RELCOM

Data processing agreement

The terms on which Relcom processes the data of your users, visitors and readers.

Version 1.0 · Updated November 21, 2026
https://relcom.app/legal/dpa/2026-11-21

This agreement is part of the Relcom Terms. It applies when you process other people's personal data through our products.

1. Who is who

You are the **controller** (the party responsible for the processing) of the personal data of the people who use your site, blog, chat or sign-in. Reliable Communications s.r.o. (Relcom) is the **processor**: we process this data on your instructions and only so that the product works.

For data about you yourself, that is your account and payment, we are the controller. The privacy policy covers this.

2. What, why and for how long

Product	Whose data	What data	Why	For how long
ID	Users of your project	Email address and whether it has been verified; name; password hash; second-factor and passkey data; Google, Apple and Telegram sign-in identifiers; sign-in history; time of the first and last sign-in to each application	Registration and sign-in to your applications	While the account or project exists. Sign-in history for 90 days. First and last sign-in while the account or application exists
Support	Visitors to your site	Messages; name, email and phone number, if the visitor left them or you passed them on; language; time of the first and last visit. The IP address, browser details and page address are not stored	Correspondence with visitors	You choose the period: 6, 12 or 24 months from the last message, 24 by default. After the project is deleted: 30 days

Press	Blog authors and members; readers	Members: name, email, language, sign-in time, activity log with IP address. Readers: if comments are enabled, a reader record in the blog (the identifier in the blog's reader pool at Relcom ID, display name, blocked flag, creation time) and their comments (name, text, status, moderation, creation and update times); readers' email and IP address are not stored in Press, the reader's account is kept at Relcom ID	Running and displaying the blog	Members: while the blog exists. Comments and reader records: until they are deleted or while the blog exists. After the blog is deleted: 30 days
Resources	Everyone whose data your site stores	Whatever your site writes to its database and files. We do not know what this data consists of and do not access it, except for backup and restoration	Hosting the site and its backups	While the site exists, then as set out in the Resources annex
Verify	People whom your site checks	Under a separate agreement	—	—

In Relcom ID, on your instructions, the user's account identifier, email and the event (registration, sign-in, change) go to the addresses of your webhooks and to the services you have connected.

3. Your instructions

We process data only on your documented instructions. These terms, and whatever you have configured in the product console or through the API, including through connected services, count as instructions. If, in our opinion, an instruction breaks the law, we will tell you so.

4. Confidentiality

Only employees who need access for the service to work have access to the data, and they are bound by a duty of confidentiality.

In Relcom Support, Relcom staff have a service console. In it they see the projects' data, including conversations, read-only, to help a customer at their request and to investigate complaints and abuse. Every action of theirs is recorded in a log.

5. Security

- **Hosting:** all products run on the company's own servers in a data centre in Prague.
- **Connections:** protected by TLS.
- **Passwords:** stored only by Relcom ID, as Argon2id hashes. The other products do not store passwords: sign-in to them goes through Relcom ID, the Verify console included.
- **Access:** the databases are not reachable from the internet.
- **Backups:** daily in all products. Where they are kept and whether they are encrypted depends on the product:

Product	Backup retention period	Encryption	Copy outside the data centre
ID	about 7 days	yes	yes, Hetzner, Germany
Resources (paid sites)	7 days for daily backups, 28 days for Sunday backups	yes	no
Press	30 days	not visible in the settings	no
Support	14 days on the server	not on the server; the external copy is encrypted	provided for (Hetzner, 30 days)

We are bringing the Press and Support backups up to the level of ID: encryption and a copy outside the data centre. The table shows the position as at 17 November 2026.

6. Sub-processors

You give general consent to the sub-processors in the list below. We give notice by email of an addition or replacement at least 30 days in advance; if you object, you may terminate the product before the change takes effect. Send the objection to info@relcom.com before the change takes effect; we will refund the payment for the unused time.

Sub-processor	What it does	What data	Where	Products
Cloudflare, Inc.	Delivers pages and terminates TLS	Connection data: IP addresses, requests	Global network	all
Google (Google Workspace)	Relays outgoing email	Email addresses and the content of emails: codes, links, invitations, notifications	Google data centres, possibly outside the EU	ID, Support, Press, Resources
Hetzner Online GmbH	Stores external backups	Backups encrypted with our key before they are sent	Germany	ID; Support
Stripe	Takes payment	Payer data. This is data about you, not about your users; listed for completeness	EU and USA	Resources, Press, Support
Telegram	Delivers notifications to operators, if you have enabled this	Support: project name, the visitor's name or email, the beginning of the message. Press: article announcements through your bot	Outside the EU	Support, Press
Browser push services: Google, Apple, Mozilla, Microsoft	Deliver push notifications to operators who have switched them on	Project name, the visitor's name or email, the beginning of the message up to 160 characters	USA and other countries	Support
GitHub	Serves the source code of your site, if you have connected a repository	Access to the repository, source code	USA	Resources
Let's Encrypt	Issues certificates	Domain names	USA	Resources, Press

Unsplash, Pexels	Image search for articles	Search query	Canada, Germany	Press

The following are not our sub-processors, because you connect them yourself and on your own terms: Anthropic and OpenAI in Press (they run on your key), your Telegram bot, the addresses of your webhooks, and an AI assistant to which you have given access through a connector.

Cloudflare sits in front of the consoles and the product websites. Free and paid sites on Resources are served directly, not through Cloudflare. Cloudflare does not sit in front of your own Relcom ID sign-in domain either.

The list is current as at 17 November 2026.

The transfer of data outside the EU relies on the European Commission's standard contractual clauses, which are incorporated into these companies' data processing terms, and for companies from the USA also on the European Commission's adequacy decision (EU–US Data Privacy Framework). Telegram is connected only if you choose it, and the notification text is transferred to it on your instruction.

7. Assistance to you

We help you respond to people's requests about their data: in the console and through the API you can find, correct, export and delete a record. If a request comes to us, we pass it on to you.

We notify you of a data security breach without delay and no later than 48 hours after we became aware of it. In the notification we state what happened, whose data is affected and to what extent, what we have done and what we advise you to do.

8. When a product ends

After a project, site or blog is deleted, the data is deleted from the live database immediately, and from backups as they are replaced by new ones. The retention periods after a paid plan is switched off are in the product annex.

9. Demonstrating compliance

On request we provide the information you need to demonstrate compliance with this agreement. An on-site audit may be carried out by arrangement, no more than once a year and at your expense.

10. Liability and governing law

The sections on liability and governing law of the Relcom Terms apply.