Effective 24 Nov 2026.

Data Processing Agreement

This Data Processing Agreement (the "DPA") sets out GDPR Article 28 terms between the customer (controller) and MW Labs, Bin Dasmal Building, Al Quoz Industrial First, Dubai, United Arab Emirates (processor) for SiteRoster.

Subject Matter and Duration

The processor monitors public websites the customer adds, stores configuration, reports, screenshots and related account data, and sends alerts and client reports, for as long as the account exists and for the documented retention periods after it ends.

Nature, Purpose and Data

Processing is limited to providing the service: account data (name, email), site hostnames and check results, optional brand assets, and billing references. Categories of people: the customer's staff, and the customer's clients' contacts who receive reports or subscribe to status pages. The customer must not submit payment card numbers or unnecessary personal customer data. The processor does not store payment card numbers.

Processor Obligations

The processor shall process personal data only on documented instructions from the controller, unless required by law; ensure persons authorised to process the data are bound by confidentiality; take appropriate technical and organisational security measures; not engage a subprocessor except as listed on the Subprocessors page or with prior notice; assist the controller with data-subject requests, security and data-protection impact assessments where reasonably required; delete or return personal data after the end of the service, subject to legal retention; and make available information necessary to demonstrate compliance and allow reasonable audits on notice.

Breach Notice

The processor will notify the controller of a personal-data breach without undue delay, and within 72 hours of becoming aware of it.

Subprocessors and Objection

The processor will give at least 30 days' notice of a new subprocessor, with the right to object by cancelling.

Deletion

When a subscription ends, your data is kept for 90 days so you can reactivate, then deleted. Deleting your account deletes its data within 30 days (backups within a further 30 days).

International Transfers

Subprocessors may process data in the countries listed on the Subprocessors page.
Transfers: the EU Standard Contractual Clauses (2021) apply by reference where required.

Security Measures

Security measures include TLS, encrypted secrets, hashed passwords, 2FA, backups and restricted access.

Subprocessors

Name | Purpose | Location

InterServer | Main application server and primary hosting | United States

DigitalOcean | Independent confirmation probe in a second region | United States

Resend | Transactional email delivery | United States

Creem (Armitage Labs OÜ) | Payments, invoicing, tax, and merchant of record | Estonia

Cloudflare | DNS | Global / United States

Purelymail | Mailbox hosting for the product domain | United States