally determines the purposes and means of the processing and remains responsible for its lawfulness.

Geronimo IT Services processes this personal data only in accordance with the customer's documented instructions, the agreed contractual arrangements and applicable legislation.

Where legally required, we enter into a data processing agreement. This agreement covers matters including the nature and duration of the processing, security measures, confidentiality, any sub-processors, and the handling of data subject requests and security incidents.

For processing activities where Geronimo IT Services determines the purposes and means itself, Geronimo IT Services may act as an independent data controller.

13. Data Breaches and Security Incidents

Geronimo IT Services takes measures to prevent security incidents and personal data breaches and, where necessary, to limit their impact.

If an incident involving personal data occurs, we assess its nature, scope and potential consequences.

Where we process personal data on behalf of a customer, we will inform that customer without undue delay of a confirmed personal data breach that falls within the applicable notification requirements, in accordance with our agreements and legal obligations.



Where Geronimo IT Services acts as a data controller, we comply with the applicable legal obligations to notify the competent supervisory authority and, where required, the affected individuals.

14. Minors

Our services are primarily aimed at business customers and organizations. We do not specifically target our services at minors.

If we discover that we are processing personal data relating to minors without a valid legal basis, we will take appropriate steps to assess the situation and, where necessary, delete the data.

15. Changes to This Privacy Policy

Geronimo IT Services may update this Privacy Policy when our services, business operations or applicable legislation change.

The latest version will be published on our website, together with the date on which it was last updated.

We recommend reviewing this Privacy Policy periodically.

16. Contact and Complaints

If you have any questions about this Privacy Policy or how we handle personal data, please contact us using the details below.

Geronimo IT Services

Email: ppr@geronimoict.com

Website: <https://www.geronimoict.com/ppq>

If you believe that we are not handling your personal data appropriately, you may contact us so that we can investigate your concern.



You also have the right to lodge a complaint with the competent data protection supervisory authority. In the Netherlands, this is the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Website: <https://autoriteitpersoonsgegevens.nl>

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