

Data Processing Agreement

Assurio — template for review. This document is a draft for your legal team; a signed copy is issued by Assurio on request. It is not legal advice.

1. Parties

This Agreement is made between Assurio ("Processor") and the customer named below ("Controller"), and supplements the Assurio Terms of Service.

Controller (legal entity)	
Registered address	
Contact for data matters	
Products in scope	
Effective date	

2. Subject matter and duration

Assurio processes personal data on the Controller's documented instructions in order to provide Assurio Hub and Assurio Stock Hero. Processing lasts for the term of the subscription and the deletion period described in clause 9.

3. Nature and purpose of processing

- Hosting and storage of maintenance, asset, site, stock and supplier records.
- Account creation, authentication and role-based access management.
- Sending service and notification emails on the Controller's behalf.
- Technical support, fault diagnosis and security monitoring.

4. Categories of data and data subjects

- Data subjects: the Controller's staff, contractors and named supplier contacts.
- Personal data: name, work email, phone (optional), job role, site assignment, activity and audit records, and any personal data the Controller chooses to enter into free-text fields or attachments.
- No special category data is required by the service and none should be entered.

5. Processor obligations

- Process personal data only on documented instructions from the Controller, including on international transfers.
- Ensure persons authorised to process the data are bound by confidentiality.
- Implement the technical and organisational measures set out in clause 6.
- Assist the Controller with data subject requests, impact assessments and regulator engagement, taking into account the nature of processing and the information available.

6. Security measures

- Encryption in transit (TLS 1.2 or higher) and encryption at rest for databases, backups and files.

- Role-based access control with per-site permissions; least-privilege staff access to production data.
- Row-level access rules enforced in the database, not only in the application.
- Automated daily backups, encrypted and stored in the same region as the live database.
- Logging of administrative actions and monitoring of application errors.

7. Sub-processors

The Controller gives general authorisation for Assurio to engage sub-processors for hosting, email delivery, payment processing and error monitoring. Assurio imposes equivalent data protection obligations on each sub-processor and gives the Controller reasonable prior notice of any intended change, allowing the Controller to object. A current list is available on request.

8. Location and transfers

Personal data is hosted in the European Union (AWS eu-west-3, Paris). Where a sub-processor processes data outside the EEA, the transfer is covered by the European Commission's Standard Contractual Clauses or another valid transfer mechanism.

9. Return and deletion

The Controller may export its data at any time during the subscription. On termination, Assurio deletes personal data from live systems within 30 days of the Controller's written request or account closure; encrypted backup copies age out on the standard backup cycle thereafter.

10. Personal data breach

Assurio notifies the Controller without undue delay, and in any event within 72 hours of becoming aware of a personal data breach affecting the Controller's data, with the information reasonably available at that time and updates as the investigation progresses.

11. Audit

Assurio makes available the information necessary to demonstrate compliance with this Agreement and allows for audits, including inspections, by the Controller or an auditor it mandates, on reasonable notice, no more than once a year unless required by a supervisory authority.

For the Controller	For Assurio
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date: