

Privacy Notice

Effective Date: 18.09.2026

This Privacy Notice explains how Kernul (“we,” “us,” or “our”) collects, uses, stores, and discloses personal information when you visit <https://kernul.io> (the “Website”) or contact us through the Website.

1. Data Controller

For the purposes of the General Data Protection Regulation (“GDPR”) and other applicable data protection laws, the data controller is:

Kernul

Privacy email: hello@kernul.io

2. Scope of This Notice

This Notice applies only to personal information processed through the Website.

The Website is a static informational website presenting our DevOps-as-a-Service, technical support, and related professional services. It does not provide user accounts, online purchases, payment processing, or services delivered directly through the Website.

Services provided by Kernul and communications conducted outside the Website may be governed by separate agreements or privacy notices.

3. Personal Information We Collect

3.1 Information You Provide

When you submit the contact form or otherwise contact us, we may collect:

- your name;
- email address;
- telephone number, if requested;
- company name and job title, if requested;
- the content of your message;
- any other information you voluntarily provide.

Please do not submit passwords, access credentials, private keys, payment information, health information, government identification numbers, confidential infrastructure details, or other sensitive information that is not necessary for your inquiry.

3.2 Technical Information

The Website uses third-party infrastructure providers for domain name services, static website hosting, content delivery, networking, and security.

When you access the Website, these providers may necessarily process limited technical information, including:

- IP address;
- date and time of the request;
- requested URL;
- browser and device information;
- HTTP headers;
- network and security information.

Persistent IP address logging is disabled in the Website settings. However, an IP address must be processed transiently to establish a network connection and deliver Website content.

Infrastructure providers may also process limited technical information where necessary for network security, fraud prevention, and abuse detection.

3.3 Cookies and Tracking Technologies

We do not use analytics, advertising cookies, tracking pixels, behavioral advertising tools, or similar tracking technologies.

The Website does not intentionally set non-essential cookies. Our infrastructure providers may use strictly necessary technical mechanisms where required to deliver, secure, or protect the Website.

4. How and Why We Use Personal Information

We may process personal information for the following purposes:

1. Receiving and responding to inquiries - Legitimate interests under Article 6(1)(f) GDPR;
2. Taking steps at your request before entering into a contract - Article 6(1)(b) GDPR;
3. Evaluating a potential business relationship - Legitimate interests under Article 6(1)(f) GDPR;

4. Operating, delivering, and securing the Website - Legitimate interests under Article 6(1)(f) GDPR;
5. Preventing fraud, spam, misuse, and security incidents - Legitimate interests under Article 6(1)(f) GDPR;
6. Complying with applicable legal obligations - Article 6(1)(c) GDPR.

Our legitimate interests include communicating with potential customers, operating our business, maintaining Website security, and preventing abuse.

5. Contact Form and Email Delivery

Information submitted through the contact form is transmitted to Kernul through a third-party email service configured to use a European Union data center region.

The email provider processes this information on our behalf as a data processor and service provider.

Access to submitted inquiries is limited to authorized Kernul employees who need the information to review or respond to the inquiry.

6. Disclosure of Personal Information

We may disclose personal information to the following categories of recipients:

- domain name, hosting, content delivery, networking, and security providers;
- email delivery and storage providers;
- authorised Kernul employees;
- courts, regulators, or law enforcement authorities where required by law;
- professional advisers where necessary to establish, exercise, or defend legal claims.

These providers may process personal information only to provide contracted services or satisfy applicable legal obligations.

We do not sell personal information, rent contact lists, or disclose personal information for cross-context behavioural advertising.

7. International Data Transfers

Our email service is configured to use a European Union data center region.

Some infrastructure providers operate global networks. Limited technical information may therefore be processed outside your country of residence or the European Economic Area.

Where required by GDPR, international transfers are protected through a lawful transfer mechanism, such as an adequacy decision or Standard Contractual Clauses approved by the European Commission.

You may contact us for further information about applicable transfer safeguards.

8. Data Retention

We normally retain contact-form submissions, related email correspondence, and associated personal information for no longer than 30 days after receiving the inquiry.

Information may be retained longer where reasonably necessary to:

- comply with a legal obligation;
- establish, exercise, or defend legal claims;
- investigate fraud, abuse, or security incidents;
- complete a requested action or ongoing communication.

Technical information processed by service providers is retained according to our configured settings and applicable service agreements.

When personal information is no longer required, it is deleted or anonymized where reasonably practicable.

9. Whether You Must Provide Personal Information

Providing personal information through the contact form is voluntary. However, we may be unable to respond if you do not provide sufficient contact information or details about your inquiry.

Submitting the contact form does not create a contractual or customer relationship with Kernul.

10. Automated Decision-Making

We do not use personal information collected through the Website for automated decision-making or profiling that produces legal or similarly significant effects.

11. Your GDPR Rights

Subject to applicable law, you may have the right to:

- request access to your personal information;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information;
- restrict the processing of your information;
- object to processing based on legitimate interests;
- request data portability where applicable;
- withdraw consent where processing is based on consent;
- lodge a complaint with a competent data protection authority.

To exercise these rights, contact hello@kernul.io. We may request information reasonably necessary to verify your identity.

You may also lodge a complaint with the data protection authority in the country where you live or work, or where you believe a violation occurred.

12. Notice for California Residents

Based on the Kernul's current size and processing activities, the California Consumer Privacy Act and California Privacy Rights Act (collectively, "CCPA") may not apply to the Kernul. Where the CCPA applies, this section describes our practices and your rights.

Categories of Personal Information

During the preceding 12 months, we may have collected:

- Identifiers, such as name, email address, telephone number, IP address, and company affiliation;
- Customer-record information, such as contact details;
- Professional information, such as employer and job title;
- Internet or network activity, such as browser, device, request, and security information;
- Correspondence, including the contents of inquiries.

We collect this information directly from users and automatically through Website infrastructure.

We may disclose these categories to hosting, content delivery, security, and email providers for business purposes. We do not sell or share personal information for cross-context behavioral advertising.

Sensitive Personal Information

We do not intentionally collect or use sensitive personal information through the Website.

California Privacy Rights

Where the CCPA applies, California residents may have the right to request:

- information about personal information we collect, use, and disclose;
- access to specific personal information;
- deletion of personal information;
- correction of inaccurate personal information;
- a portable copy of personal information;
- non-discriminatory treatment for exercising privacy rights.

Because we do not sell or share personal information for behavioral advertising, we do not provide a “Do Not Sell or Share My Personal Information” link.

Requests may be submitted to hello@kernul.io. We may take reasonable steps to verify the requester’s identity and authority.

13. Infrastructure Reviews and Anonymous Case Studies

When you request a free infrastructure review, we process the information you provide to perform the review, communicate with you, and deliver the results.

As a condition of providing the review free of charge, we may use its findings to prepare and publish an anonymized case study for informational and marketing purposes.

The case study will not include the client’s name, logo, domain names, employee details, IP addresses, credentials, system identifiers, or other information that directly identifies the client. We will also generalize or remove technical, organizational, geographical, and contextual details where their combination could reasonably identify the client.

We will not publish confidential information, trade secrets, exploitable security details, or personal data. If a case study cannot be effectively anonymized, we will not publish it without the client's separate written permission.

Once information has been effectively anonymized so that no individual or organization can reasonably be identified, it is no longer treated as personal information under this Privacy Notice.

14. Security

We use reasonable administrative and technical measures intended to protect personal information. However, no internet transmission or storage system can be guaranteed to be completely secure.

Do not submit passwords, private keys, infrastructure credentials, or other highly sensitive information through the contact form.

15. Age Restriction

The Website is intended only for individuals who are at least 18 years old.

We do not knowingly collect personal information from anyone under 18. If you believe that a person under 18 has submitted personal information, contact us at hello@kernul.io so that we can review and delete it where appropriate.

16. Changes to This Notice

We may update this Privacy Notice when our processing activities or legal obligations change. The updated version will be published on this page with a revised Effective Date.

17. Contact Us

For questions, privacy requests, or complaints, contact:

Kernul

Email: hello@kernul.io