

Privacy Policy – Hesk Support Portal

Last updated: October 2, 2026

This Privacy Policy explains how personal data is processed when you use the support ticket portal of **woodpeckersnest.space** (the "Service") to contact us. The portal is powered by the open-source helpdesk software HESK.

1. Data controller

The data controller is **woodpeckersnest.space**.

For any question about this policy or about your personal data, contact us at:
admin@woodpeckersnest.space

2. Data we collect

No user account or registration is required to open a ticket. When you submit a ticket, we process only the data you provide through the form, plus a small amount of technical data:

- **Name** – as entered in the form.
- **Email address** – used to reply to you and to send ticket notifications.
- **Additional email addresses (Cc)** – only if you choose to add them.
- **Priority, subject and message** – the content of your request.
- **Attachments** – any files you choose to upload.
- **IP address and time of submission** – recorded automatically when the ticket is submitted, for security and anti-abuse purposes.

Please do not include passwords in your tickets or attachments.

If you add a Cc address belonging to another person, you confirm that you are entitled to share it with us.

3. Purposes and legal basis

We process your data only to:

1. **Respond to and manage your support request** – on the basis of our legitimate interest in providing support for our services or, where your request relates to a service you use, to perform that service.
2. **Protect the Service from abuse and spam** (including the anti-spam check and the recording of the IP address) – on the basis of our legitimate interest in the security of the Service.

We do not use your data for marketing, profiling or automated decision-making, and we do not sell your data.

4. Who can access your data

Tickets are accessible only to the administrator of the Service. Your data is not shared with third parties, except for the hosting provider described below, which acts as a technical service provider.

5. Hosting and email

- The portal is hosted on servers of an external hosting provider located in **Germany** (European Union). The provider processes data on our behalf only to the extent necessary to host the Service.
- Email notifications are sent from our own mail server (woodpeckersnest.space) through the SMTP settings configured in the portal. No third-party email delivery service is used by the portal. Please note that email is not guaranteed to be encrypted in transit by the receiving provider.

6. Cookies

The portal uses only **technical cookies** that are strictly necessary for its operation (for example, to maintain your session and to make the anti-spam check work). We do not use analytics, advertising or tracking cookies, and we do not load third-party tracking scripts.

7. Data retention

- A ticket is closed **7 days after the last reply from our staff**.
- Closed tickets, including their content, attachments and the related technical data, are kept for **6 months** after closure and are then deleted.
- You can request deletion of your ticket and of the associated data at any time, before the end of this period (see section 8).

8. Your rights

Under the General Data Protection Regulation (GDPR) you have the right to:

- **access** the personal data we hold about you;
- request **rectification** of inaccurate data;
- request **erasure** of your data;
- request **restriction** of the processing;
- **object** to the processing based on legitimate interests;
- receive your data in a structured, commonly used format (**data portability**), where applicable.

To exercise any of these rights, or to have a ticket deleted, send an email to **admin@woodpeckersnest.space** from the address used in the ticket, mentioning the ticket tracking ID. The tracking ID is required: without it, we cannot process your request. We may need to verify your identity before acting on your request. We will reply within one month.

You also have the right to lodge a complaint with the data protection supervisory authority of your country of residence.

9. Security

The portal is served over an encrypted connection (HTTPS/TLS). We take reasonable technical and organisational measures to protect the data processed through the Service against unauthorised access, loss or misuse. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

10. Changes to this policy

We may update this policy from time to time. The "Last updated" date at the top of this page shows when it was last revised.

11. Contact

For any question about this policy: [**admin@woodpeckersnest.space**](mailto:admin@woodpeckersnest.space)