RELCOM

Annex to the Relcom Terms — Relcom ID

Special terms for the sign-in service.

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What it is

A sign-in service. You create a project — a separate database of accounts with its own rules — and register applications in it. The applications send their users to Relcom ID to register and sign in: with a password, with a code from an email, with a passkey, or through Google, Apple or Telegram if the project owner has switched them on, optionally with a second factor.

Two types of people use it:

- **You, the project owner.** This annex applies to you.
- **The users of your application.** Use of the application itself is a matter between them and you. Towards them, we are responsible for the sign-in pages, within the limits described in the Relcom ID privacy policy.

Your project, your users

You are responsible for your users' data, and we process it on your behalf under the data processing agreement. A lawful basis is required for this data, and you tell users how you handle it in your privacy policy. A link to it can be shown on the sign-in pages.

Branding of the sign-in pages

Names, logos and custom sign-in domains must be yours or ones that you are entitled to use. A sign-in page styled as a company or service that you are not is prohibited.

Invitations and emails

Send invitations only to people who are expecting them. The service's codes and emails must not be used for marketing or bulk mailings.

Tokens and connected services

Keep API tokens on your server. A token that has been in a browser or in a public repository is compromised: revoke it. A connected service acts on your behalf within the permissions and projects that you selected on the consent page; you can disconnect it at any time.

Limits

Sign-in, email and the API are subject to rate limits. This is part of protecting all users of the service.

Price

Relcom ID is free of charge. If paid plans appear, they will be added to the price list under the rules of section 8 of the Terms, and nothing will be charged without your consent.

Availability

Relcom ID runs on two application nodes with a replicated database and daily backups. There are no availability guarantees (section 10 of the Terms).

When you leave

Deleting a project deletes its accounts, applications and history. To keep your users' data, first export it through the API: accounts with email addresses, names and account status. Password hashes cannot be exported.

If we close the service as a whole, the API remains available for export throughout the 90 days of the notice period.

Open-source components

The sign-in engine is ZITADEL, used under its licence.