

# Privacy Policy

Exceed CyberSecurity — Last updated: June 8, 2026

## 1. Who We Are

Exceed CyberSecurity (referred to as “we,” “us,” or “our”) provides continuous external attack surface monitoring and security posture assessment services. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website and services.

If you have any questions, contact us at [privacy@exceedcybersecurity.com](mailto:privacy@exceedcybersecurity.com).

## 2. Data We Collect

### 2.1 Information You Provide

- Account information: name, email address, company name, billing address, and phone number when you register or purchase our services.
- Payment information: payment card details or invoicing information (processed through our payment processor — we do not store full card numbers).
- Communication: any information you share when contacting us via email, forms, or support channels.

### 2.2 Information Collected Automatically

- Usage data: IP address, browser type, operating system, referring URLs, pages visited, and timestamps when you interact with our website.
- Service data: assets, subdomains, IP ranges, and domain information you authorise us to monitor as part of the service. This data is processed on your behalf and treated as confidential.
- Cookies and tracking: we use essential cookies to operate the website. Analytics cookies are used only with your consent.

## 3. How We Use Your Data

- To provide, maintain, and improve our continuous monitoring services.
- To process payments and manage your subscription.
- To send service notifications, security alerts, and billing reminders.
- To respond to your support requests and inquiries.
- To comply with legal obligations and enforce our Terms of Service.

## 4. Legal Basis for Processing (GDPR)

- Contract performance: processing necessary to provide our services to you.
- Legitimate interest: improving our services, fraud prevention, and network security.
- Consent: where you have explicitly consented (e.g., marketing communications).
- Legal obligation: where required by applicable law.

## 5. Data Sharing and Third Parties

We do not sell your personal data. We may share your data with trusted third-party service providers:

- Payment processors (e.g., Stripe) for subscription billing.
- Cloud hosting providers for service infrastructure.
- Email service providers for transactional and service communications.

All third parties are contractually bound to protect your data and may only use it for the purposes we specify.

## 6. Data Retention

We retain your personal data for as long as your account is active or as needed to provide the service. After account termination, we retain data for up to 12 months to comply with legal obligations, resolve disputes, and enforce agreements. Monitoring results and reports may be retained for the duration specified in your service agreement.

## 7. Data Security

We implement appropriate technical and organisational measures to protect your data, including encryption at rest and in transit, access controls, routine security assessments, and employee training. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

## 8. Your Rights

Under applicable data protection law (including the GDPR), you have the right to:

- Access your personal data held by us.
- Rectify inaccurate or incomplete data.
- Delete your personal data (subject to legal retention requirements).
- Restrict processing of your data in certain circumstances.
- Port your data to another service provider.
- Object to processing based on legitimate interest.
- Withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, contact us at [privacy@exceedcybersecurity.com](mailto:privacy@exceedcybersecurity.com). We will respond within 30 days.

## 9. International Data Transfers

Your data may be transferred to and processed in countries outside your country of residence. Where we transfer data to countries not deemed adequate by the European Commission, we rely on Standard Contractual Clauses or equivalent safeguards.

## 10. Cookies

Our website uses essential cookies required for proper operation. We may also use analytics cookies with your consent. You can manage cookie preferences through your browser settings. Disabling essential cookies may affect website functionality.

## 11. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be notified via email or a prominent notice on our website. Continued use of the service after changes take effect constitutes acceptance of the updated policy.

## 12. Contact

For privacy-related inquiries, data subject requests, or complaints, contact us at:

**Exceed CyberSecurity**

Email: [privacy@exceedcybersecurity.com](mailto:privacy@exceedcybersecurity.com)