

Privacy policy

Policy overview

Our underlying policy is that we want you to remain anonymous when using our service. It is therefore our policy to never store any activity logs or metadata and to have as minimal data retention as possible. However, in some situations we might process your personal data if you, for example, are making payments by a Stripe.

The purpose and legal basis for each processing

Payments

Payment information by Stripe are processed for the purpose of providing you with the service we offer. The processing of payment data for the first two purposes are necessary for us to be able to handle the payment (i.e. performance of contract) For Crypto payment we save email + TxID

Support and problem report

Processing of e-mails and problem reports via our app/client are made for the purpose of answering questions, resolve problems, and provide general support to customers. The processing is based on our legitimate interest to help you.

Categories of personal data

We are processing the following categories of personal data. VikingVPN can access the personal data below through our payment service providers but that does not necessarily mean that VikingVPN are storing the data anywhere else than in the service.

Payments

- Stripe: Stripe charge ID, expire date, last 4 digits of the card, card type and origin country + Email
- Crypto: Email + TxID

Support and problem report

- Support by e-mail: your e-mail address and other information which you have written in the e-mail.

How long is the personal data saved?

The time periods for which the personal data will be saved are the following.

Payment data

Warning: After 30 day if you loss you password we can't reset / recover because we can't identify any person connected to.

30 days payment data are stored in our databases.

Stripe

Stripe store payment data after their regulatory requirements in different jurisdictions.

Third-party recipients

Your personal data will only be shared with third party suppliers who are performing services on our behalf and for the purposes stated above. The categories of such recipients are e-mail service providers and payment solution suppliers (which are subject to confidentiality).

What we don't log

We log nothing whatsoever that can be connected to a numbered account's activity:

- no logging of traffic
- no logging of DNS requests
- no logging of connections, including when one is made, when it disconnects, for how long, or any kind of timestamp
- no logging of IP addresses
- no logging of user bandwidth
- no logging of account activity except total simultaneous connections (explained below) and the payment information detailed in this post.

Updates

This Privacy policy may be updated and, in such case, a new version will be published on website.