

Hack Club Nest Privacy Policy

Overview

The Hack Foundation (d/b/a Hack Club) is the data controller for all processing activities described in this policy in relation to Nest.

What data we keep

When you create an account on Nest or use our services, we process the following information:

- Account details (managed in the dashboard): numeric ID, auth.hackclub.com alphanumeric ID, chosen username, full name, electronic mailing address, secure shell (SSH) public keys, account status (approved/rejected/admin), reasoning for joining nest, and creation date.
- Files and configurations stored in your home directory and related services as dashboard.hackclub.app.
- Support correspondence, including the email address or Slack profile you use and any information you provide when you contact us.
- Security and abuse information, such as IP addresses associated with suspected attacks or abuse attempts, collected only to safeguard the service.

The purpose and legal basis for each processing

Account management

We process account information in order to provide access to Nest systems and services. This processing is necessary for the performance of the contract between Nest and its users.

Support and problem reports

When you contact us regarding technical problems, account issues, or abuse reports, we process the personal data contained in your message in order to resolve the issue. This processing is based on our legitimate interest in maintaining the reliability and security of Nest.

How long we keep it

Account data remains until you request its deletion. Files in your container remain until you remove them or close your account. Security and abuse records are retained for no more than a month

Data deleted by the user will persist in recoverable backups for a maximum of 7 days before being permanently overwritten.

Security and abuse prevention

We may process limited technical information, such as IP addresses associated with suspected abuse or attacks, for the purpose of protecting Nest and its users. This processing is necessary for our legitimate interest in maintaining system security. For example, failed too many SSH attempts may be reported to blocklists, such as AbuseIPDB.

We have determined that the security of the shared infrastructure outweighs the limited privacy impact of temporarily logging IP addresses for threat mitigation.

Data Processors

Our core infrastructure is located in Finland and operated through Hetzner Online GmbH. We also rely on third-party providers to deliver services:

- Hetzner Online GmbH (EU) – hosting and backup services.
- Salesforce, Inc. (US) – Slack for community chat and account management.
- AbuseIPDB LLC (US) – reporting and mitigating network abuse.

These providers process personal data on our behalf and are bound by legal and contractual safeguards.

International transfers

Because some providers are based in the United States, personal data may be transferred outside the EU/EEA. Such transfers are protected either by the provider's participation in the EU–US Data Privacy Framework or through Standard Contractual Clauses approved by the European Commission.

What we don't do

We do not log shell activity, monitor user behavior, or track metadata related to your use of Nest beyond what is strictly necessary for account management and system security. We do not profile users or make automated decisions about them.

Your rights

You have the right to request access to your personal data, to request rectification or deletion, and to request restriction of processing. You may also request a copy of your data in a portable format. If you are based in the EU, you have the right to lodge a complaint with your local data protection authority.

To exercise your rights, please contact us at [gdpr@hackclub dot app](mailto:gdpr@hackclub.app).

Automated decision-making

We do not use automated decision-making or profiling in connection with the processing of your personal data.

Data of minor persons

Nest is intended for users aged 13 and over. We do not knowingly collect personal information from children under 13. If you are under the age of consent in your country of residence (e.g., 16 in Germany), you must have a parent or legal guardian read and accept this policy on your behalf.

Access and administrative decisions

Nest administrators will not access, modify, or disclose user data stored in home directories or services operated by Nest without explicit consent, except in the following limited circumstances:

1. To comply with a lawful criminal investigation or legal request;
 2. To conduct an internal security or abuse investigation approved by a majority of Nest administrators; or
 3. To perform automated system maintenance or updates required for service reliability.
- Administrative actions such as account approvals, suspensions, or terminations are decided by the Nest admin team and are not automated. We do not make decisions affecting users' rights or access based solely on automated processing.

User Operated Services

For services operated by users on `username.hackclub.app`, Nest acts as a Data Processor on behalf of that user (the Data Controller). While the user determines the purpose of data collection on their site, Nest provides the underlying infrastructure. If you cannot reach the service owner, please contact us at `abuse@hackclub.app`.

Updates

We may update this policy to reflect new services or infrastructure changes. For significant updates (such as adding new data processors or controllers), we'll announce them in the `#nest` Slack channel and update this page with the effective date. We do not have the technical infrastructure to send email updates unless legally required.

Data Breach Response

In the event of a personal data breach, we will notify affected users via email and/or the "nest" Slack channel within 72 hours of becoming aware of the breach.

Technical Security

All data in transit is encrypted using TLS, and backups are encrypted at rest. SSH keys are stored as plaintext public keys only, never private keys. Access to systems is limited to authorized Nest administrators.

How to reach us

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