

Data Processing Agreement (DPA)

Version 1.0 — pursuant to Article 28 GDPR

This Data Processing Agreement (“DPA”) forms part of the agreement between RevMore (“Processor”) and the customer identified below (“Controller”) regarding the use of the RevMore platform and related services.

1. Parties

Controller (Customer)

Legal name: _____

Address: _____

Contact email: _____

Processor

RevMore

privacy@revmore.app

https://revmore.app

2. Subject Matter and Purpose of Processing

RevMore provides software tools for online reputation management, including review collection, customer messaging, AI-assisted review replies, analytics, and related communication workflows.

The Processor processes personal data solely for the purpose of providing the services requested by the Controller.

3. Duration of Processing

This DPA remains in effect for as long as the Controller maintains an active RevMore account and for a reasonable retention period thereafter necessary for backup, security, legal, or operational purposes.

4. Categories of Data Subjects and Personal Data

Data Subjects

- the Controller’s customers or patients,
- the Controller’s employees or authorized users,
- recipients of review requests or communications initiated by the Controller.

Categories of Personal Data

- name,
- email address,
- phone number,
- appointment or transaction timestamps,

- public review content and replies,
- account and business profile information,
- communication delivery status.

RevMore is not intended to process special categories of personal data under Article 9 GDPR, including medical records, diagnoses, treatment information, biometric data, or payment card information.

The Controller agrees not to upload or transmit such data through the service.

5. Controller Responsibilities

The Controller represents and warrants that it:

- has a lawful basis for processing and sharing personal data,
- has provided any required notices to data subjects,
- has obtained any necessary consents,
- complies with applicable privacy and communications laws.

The Controller remains responsible for the legality, accuracy, and appropriateness of the personal data submitted to the service.

6. Processor Obligations

RevMore shall:

- process personal data only on documented instructions from the Controller,
- ensure confidentiality obligations apply to authorized personnel,
- implement reasonable technical and organizational security measures,
- assist the Controller with reasonable requests related to GDPR obligations,
- notify the Controller of confirmed personal data breaches without undue delay where legally required,
- delete or anonymize personal data upon termination of services, subject to legal, backup, or operational retention requirements.

7. Sub-processors

The Controller authorizes RevMore to engage third-party service providers necessary for operating the service, including infrastructure, hosting, analytics, payment processing, communication delivery, AI functionality, authentication, and integrations.

RevMore may update or replace sub-processors from time to time as part of normal business operations.

A current list of material sub-processors may be provided upon reasonable request.

8. International Data Transfers

Personal data may be processed in the European Economic Area, the United States, or other jurisdictions where RevMore or its service providers operate.

Where required under applicable law, RevMore implements appropriate safeguards for international data transfers, including contractual protections and recognized transfer mechanisms.

9. Security Measures

RevMore maintains commercially reasonable technical and organizational measures designed to protect personal data against unauthorized access, disclosure, alteration, or destruction.

Such measures may include:

- encryption in transit and at rest,
- access controls,
- authentication safeguards,
- activity logging,
- backup and recovery procedures,
- restricted production access.

No method of transmission or storage can be guaranteed as completely secure.

10. Data Subject Requests

Taking into account the nature of the processing, RevMore will provide reasonable assistance to the Controller in responding to requests from data subjects exercising their rights under applicable privacy laws.

11. Audits and Information Requests

Upon reasonable written request, RevMore may provide information reasonably necessary to demonstrate compliance with this DPA.

Any audit or security review must:

- be reasonable in scope,
- avoid disruption to operations,
- protect confidential information and security practices,
- occur no more than once annually unless legally required otherwise.

12. Return and Deletion of Data

Following termination of the services, RevMore may delete or anonymize personal data within a commercially reasonable timeframe, except where retention is required for legal, security, fraud prevention, backup, or compliance purposes.

13. Limitation of Liability

Liability arising under this DPA shall be subject to the limitations and exclusions of liability set forth in the RevMore Terms of Service.

14. Governing Law

This DPA shall be governed by the laws of the State of Delaware, United States, unless otherwise required by applicable data protection law.

Signatures

For the Controller

Name: _____

Title: _____

Signature: _____

Date: _____

For RevMore

Name: _____

Title: _____

Signature: _____

Date: _____

This template is provided for general informational purposes and may require modification depending on the Controller's legal obligations and jurisdiction.