DATA PROCESSING AGREEMENT (DPA)

Last updated: [Date]

This Data Processing Agreement ("Agreement") is entered into between:

[Client Company Name] ("Data Controller") and **[Your Company Name]**, registered in Norway ("Data Processor").

Together referred to as "Parties".

1. Subject of the Agreement

This Agreement governs the processing of personal data by the Data Processor on behalf of the Data Controller in connection with:

- AI chatbot services
- automation services
- integrations (CRM, PMS, ERP, WhatsApp API, etc.)
- any related support or development services

2. Roles of the Parties

- The **Data Controller** determines the purposes and means of processing.
- The **Data Processor** processes personal data only on documented instructions from the Data Controller.

3. Types of Data Processed

Depending on the services provided, the Data Processor may process:

- Name
- Email address
- Phone number
- Company information
- Chat messages
- Booking or inquiry details
- Any other data provided by the Data Controller

4. Categories of Data Subjects

- Customers of the Data Controller
- Website visitors
- Chatbot users
- Employees or partners (if applicable)

5. Purpose of Processing

The Data Processor processes personal data solely for:

- providing AI chatbot services
- providing automation and integration services
- improving system performance
- technical support
- analytics (if agreed)

No other use is permitted.

6. Obligations of the Data Processor

The Data Processor shall:

- process data only on documented instructions
- ensure confidentiality
- implement appropriate technical and organizational security measures
- assist the Data Controller in fulfilling GDPR obligations
- notify the Data Controller of data breaches without undue delay
- delete or return data upon termination of services

7. Sub-processors

The Data Processor may use sub-processors such as:

- hosting providers
- CRM systems
- analytics tools

- communication platforms (e.g., WhatsApp API)

A full list will be provided upon request. The Data Processor ensures all sub-processors comply with GDPR.

8. International Data Transfers

If data is transferred outside the EEA, the Data Processor ensures:

- Standard Contractual Clauses (SCCs)
- adequate safeguards
- GDPR-compliant processors

9. Security Measures

The Data Processor implements:

- encryption
- access control
- secure backups
- data minimization
- logging and monitoring

10. Data Breach Notification

In case of a personal data breach, the Data Processor will notify the Data Controller without undue delay and provide all relevant information.

11. Term and Termination

This Agreement remains in effect as long as the Data Processor provides services. Upon termination, all personal data will be:

- deleted, or
- returned to the Data Controller

unless otherwise required by law.

12. Contact

For privacy matters: **post@hotelhelp.ai**