

GetOnline Pro LTD.

Privacy Policy

Last updated: 7 July 2026

GetOnline Pro LTD. ("we", "us", "our") provides web hosting, server administration, domain registration, and related IT support services. This Privacy Policy explains what personal data we collect, why we collect it, how we use and protect it, and the rights available to you under the General Data Protection Regulation (GDPR) and Irish data protection law.

This policy applies to visitors of our website, prospective and existing clients, and — where relevant — the end users of the websites, email systems, and applications that we host on behalf of our clients.

1. Who We Are (Data Controller)

For the purposes of GDPR, getonline.ie is the data controller for personal data collected through our website and in the course of our direct relationship with clients (e.g. billing, account administration, support requests).

Contact details: GetOnline Pro LTD — Email: info@getonline.ie
Address: No 17 Nutgrove Enterprise Centre, Nutgrove Way, Dublin, D14 Y727

2. Personal Data We Collect

Depending on how you interact with us, we may collect the following categories of personal data:

Contact form submissions: name, email address, and any information you voluntarily provide when contacting us for support or sales enquiries.

Account and billing information: name, business name, billing address, email, phone number, service/plan details, and invoicing history for hosting and domain clients.

Payment information: we do not store full card details. Payments are processed by third-party payment processors (see Section 5), who collect and handle payment card data on our behalf under their own security standards (e.g. PCI-DSS).

Server and access logs: IP addresses, browser type, device information, timestamps, pages visited, and referring URLs, collected automatically for security, troubleshooting, and performance purposes.

Cookies and analytics data: information collected via cookies and similar technologies, including analytics data about how visitors use our site (see Section 4).

3. How We Use Your Data

We use personal data for the following purposes:

- To provide, maintain, and support our hosting, domain, and IT services
- To process payments and manage billing
- To respond to enquiries and provide customer support
- To maintain the security, stability, and integrity of our servers and services (e.g. detecting abuse, spam, or unauthorised access)
- To comply with legal and regulatory obligations
- To improve our website and services through analytics
- To send service-related communications (e.g. maintenance notices, renewal reminders); marketing communications are only sent with your consent or another valid legal basis, and you can opt out at any time

Legal basis for processing

We rely on the following legal bases under GDPR Article 6:

- Contract — processing necessary to provide services you have requested or signed up for
- Legitimate interests — for security, fraud prevention, and service improvement, balanced against your rights
- Consent — for optional cookies/analytics and marketing communications, where required
- Legal obligation — where we must retain or disclose data to comply with the law

4. Cookies and Analytics

Our website uses cookies and similar technologies to operate correctly, remember preferences, and understand how visitors use the site.

Essential cookies: required for core site functionality and security (e.g. session management, security/CAPTCHA verification via Cloudflare Turnstile). These cannot be disabled as they are necessary for the site to function.

Analytics cookies: we may use tools such as Google Analytics to understand site traffic and usage patterns. These cookies are only set with your consent where required by law, and you can manage preferences via your browser or any cookie banner presented on the site.

You can control or delete cookies through your browser settings at any time; note that disabling essential cookies may affect site functionality.

5. Third-Party Services We Use

We share limited personal data with trusted third-party providers who process data on our behalf or as independent controllers, strictly as needed to deliver our services:

Cloudflare: provides content delivery network (CDN), security, and CAPTCHA verification (Cloudflare Turnstile) services, processing visitor IP addresses and related technical data to protect the site from abuse.

Google Analytics (or similar analytics provider): processes website usage data to help us understand and improve site performance.

Payment processors (e.g. Stripe, PayPal, or similar): process payment card and transaction data directly; we do not store full payment card numbers on our own systems.

We require these providers to implement appropriate technical and organisational safeguards, and we only share the minimum data necessary for them to perform their function.

6. Our Role as a Hosting Provider (Data Processor)

In addition to acting as a data controller for our own client and visitor data, getonline.ie also hosts websites, email accounts, and applications on behalf of our clients. In this capacity, we act as a data processor (or sub-processor) with respect to any personal data that our clients, or their end users, store on or transmit through the infrastructure we host.

In this role:

- We process such data only on the documented instructions of our client (the data controller), except where required otherwise by law
- We do not access, use, or disclose hosted content except as necessary to provide, maintain, or secure the service (e.g. backups, malware removal, or responding to a security incident), or as required by law
- We implement appropriate technical and organisational security measures to protect hosted data against unauthorised access, loss, or disclosure

- Where required, we enter into a Data Processing Agreement (DPA) with clients setting out the terms of this processing

Clients who collect personal data from their own end users (e.g. through websites or email systems we host) remain responsible, as data controllers, for ensuring their own compliance with GDPR — including having their own privacy policy and lawful basis for processing.

7. International Data Transfers

Some third-party providers we use (see Section 5) may process data outside the European Economic Area (EEA), including in the United States. Where this occurs, we ensure appropriate safeguards are in place, such as the European Commission's Standard Contractual Clauses (SCCs) or reliance on an adequacy decision, to ensure your data receives an equivalent level of protection.

8. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes described in this policy, including:

- Account and billing records — retained for the duration of the client relationship and for a period afterwards as required by tax and accounting law (typically up to 6 years in Ireland)
- Server and access logs — typically retained for a limited period (e.g. weeks to months) for security and troubleshooting purposes, unless needed longer for an active investigation
- Contact form enquiries — retained only as long as needed to address the enquiry, unless a client relationship is established

Hosted client data (websites, email, applications) is retained in accordance with the client's own instructions and our service agreement, and is deleted or returned upon termination of services, subject to standard backup retention cycles.

9. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or destruction, including server hardening, access controls, firewalls, encryption in transit, and regular security monitoring. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

10. Your Rights Under GDPR

If you are located in the EEA or UK, you have the following rights regarding your personal data:

- Right of access — to obtain a copy of the personal data we hold about you
- Right to rectification — to have inaccurate or incomplete data corrected
- Right to erasure — to request deletion of your data, subject to legal exceptions
- Right to restrict processing — to limit how we use your data in certain circumstances
- Right to data portability — to receive your data in a structured, commonly used format
- Right to object — to object to processing based on legitimate interests or for direct marketing
- Right to withdraw consent — where processing is based on consent, at any time, without affecting prior lawful processing

To exercise any of these rights, please contact us using the details in Section 12. You also have the right to lodge a complaint with the Data Protection Commission (DPC), Ireland's supervisory authority, at www.dataprotection.ie, or with your local supervisory authority.

11. Children's Privacy

Our services are intended for businesses and individuals over the age of 18. We do not knowingly collect personal data from children. If you believe a child has provided us with personal data, please contact us so we can delete it.

12. Contact Us

If you have questions about this Privacy Policy or wish to exercise your data protection rights, please contact us at:

GetOnline Pro LTD — Email: info@getonline.ie

Address: No 17 Nutgrove Enterprise Centre, Nutgrove Way, Dublin, D14 Y727

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. The "Last updated" date at the top of this policy indicates when it was last revised. We encourage you to review this page periodically.