

Data Processing Agreement (DPA)

Last updated: [27 July 2025]

This Data Processing Agreement ("Agreement") forms part of the Terms of Service between:

Customer: The entity agreeing to these terms as the Data Controller ("Controller"); and

Provider: The operator of Mevo, Mevo Software Services LTD, based in United Kingdom ("Processor").

1. Purpose

This Agreement sets out the terms under which Mevo, acting as a Data Processor, processes Personal Data on behalf of the Controller in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR").

2. Definitions

- **Personal Data:** Any information relating to an identified or identifiable natural person.
 - **Processing:** Any operation performed on Personal Data.
 - **Data Subject:** The individual whose personal data is processed.
 - **Subprocessor:** Any third party engaged by Mevo to process Personal Data.
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3. Subject Matter and Duration

This Agreement applies to all Processing of Personal Data carried out by Mevo on behalf of the Controller for the duration of the Controller's active Mevo subscription and for the duration of the Controller's use of the Mevo service.

4. Nature and Purpose of Processing

- Providing AI chatbot services to end-users
 - Training and customizing chatbots per Controller configuration
 - Storing, analyzing, and delivering chatbot-related interactions
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5. Types of Personal Data

- Contact information (e.g. name, email, phone number)
 - Chatbot conversation logs
 - Any other data submitted by end-users via chatbot forms or input fields
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6. Obligations of the Processor

Mevo agrees to:

- Process data only on documented instructions from the Controller
 - Ensure confidentiality by all personnel involved
 - Implement appropriate technical and organizational measures to secure the data
 - Assist the Controller in responding to data subject rights requests
 - Delete or return all Personal Data upon termination of the agreement
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7. Subprocessing

Mevo uses the following subprocessors to deliver its services:

- **OpenAI** – AI infrastructure provider (chat generation)
- **Stripe** – Payment and billing
- **Brevo** – Transactional emails
- **DigitalOcean** – Hosting, database, and CDN (EU region)
- **Countly** – Analytics and error tracking
- **Google APIs** – Google login (OAuth only)

All subprocessors maintain GDPR-compliant practices to the best of our knowledge.

8. Data Transfers

All Personal Data is hosted in the EU (Frankfurt region, DigitalOcean). No data is knowingly transferred outside the EEA unless authorized or required by the Controller.

9. Security Measures

Mevo implements:

- Encrypted storage and data transfer
- Role-based access control
- Regular backups and monitoring
- Internal audit and access logs

10. Data Subject Rights

Mevo will support the Controller in fulfilling requests related to:

- Access, rectification, erasure
- Objection and restriction
- Data portability

11. Termination

Upon termination of the service, Mevo will delete or return all Personal Data as requested by the Controller, unless legal obligations require storage.

12. Contact

For any GDPR or privacy-related concerns, the Controller may contact: **hi@usemevo.com**

IN WITNESS WHEREOF, this Agreement shall be deemed accepted by both parties upon continued use of the Mevo service.

You can request an export of your personal data at any time by emailing us at **hi@usemevo.com**. We will respond within 30 days as required by GDPR.