

LEGAL

Privacy Policy

What personal data statusdns.com collects, why, who we share it with, how long we keep it and how you can exercise your rights.

Last updated: 16 September 2026 · v1.0 · Download PDF

This Privacy Policy explains how **InsideMaps Bulgaria EOOD** ("**StatusDNS**", "we", "us") processes personal data when you visit statusdns.com, use the free tools, hold an account, use the API or contact us. We are the **data controller** for that processing. Where a business customer uses the Service to process personal data of its own end users, we act as **processor** under our Data Processing Addendum.

Short version: we collect what is needed to run your account and the checks you ask for; card details never reach us (Paddle handles payment); we do not sell personal data, do not run advertising or third-party analytics, and use only strictly necessary cookies.

1. Who We Are

InsideMaps Bulgaria EOOD, a company registered in Bulgaria (EIK 205550879, VAT BG205550879), Graf Ignatiev St 44-A, fl. 4, 1000 Sofia, Bulgaria. StatusDNS is a brand of this company. We have not appointed a Data Protection Officer because we are not required to; privacy questions go to support@statusdns.com (mark the subject "Privacy").

2. Scope of This Policy

This Policy covers statusdns.com, the StatusDNS web application, the API, transactional email we send and our support channels. It does not cover third-party websites we link to, Paddle's checkout pages (see Paddle's privacy policy (<https://www.paddle.com/legal/privacy>)), or the systems of the domains you check.

3. Personal Data We Collect

CATEGORY	EXAMPLES	SOURCE
Account data	Name, email address, company name, password (stored as an Argon2id hash), time zone, notification preferences, plan and trial status, email-verification status	You, at registration and in settings
Billing data	Plan, billing cycle, subscription status, Paddle transaction and subscription identifiers, invoice references. We never	Paddle, via checkout and

CATEGORY	EXAMPLES	SOURCE
	receive card numbers ; Paddle collects payment details and your billing address as Merchant of Record.	webhooks
Usage data — lookups	The domains, host names, IP addresses, selectors and records you query; the tool used; the result status and duration; timestamp; the IP address of the requester (used for rate limiting and abuse prevention) and, for signed-in users, the account ID	You / your browser / your API client
Usage data — monitoring	Domains you add, labels, DKIM selectors, check results and history, health scores, alerts, notification channels (email addresses, webhook and Slack URLs you configure)	You; generated by the Service
DMARC reports	Aggregate report XML you upload, which contains sending IP addresses, message counts and the reporting organisation's contact address	You (upload)
API data	API key name and prefix, key hash, call counts, last-used time	You; generated
Communications	Contact-form messages, support emails, newsletter subscription (email address, IP, time)	You
Technical data	IP address, user agent, requested URLs, referrer, timestamps in web-server logs; application error logs; audit log of administrative actions	Your browser; generated

Most data processed by the Service — domain names, IP addresses of servers, DNS records — relates to infrastructure rather than to identifiable people. Where an IP address or a WHOIS record does identify a person, it is processed only as part of the check you requested.

4. How We Collect Personal Data

Directly from you (forms, uploads, API requests, emails); automatically from your browser or API client (IP address, user agent, cookies described in Section 12); from Paddle after a purchase (transaction status, plan, identifiers); and from public sources as part of a check you request (DNS, RDAP/WHOIS, blacklist responses, certificate data).

5. Why We Use Personal Data and Lawful Bases

PURPOSE	LAWFUL BASIS (GDPR ART. 6)
Create and administer your account, run lookups and monitoring, send alerts and digests, provide the API and	Performance of a contract (Art. 6(1)(b))

PURPOSE	LAWFUL BASIS (GDPR ART. 6)
support	
Process subscriptions, trials and refunds with Paddle; keep accounting records	Contract; legal obligation (Art. 6(1)(c))
Rate limiting, abuse and fraud prevention, security monitoring, audit logging, backups	Legitimate interests (Art. 6(1)(f)) in keeping the Service secure and available
Improve the Service using aggregated, non-identifying statistics (for example which tools are used, average response times)	Legitimate interests
Send product updates by newsletter	Consent (Art. 6(1)(a)) — withdraw any time via the unsubscribe link or by email
Send service notices (security, terms or price changes, trial ending)	Contract; legitimate interests
Respond to legal requests and enforce our terms	Legal obligation; legitimate interests

We do not use personal data for advertising, profiling for marketing, or selling to third parties.

6. Who We Share Personal Data With

We share personal data only with processors that help us run the Service, under written agreements, and with authorities when legally required. Current processors (see also sub-processor list):

RECIPIENT	PURPOSE	LOCATION
Paddle.com Market Ltd	Merchant of Record: checkout, payment processing, invoicing, tax, refunds. Paddle is an independent controller for the payment data it collects.	United Kingdom
Resend Inc.	Delivery of transactional email (account emails, alerts, digests): recipient address, subject, message content	United States (sending region: EU)
OVH SAS (OVHcloud)	Hosting of the application, database, backups and logs	Company in France; data centre in Virginia, United States

RECIPIENT	PURPOSE	LOCATION
Cloudflare, Inc.	Authoritative DNS for statusdns.com and reverse proxy/CDN in front of the site (sees request metadata including your IP address)	United States, global edge network
Google LLC (Google Fonts)	The site loads the Inter typeface from fonts.googleapis.com / fonts.gstatic.com; your browser's request (IP address, user agent) reaches Google	United States
Third-party data sources	By the nature of a lookup, the domain or IP address you query is sent to authoritative name servers, mail servers, DNS-blacklist operators, RDAP/WHOIS registries and public resolvers. They may log the query. No account data is sent to them.	Worldwide

We may also disclose data to professional advisers, to a purchaser in a merger or sale of the business (with notice to you), and to courts, regulators or law enforcement where required by law.

7. International Data Transfers

The Service is hosted by OVHcloud in a data centre in **Virginia, United States**; personal data is therefore stored outside the EEA. OVH SAS is a French company and the hosting is covered by its data-processing agreement incorporating the EU Standard Contractual Clauses (SCCs). Transfers to Resend, Cloudflare and Google in the United States rely on the EU-US Data Privacy Framework where the recipient is certified, and otherwise on the SCCs with supplementary measures. Transfers to Paddle in the United Kingdom rely on the European Commission's adequacy decision for the UK. For UK users, transfers rely on the UK International Data Transfer Addendum. Copies of the relevant safeguards are available on request.

8. How Long We Keep Personal Data

DATA	RETENTION
Account data	For the life of the account; deleted within 30 days after you close it
Monitoring history (check results, alerts)	For the history period of your plan — 7 days (Free), 30 days (Starter), 1 year (Professional), 3 years (Enterprise) — then automatically deleted; all deleted within 30 days of account closure
Lookup logs (tool, query, requester IP)	90 days

DATA	RETENTION
Web-server and application logs	90 days
Uploaded DMARC reports	Until you delete them or close the account
Sent-email records (address, subject, delivery status)	30 days
Billing and invoice records	10 years, as required by Bulgarian accounting and tax law; invoices themselves are issued and retained by Paddle
Newsletter subscription	Until you unsubscribe; then a suppression record of the address to honour the opt-out
Database backups	Rolling 14 days
Contact-form messages	24 months

9. Your Rights

EU/EEA and UK (GDPR / UK GDPR). You have the right to access your personal data, to rectification, to erasure, to restriction of processing, to data portability, to object to processing based on legitimate interests, and to withdraw consent at any time without affecting prior processing. Most of this is available directly: *Account* → *Profile & Security* lets you edit your details, change your email, export nothing yet but delete the account entirely; *Account* → *Notifications* controls alert and digest emails. For anything else email support@statusdns.com with the subject “Privacy request”; we respond within one month (extendable by two months for complex requests, with notice). We may ask you to verify your identity.

California (CCPA/CPRA). California residents have the right to know what personal information we collect, use and disclose; to delete it; to correct it; to opt out of “sale” or “sharing” (we do neither); to limit use of sensitive personal information (we collect none); and not to be discriminated against for exercising these rights. Requests: support@statusdns.com. Because we do not sell or share personal information and do not track users across sites, no opt-out mechanism is required; “Do Not Track” and Global Privacy Control signals therefore have nothing to switch off.

Other jurisdictions. Residents of other countries with data-protection laws (for example Brazil’s LGPD, Canada’s PIPEDA, Australia’s Privacy Act) may exercise the equivalent rights by contacting us.

10. Children's Privacy

The Service is intended for businesses and adults. We do not knowingly collect personal data from anyone under 18 (or under 16 where the GDPR sets that age for information-society services). If you believe a minor has created an account, contact us and we will delete it.

11. Security

We apply technical and organisational measures appropriate to the risk: TLS for all traffic, Argon2id password hashing, hashed API keys, CSRF protection, secure HttpOnly cookies, rate limiting, parameterised database access, least-privilege service accounts, audit logging and daily database backups. Details are on the [Security page](#). No system is perfectly secure; if we learn of a personal-data breach that is likely to result in a risk to you, we will notify the competent authority within 72 hours and inform you without undue delay where the law requires it.

12. Cookies and Similar Technologies

We use only strictly necessary cookies: `sdns_session` (session cookie for signed-in use and CSRF protection) and, if you tick "Remember me", `sdns_remember` (30 days). No advertising or analytics cookies are set by us. Paddle's checkout sets its own cookies during purchase. Full details, including how to control cookies, are in the [Cookie Policy](#).

13. Automated Processing and Decisions

Health scores, grades, alerts and generated records are produced automatically by rules applied to public DNS and network data. They concern domains and servers, not people, and produce no legal or similarly significant effect on you. We do not carry out profiling of individuals or automated decision-making within the meaning of GDPR Article 22.

14. Changes to This Policy

We may update this Policy. The version and "Last updated" date appear at the top. Material changes are announced by email to account holders and on this page before they take effect.

15. Complaints

If you are unhappy with how we handle your personal data, please contact us first so we can put it right. You also have the right to lodge a complaint with a supervisory authority. Our lead authority is the Bulgarian **Commission for Personal Data Protection** (Комисия за защита на личните данни), 2 Prof. Tsvetan Lazarov Blvd., 1592 Sofia, Bulgaria, www.cdpd.bg

(<https://www.cpdp.bg>). EU/EEA residents may complain to the authority of their own country; UK residents to the Information Commissioner's Office (ico.org.uk (<https://ico.org.uk>)).

16. Contact

InsideMaps Bulgaria EOOD, Graf Ignatiev St 44-A, fl. 4, 1000 Sofia, Bulgaria ·
support@statusdns.com (subject "Privacy") · Mon–Fri 09:00–18:00 EET.