About our agreements

Version 2026-10-15

Provider: Rackfish AB, 556614-3243, Uppsala Slott, 752 37 Uppsala, Sweden, support@rackfish.com

Rackfish AB provides all services – web hosting, domains, servers, Streamio and other cloud services – under the same agreement structure:

- **Base agreement.** TechSverige's General Terms and Conditions for Cloud Services (2025). Applies to all services.
- **Personal data.** TechSverige's Special Terms and Conditions for the Processing of Personal Data (data processing agreement), with Rackfish's Specification as an appendix. The Specification describes the processing, our security measures and the sub-processors we use. TechSverige's comments on the terms are also in the folder.
- **Service level and use.** The Rackfish SLA sets out availability and compensation for downtime. The Rackfish Acceptable Use Policy (AUP) sets out how the services may be used. Both apply to all services.
- **Service terms.** Each service has its own terms that supplement the base agreement, for example the Streamio Terms of Service.
- **Order or agreement.** States which service you have, the price and the term.

Where do I find the documents?

All agreements and terms are under Legal → Agreements and terms at my.rackfish.com/downloads:

- **Directly in the folder:** the base agreement, the personal data terms with the appendix, the SLA and the AUP.
- **In subfolders:** service terms for each service, for example Streamio, terms for licensed software and the partner agreement.

TechSverige's documents are licensed and are therefore shown to logged-in customers only, as is our description of support and escalation. If you do not have a login, or are not yet a customer, you can request TechSverige's documents using the form at rackfish.com/en/legal.

Policies that are not agreements, for example our cookie policy, are under Legal → Policy documents.

Changes

We notify changes to the agreements in accordance with the terms. Logged-in customers can find a summary of the latest changes in the Agreements and terms folder.

Questions

Agreements and services: support@rackfish.com. Personal data and data protection: gdpr@rackfish.com.