LEGAL

Privacy Policy

Last updated: October 2026

Heckvision is a trade name of BID4ONE, Chamber of Commerce (KVK) number 90298004, located at Van den Broekestraat 25, 7462 VP Rijssen, the Netherlands. BID4ONE is responsible for the processing of your personal data.

1. Introduction

This Privacy Policy describes how Heckvision processes personal and sensitive information related to our hosting services. It sets out our obligations under the applicable laws and regulations regarding the collection, use, disclosure and security of your personal and other information.

This Privacy Policy applies to all users of Heckvision's hosting services ("Users"), including those who access our websites or services ("Customers"). Heckvision is a trade name of BID4ONE, which is responsible for the processing of personal data. Heckvision provides hosting services such as Minecraft servers, Discord bots, AI services and other digital products and platforms.

By using the services of Heckvision, you agree to this Privacy Policy. If you do not agree with its terms, please do not use our services.

2. Personal data we collect

We collect different kinds of personal data, depending on the service you use:

Identification data: name, email address, username, password (hashed)

Contact details: phone number, address

Payment data: payment method and payment status (payments go through Stripe; your card details never reach us)

Account data: registration details, account preferences

Device data: information about your device (for example browser type, operating system version, IP address)

Usage data: data collected automatically through our services, such as usage patterns, pages visited and errors

Cookies and tracking data: session data and website statistics

3. Purposes and legal bases for processing

For each category of personal data we rely on the following legal bases under the GDPR (purpose: legal basis):

Providing hosting services (Minecraft servers, Discord bots): performance of a contract

Payments through Stripe: performance of a contract

Invoicing and tax law: compliance with a legal obligation

Security and fraud prevention: legitimate interest

Marketing and cookies: your consent

Website statistics through Umami: your consent (anonymous statistics)

4. Cookies and tracking

We use cookies and similar tracking technologies to improve your browsing experience. These technologies collect session data and website statistics.

Important: login session cookies are personal data, because they can identify a user.

We use the following cookies and tracking technologies:

Strictly necessary cookies: login session cookies __Host-heckvision-session, __Host-heckvision-signed-in, __Host-heckvision-whmcs and __Host-heckvision-2fa (signing in and two-step verification) and __Host-heckvision-whmcs-cart (shopping cart) (personal data)

heckvision-lang: cookie for language preferences (personal data)

Storage in your browser: your cookie choice, shopping cart, promo code, country for VAT and closed notices. This data stays in your browser and you can clear it in your browser settings

Umami: website statistics on our own server, without cookies and only after your consent ("Accept optional") (anonymous user data)

You can change your preferences in your browser settings or with our cookie banner. We do not sell your personal data.

5. Sharing of data and processors

We use the following processors:

Stripe: payments

OVH: network infrastructure

Microsoft (Microsoft 365): email, only in exceptional cases

Email from Heckvision, such as confirmations and invoices, goes through our own mail server (Mailcow, managed by us). No external party is involved. Only in exceptional cases may email contact with you go through Microsoft 365.

Personal data is only transferred outside the European Economic Area with appropriate safeguards (for example Standard Contractual Clauses) or to countries with an adequacy decision of the European Commission.

6. Retention periods

Invoices and billing data: 7 years, as Dutch tax law requires.

Account data: as long as the account is active, plus any legal period after the agreement ends.

Log data: a limited period (for example 30 days) for security and troubleshooting.

Data is deleted when it is no longer needed for the purpose it was collected for, unless a legal retention obligation applies.

7. Children (under 16)

Many of our users (for example Minecraft players) are younger than 16. We do not knowingly collect personal data from children under 16 without verifiable parental consent. If you are a parent and believe your child has given us personal data, please contact us.

8. Your rights as a data subject

You have the following rights regarding your personal information:

Access: You can request a copy of the personal information we hold about you.

Rectification: You can have incorrect or incomplete data corrected.

Erasure: You can ask us to delete your data (the right to be forgotten), where applicable.

Restriction: You can ask us to restrict the processing.

Data portability: You can ask us to transfer your data to another service provider.

Objection: You can object to processing based on legitimate interest or for direct marketing.

Automated decision-making: You have the right not to be subject to automated decision-making, including profiling, that has legal effects.

9. Data Processing Agreement (DPA) for business customers

For business customers whose data we host, a Data Processing Agreement is available on request, setting out our obligations as a processor.

10. Contact for privacy questions

Questions about this Privacy Policy, or requests to exercise your rights, can be sent to dataprivacy@heckvision.com.

11. Complaints to the Dutch Data Protection Authority

You have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) if you believe we process your personal data unlawfully.

12. Security

We take steps to make sure that the data we share is secure and only accessible to those who need it to do their work.

13. Changes to this policy

We may update this Privacy Policy from time to time. All changes are published on this page, and your continued use of our services counts as acceptance of the updated policy.

14. Compliance with laws

Heckvision complies with all applicable laws, regulations and industry standards concerning user privacy.

Contact details: BID4ONE (trade name Heckvision), Van den Broekestraat 25, 7462 VP Rijssen, the Netherlands, dataprivacy@heckvision.com