

Nordstack legal documents

Nordstack legal documents

Nordstack Limited · CRO 824512 · Landscape House, Baldonnell Business Park, Dublin 22, Ireland · contact@nordstack.ltd

Current public website notices and service information · Effective 29 September 2026 · Updated 29 September 2026

These public documents do not, on their own, form an executed customer services agreement or data-processing contract.

Legal Notice

Effective 29 September 2026 · Updated 29 September 2026

This legal-information hub identifies the website operator and links to our website, privacy and business-services information.

Website operator

This website is operated by **Nordstack Limited**. “Nordstack” is the brand used on this website. References to “Nordstack”, “we”, “us” and “our” in these notices mean Nordstack Limited unless expressly stated otherwise.

Company registration

Companies Registration Office, Republic of Ireland

CRO number

824512

Registered office

Landscape House, Baldonnell Business Park, Dublin 22, Ireland

Country of operation

Republic of Ireland

General and privacy contact

contact@nordstack.ltd

Our services are offered to businesses only. Nordstack Limited is not VAT registered.

What we do

We provide business process analysis, workflow design, automation, systems integration and related implementation services. The website currently describes services for property businesses. The scope of any engagement is set out in a separate written agreement.

Sending an enquiry or requesting a meeting does not by itself create a paid services contract.

Your guide to the documents

- [Website Terms](#) — use of this informational website, submitted information and external links.
- [Privacy Notice](#) — website enquiries, correspondence, service providers and data-protection rights.
- [Cookie & Technology Notice](#) — browser technologies, local resources and optional external booking.
- [Business Services Terms](#) — the framework for separately agreed business engagements.
- [Customer Data Processing](#) — customer instructions, provider roles and the required processing agreement.

Third-party names and media

Celonis, monday.com and other third-party names or marks belong to their respective owners. Referring to them does not claim an endorsement, certification or partnership unless we expressly identify a verified relationship.

Licensed third-party imagery and footage remain subject to their owners' rights. The house-tour footage is illustrative; it is not presented as a Nordstack-owned property or a customer reference.

Footage: [Kindel Media / Pexels \(opens in a new tab\)](#), used under the [Pexels licence \(opens in a new tab\)](#). The web adaptation is scaled, muted and controlled by scrolling.

The locally served Inter, JetBrains Mono, Outfit and Space Mono font files retain their original SIL Open Font License notices with the website's font resources.

Contact

For questions about the website, our services or these documents, contact contact@nordstack.ltd or write to the registered office above. This is our general and privacy contact; it is not a statement that a Data Protection Officer has been appointed.

Website Terms

Effective 29 September 2026 · Updated 29 September 2026

These terms address this informational website. They are not a customer services agreement, an order form or consent to unrelated data processing.

About these terms

These terms explain the permitted use of the website operated by Nordstack Limited, CRO number 824512, registered in Ireland. Our registered office and contact details appear in the [Legal Notice](#).

The website provides information about our business-to-business services and allows visitors to contact us. These terms do not replace a separately agreed customer contract and do not limit rights that cannot lawfully be excluded.

Information on the website

We take reasonable care in preparing the website, but its content is general information and may not address your particular circumstances. We may update or correct it when needed.

Demonstrations and example workflows are illustrative unless expressly identified otherwise. They do not promise a particular saving, return, business result, level of automation or regulatory outcome. Obtain appropriate professional advice before relying on information for a legal, tax, investment, valuation or other regulated decision.

Enquiries and services contracts

An enquiry, telephone call, email submission or meeting request does not by itself place an order or create a paid engagement. Services, deliverables, fees, timing, responsibilities and data-processing arrangements must be agreed separately in writing. See [Business Services Terms](#).

Permitted use

You may access the website for lawful purposes and share links to its public pages. You must not misuse the website by introducing malicious material, attempting unauthorised access, interfering with its operation, impersonating another person or submitting unlawful material.

Any restriction in these terms is subject to uses and rights permitted by applicable law.

Website content and intellectual property

Unless stated otherwise, website content is owned by Nordstack Limited or used under licence. Access does not transfer ownership of our branding, text, designs, software or third-party material.

You may retain reasonable copies of public information for your own reference, keeping relevant ownership notices. Reproduction or commercial reuse beyond applicable legal permissions requires permission from the appropriate rights holder.

Information you submit

Provide accurate contact details and only information reasonably necessary for your enquiry. Do not use an open contact form to send passwords, payment credentials, identity documents or sensitive personal information. If a project requires protected customer data, ask us to arrange an appropriate secure transfer and agreement first.

You retain your rights in material you submit. We may use it to handle the enquiry and for the purposes explained in our [Privacy Notice](#); submission does not grant us an unrestricted right to reuse it.

External services and links

Some links open services operated by other organisations, such as Google Calendar for booking a meeting. Those providers operate their own services under their own terms and privacy information. A link does not mean that we control the service or endorse all of its content.

Availability and responsibility

We may temporarily restrict access for maintenance, security or operational reasons. We do not promise that this informational website will always be available or free from every interruption or error.

To the extent permitted by applicable law, we are not responsible for business losses caused solely by reliance on general website information, rather than services and obligations agreed in a customer contract.

Nothing in these terms excludes or limits liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited. Nothing limits statutory data-protection rights or mandatory consumer protections.

Liability for contracted professional services is governed by the separately agreed services contract, not by this website disclaimer.

Personal data

Our [Privacy Notice](#) explains how we handle personal data. Our [Cookie & Technology Notice](#) explains relevant browser technologies and third-party connections. Reading those notices or sending an enquiry is not consent to unrelated marketing or non-essential tracking.

Changes

We may update these terms for future use of the website. The effective and updated dates appear on this page. A website update does not retrospectively change an existing signed customer agreement.

Governing law

These website terms are governed by Irish law, with jurisdiction of the Irish courts, without overriding mandatory rights to bring proceedings elsewhere. Our services are offered to businesses only; nothing in these website terms removes any protections or jurisdiction rights that cannot lawfully be waived.

Contact

Please contact Nordstack Limited at contact@nordstack.ltd about these terms.

Privacy Notice

Effective 29 September 2026 · Updated 29 September 2026

This notice distinguishes data used for our own website and business communications from customer data handled on documented instructions.

Who is responsible for your personal data?

Nordstack Limited, CRO number 824512, registered in Ireland, is the controller of personal data used to operate this website, respond to enquiries and manage its own business relationships.

Our registered office is Landscape House, Baldonnell Business Park, Dublin 22, Ireland. Contact us about privacy or your rights at contact@nordstack.ltd.

When we process personal data on a customer's documented instructions as part of an engagement, that customer normally determines the purposes and essential means of processing. We act as a processor, or as a subprocessor where the customer is itself a processor. The relevant

customer notice and processing agreement govern that activity. See [Customer Data Processing](#).

What information do we collect?

- **Callback requests:** your telephone number and, if you choose to provide it, your name.
- **Email contact requests:** your email address.
- **Message-form enquiries:** your name, email address and message, together with a telephone number if you choose to provide one.
- **Correspondence and meetings:** contact details, organisation and role where supplied, messages, meeting arrangements and information you choose to discuss or provide.
- **Business relationship records:** contact and project information needed to prepare proposals, deliver an agreed engagement, administer contracts and meet applicable record-keeping duties.
- **Technical information:** information needed to deliver and secure the website, such as IP address, request information, browser or device information where recorded by the relevant provider, and server or security logs.
- **Submission-control information:** a generated request identifier, submission time and temporary abuse-prevention and duplicate-suppression information used to handle contact requests reliably.

Required fields are identified in the form. You do not have to provide personal data, but we may be unable to respond through your chosen channel without the necessary contact details.

Please do not send passwords, payment credentials, identity documents, health information or other sensitive personal data through the general contact forms. Protected project datasets require an appropriate agreed scope, legal basis, contractual safeguards and transfer method first.

Where does the information come from?

Website enquiry information is primarily provided directly by you. Technical information is generated when your browser requests the website and when our systems handle a request.

For business relationships, contact information may also come from your organisation, a colleague or introducer, or publicly available professional sources. Where information is obtained indirectly, we provide any further information required by law, subject to applicable exceptions.

Customer datasets processed on instructions are dealt with under the customer arrangement, not assumed to be covered by a website visitor's permission.

Why do we use it, and on what legal basis?

Purposes and lawful bases

Purpose	Legal basis and explanation
Responding to enquiries, callbacks or meetings; preparing a requested proposal	Article 6(1)(b) GDPR where necessary to take steps at your request before a contract with you, or perform it. If you represent an organisation, Article 6(1)(f): our legitimate interest in responding to relevant business enquiries and maintaining business communications.
Administering business relationships and our own contractual obligations	Article 6(1)(b) where you are personally a party; Article 6(1)(f) for appropriate business-contact administration involving an organisation's representatives. Customer data handled solely as a processor is governed by the customer's instructions and lawful basis.
Website delivery, security, abuse prevention and reliable contact delivery	Article 6(1)(f): our legitimate interests in keeping the website and communications secure, available and protected from misuse, balanced against individuals' rights.
Applicable accounting, tax, legal and regulatory duties	Article 6(1)(c), to the extent a specific legal obligation applies.
Establishing, exercising or defending legal claims	Article 6(1)(f): our legitimate interest in protecting legal rights, subject to safeguards and applicable limitation periods.
Optional consent-based activities	Article 6(1)(a) only if we separately ask for and record valid consent. Consent can be withdrawn without affecting

Purpose	Legal basis and explanation
	earlier lawful processing. No such activity is authorised just by submitting a form.

An enquiry does not subscribe you to a newsletter. We do not use a generic “I agree to the Privacy Notice” checkbox as the legal basis for replying. Any future electronic marketing needs its own assessment under applicable data-protection and ePrivacy rules.

Who receives personal data?

We share information only where needed for the relevant purpose with authorised personnel, service providers, professional advisers and authorities where lawfully required. We have data-protection agreements with relevant providers. The categories below describe their roles without implying that every enquiry reaches every service.

Recipients and purposes

Provider or category	Purpose
Replit and applicable hosting infrastructure	Hosts the website/API and delivers site resources; handles technical requests and data passing through the hosted contact service.
Make	Receives contact-form submissions from the server for forwarding, including the request type, supplied fields/message, request identifier, submission time and schema version.
Google (Gmail)	Handles email enquiries, replies and business correspondence.
Telephone/communications providers	Carry communications where you contact us by telephone or another chosen channel.
monday.com	Used in service delivery; datasets, access and provider role depend on the engagement and account arrangements.
Celonis	Used in service delivery;

Provider or category	Purpose
	datasets, access and provider role depend on the engagement and account arrangements.
Google Calendar	Optional external meeting booking when you follow the link; Google receives booking information you provide and relevant technical information.
Professional advisers and competent authorities	Information needed for advice, accounting, legal matters or disclosures required by law.

We always use Celonis and monday.com in service delivery, but **this does not mean that every website enquiry is sent to either platform.** The contact service sends form submissions to Make; email is handled through Gmail.

A provider may act as processor for content and independently as controller for some account or security activities. The agreement and actual processing determine its role. See [Customer Data Processing](#).

International transfers

An Irish company address does not mean that all processing takes place in Ireland or the European Economic Area. Providers, support teams and subprocessors may process data in other countries.

We have overseas-transfer safeguards in place with relevant providers for restricted transfers, using applicable legal mechanisms such as adequacy decisions or contractual safeguards, with supplementary measures where required. This does not mean all processing is confined to the EEA or that a particular mechanism applies to every service.

Contact contact@nordstack.ltd for information about relevant safeguards and, where applicable, how to obtain a copy, subject to appropriate redactions for confidentiality and security.

How long do we keep personal data?

We retain personal data only as long as necessary for the relevant purpose, subject to applicable legal obligations and claims. The 30-day period for enquiry and Make execution logs is distinct from email and business correspondence retention.

Retention

Record category	Period or criterion
Enquiry and Make execution logs	30 days.
Gmail messages and other enquiry correspondence	As needed to respond and follow up on the enquiry and any resulting business relationship; then only as needed for legitimate business records, legal duties or claims. The 30-day log period does not automatically delete email.
Customer correspondence and project administration	For the relationship and as needed afterwards for contractual responsibilities, legal obligations or claims.
Customer datasets processed on instructions	As set out in the customer agreement and documented return/deletion instructions, subject to applicable legal obligations and backup cycles.
Accounting, tax and contractual evidence	For applicable statutory record-keeping duties and justified claims periods, not as a blanket period for all personal data.
Hosting, access and security records outside the enquiry/Make logs	For operational security and troubleshooting needs, subject to provider practices and applicable legal obligations.
Rights-request and compliance records	As needed to demonstrate and manage compliance and related claims.

The current contact service also uses temporary **server-memory records**. IP-based abuse-prevention records have a ten-minute validity window; request-ID/fingerprint records have a 24-hour validity window. Expired entries are removed when a later request triggers cleanup or when the server process ends, not necessarily at the exact end of the window.

These are not browser tracking cookies, and these windows do not mean that Make logs, Gmail messages or customer-platform records are deleted

after ten minutes or 24 hours. Where legal obligations or claims require retention, use is limited to that need.

Security

We apply technical and organisational measures proportionate to processing risks and limit access to people who need it for authorised purposes. We use appropriate agreements with providers handling personal data.

No internet service can promise absolute security. Use an agreed secure method for project datasets instead of sending unnecessary sensitive information in an open contact form.

Your rights

Subject to GDPR conditions and exceptions, you may request:

- Access to your personal data and correction of inaccurate information.
- Erasure and restriction of processing.
- Data portability where it applies.
- Objection to legitimate-interest processing for reasons relating to your particular situation, and objection to direct marketing at any time.
- Withdrawal of consent where processing relies on consent, without affecting the lawfulness of earlier processing.

Contact contact@nordstack.ltd to exercise a right. Proportionate information may be requested to verify identity. The normal response period is one month. A permitted extension for complexity or the number of requests must be explained within the initial month.

Where we hold information only on a customer's instructions, we must assist the relevant controller and handle or route the request under that arrangement rather than decide it contrary to those instructions or applicable law.

Automated decisions and AI

The website forms themselves do not make decisions producing legal or similarly significant effects about you. Automation used to route a request is not, by itself, such a decision.

An engagement involving profiling, AI or consequential automated decisions requires a separate assessment of roles, lawful basis, transparency, human oversight and, where required, a data-protection impact assessment. This notice does not authorise unrestricted use of customer data for model training.

Cookies and external services

See the [Cookie & Technology Notice](#) for browser technology findings and their limits. Following an external booking or other link takes you to a separate service whose privacy information also applies.

Complaints

You can raise a concern with us at contact@nordstack.ltd. You also have the right to lodge a complaint with a competent supervisory authority. In Ireland, this is the [Data Protection Commission \(opens in a new tab\)](#), whose website provides current contact and complaint information.

You may also complain to the authority in the EEA country where you live, work or believe an infringement occurred. You do not have to contact Nordstack before approaching an authority.

Changes to this notice

We update this notice when our practices or relevant requirements change; its effective and updated dates appear on this page. We provide additional notice and seek consent where required before introducing a new consent-based purpose.

Cookie & Technology Notice

Effective 29 September 2026 · Updated 29 September 2026

A hosting routing cookie was observed on 29 September 2026. The site uses locally served fonts and media and does not deploy optional tracking.

About this notice

This notice concerns cookies, browser storage and similar technologies on the Nordstack Limited website. Read it with the [Privacy Notice](#).

A cookie is information stored on your device by a website. Similar technologies include local storage, tracking pixels and some device-access techniques. Applicable data-protection and ePrivacy rules depend on what a technology does, not only its name.

Technology inventory

Browser technologies

Item / provider	Purpose and observation	Duration and consent assessment
GAESA Replit / Google's	First-party cookie observed on	Observed expiry approximately 30 days

Item / provider	Purpose and observation	Duration and consent assessment
serving infrastructure	nordstack.ltd, path /. Replit describes it as Google App Engine session affinity: an opaque routing identifier used to send requests to the right application instance, not application content or sensitive data.	after inspection. Used for necessary infrastructure routing, not optional analytics.
Application cookies and device storage	No application-created cookies or application device storage identified.	This is a dated observation, not a guarantee for every browser or future configuration.
Contact submission handling	A request ID is generated in page memory. The server uses temporary IP and request-fingerprint records for reliability and abuse prevention, without a tracking cookie.	Page state is transient. The server's ten-minute and 24-hour validity windows and lazy cleanup are explained in the Privacy Notice; they are not Make or Gmail deletion periods.
Fonts	The website serves Inter, JetBrains Mono, Outfit and Space Mono locally under their licences.	Local font files may be held in ordinary browser HTTP cache according to browser/server settings.
House-tour media and imagery	Served from the website's own resources, not a third-party video-player embed.	Ordinary resource delivery and browser caching; no video tracking cookie was identified.
Google Calendar	The contact page uses an external booking link, not an embedded calendar. The booking site is opened only when selected.	Google's separate service may use its own cookies and storage; its privacy and cookie information applies there.
Optional analytics,	None deployed on this	Any future consent-

Item / provider	Purpose and observation	Duration and consent assessment
advertising and tracking embeds	website.	requiring technology must remain off until valid consent.

[Replit's publishing documentation \(opens in a new tab\)](#) explains that its Google serving infrastructure adds GAESA and that application code cannot change or disable it. The observed cookie lacked Secure and HttpOnly attributes; the provider documents that behaviour for this routing identifier.

Limits of browser observations

The GAESA observation was made on 29 September 2026 using a browser visit to nordstack.ltd. Browser-visible observations are time-limited and do not establish server-side retention, provider processing, access locations or every browser or geographic variation.

Necessary technologies

Where a technology is strictly necessary to provide a service you expressly request, applicable law may permit it without consent. “Useful to us” is not the same as strictly necessary. The routing cookie is included above for transparency rather than hidden behind a blanket “no cookies” statement.

Optional technologies and your choices

We do not deploy optional analytics, advertising cookies or similar tracking technologies, so there is no optional-tracking consent banner.

If consent-requiring technology is introduced, it must be explained and blocked until opt-in, with equally accessible acceptance and rejection, appropriate category choices and withdrawal as easy as giving consent. A future settings interface must actually control those technologies, not merely display a notice.

Browser controls

Your browser may let you inspect, block or delete cookies and site storage. Blocking genuinely necessary technology can affect the feature it supports; a routing cookie may be set again on a later request. Browser controls do not replace a website's duty to obtain consent when required.

External websites

Choosing Google Calendar or another external link takes you to a service controlled by another operator. Review that service's privacy and cookie

information. Merely visiting Nordstack's website is not permission to track you on another service.

Google provides its [Privacy Policy \(opens in a new tab\)](#) and [cookie information \(opens in a new tab\)](#). Those documents do not replace Nordstack's own notice about its handling of meeting details.

Contact

Contact contact@nordstack.ltd about this notice. Further personal-data information and rights are explained in our [Privacy Notice](#).

Business Services Terms

Effective 29 September 2026 · Updated 29 September 2026

Business engagements require a separately accepted written contract. This page does not itself create a paid engagement, fee or automatic renewal.

Contracting entity and scope

Nordstack Limited, CRO number 824512, registered in Ireland, provides business-to-business process analysis, workflow design, automation, systems integration and related professional services. Its registered office is Landscape House, Baldonnell Business Park, Dublin 22, Ireland. Nordstack is not VAT registered.

A business engagement requires a written agreement identifying the customer and the specific services. Browsing this page, submitting a form or requesting a meeting does not accept a paid contract.

Written agreement

The parties' written acceptance of a statement of work and expressly incorporated terms defines the engagement. Before work starts, the package must identify:

- Scope, exclusions, deliverables, timetable and customer dependencies.
- Fees, currency, any applicable taxes, expenses, invoice dates and payment dates.
- Responsibilities, acceptance criteria and a workable change-control process.
- Rights in deliverables, pre-existing materials, customer materials and third-party software.
- Warranties, remedies, liability allocation, confidentiality, termination and exit arrangements.

- The relevant licences, supplier responsibilities and data-protection terms.

No fee, minimum term, automatic renewal, refund restriction, liability cap or ownership transfer is created merely by publishing this page.

Contractual starting point

One available starting point is the unmodified [Bonterms Professional Services Agreement, Version 1.2 \(opens in a new tab\)](#), with a completed cover page and applicable statement of work.

The chosen version must be supplied to the customer and expressly incorporated in the accepted agreement. Commercial choices and negotiated changes belong in identified cover pages or attachments, not in a silently modified standard body. A link alone is not a completed contract package.

The standard's authorship and [CC BY 4.0 licence \(opens in a new tab\)](#) notice must be preserved. Bonterms is not a party to an engagement merely because its standard is referenced. Its terms apply only when the parties expressly adopt them.

Customer data and third-party platforms

We use Celonis and monday.com in service delivery. The agreement must identify the relevant accounts, authorised data access, responsibilities, licensing and provider roles. Access to a customer-controlled account does not automatically mean that Nordstack appointed that provider as its own subprocessor.

If Nordstack processes personal data on a customer's behalf, the parties must enter into the appropriate processing agreement before that processing starts. The customer remains responsible for its lawful instructions, and Nordstack remains responsible for its applicable processor duties. See [Customer Data Processing](#).

Automation and AI

Automation and AI functionality must remain within the agreed scope and authorised data use. Consequential decisions, human review, regulated uses and third-party AI services require separate consideration. A general marketing statement does not authorise unrestricted sharing of customer information or model training using customer data.

Existing agreements and mandatory rights

An accepted customer agreement governs the relevant services. Updating website information does not retrospectively amend it. Nothing on this page

limits rights or liabilities that cannot lawfully be excluded. Nordstack offers these services to business customers only.

Request engagement documents

Contact contact@nordstack.ltd to request a proposal, statement of work, contract terms or data-processing information. Customer-specific scope, fees, timing, instructions, security, providers and exit arrangements must be agreed in the appropriate written documents before the relevant work or processing begins.

Customer Data Processing

Effective 29 September 2026 · Updated 29 September 2026

Customer datasets require agreed instructions and, where applicable, a binding Article 28 agreement. This public page is not itself a DPA, subprocessor authorisation or transfer instruction.

Our role

Nordstack Limited, CRO 824512, may process personal data while delivering process analysis, workflow design, automation, integration and related services.

For website enquiries and our own business administration, we normally act as controller, as explained in the [Privacy Notice](#). For customer datasets handled solely on documented instructions, we normally act as processor.

If our customer is itself a processor, we may act as its subprocessor, subject to the required authorisation chain. The actual activity determines the role; a label alone does not.

A written data-processing agreement

Before processing that requires an Article 28 GDPR agreement, the parties must agree a binding contract covering:

- The subject matter, duration, nature and purposes of processing.
- Personal-data categories and the types of individuals concerned.
- The customer's rights and obligations and documented instructions, including transfer instructions.
- Confidentiality and technical and organisational measures appropriate to the risks.
- Subprocessor authorisation, equivalent flow-down duties and change notifications.

- Assistance with individuals' rights, security, breach handling, impact assessments and prior regulatory consultation where applicable.
- Information and audit arrangements, and notification of instructions that infringe applicable data-protection law.
- Return or deletion at the customer's choice on exit, including backups and legally required retention.
- International transfers and applicable safeguards.

A public privacy notice, website visit or enquiry is not a substitute for that agreement or its customer-specific acceptance.

Celonis and monday.com

We use Celonis and monday.com in delivering our services. For each engagement, their role depends on who contracts with them, who controls the tenant, which datasets they receive and whose instructions govern processing.

Where Nordstack appoints a provider to process customer data on its behalf, the required customer authorisation and appropriate written obligations must be in place. Where the customer contracts with a provider directly, that provider agreement and Nordstack's authorised access must be documented separately.

The engagement documents must identify the applicable provider arrangements, purposes, data categories, authorised access, processing locations where relevant and safeguards. A brand name or an "EU region" label alone is not a complete transfer assessment. We have data-protection agreements and overseas-transfer safeguards in place with relevant providers; customer-specific authorisations and instructions still need to be agreed.

Make and other providers

Make forwards website contact submissions. Whether it or another provider also processes customer engagement data must be recorded for that engagement. Website enquiries must not be presumed to flow into Celonis and monday.com merely because we use those platforms in service delivery.

Engagement documentation must cover hosting, communications and other providers receiving the relevant customer data. It must not silently add AI tools or other recipients outside agreed instructions and authorisations.

Data minimisation and authorised use

The parties should identify the minimum information needed and use anonymised or appropriately pseudonymised data where suitable. Special-category data, criminal-offence data, children's data and consequential

automated decisions must not be introduced without a specific assessment and agreement.

Authorisation to use Celonis or monday.com is not permission to use unrestricted datasets, enable every AI feature or train models on customer information.

Security, incidents and exit

The agreed processing agreement and security particulars must describe applicable protections and responsibilities. If Nordstack becomes aware of a personal-data breach involving data it processes for a customer, it must notify the relevant controller without undue delay and provide the information and assistance required by law and the agreement.

The controller's possible 72-hour deadline for notifying a supervisory authority is **not** a standard waiting period for a processor to notify its customer.

Return, deletion and restricted retention must follow the agreement and documented instructions. Immediate deletion from every provider or backup must not be promised unless supported in practice.

Contractual standard

One available starting standard is the unmodified [Bonterms Data Protection Addendum, Version 1.0 \(opens in a new tab\)](#), with its required setup information and schedules. Its authorship and [CC BY 4.0 licence \(opens in a new tab\)](#) notice must be preserved; it applies only when expressly adopted by the parties.

A customer-specific package must identify the services agreement, parties, effective date, roles and authorised contacts; processing particulars and instructions; approved subprocessors and change procedures; appropriate security measures; rights and audit assistance; breach communications; exit; and applicable transfer safeguards.

Where Standard Contractual Clauses are required, the correct modules, parties and annexes must be completed and any required assessments performed. A generic DPA is not automatically a complete transfer mechanism. Mandatory SCC text must not be silently modified.

Customer-specific processing particulars, security, suppliers, transfer arrangements and exit instructions must be completed before the relevant processing starts. This public page does not execute or replace those terms.

Supplier documents and further information

- [Celonis legal and data-protection documents \(opens in a new tab\)](#).

- [monday.com customer Data Processing Addendum \(opens in a new tab\)](#).
- [Make legal and data-protection documents \(opens in a new tab\)](#).
- [Replit Data Processing Addendum \(opens in a new tab\)](#).

These links are informational and do not themselves incorporate provider terms into a customer engagement. Nordstack has relevant supplier data-protection agreements and overseas-transfer safeguards in place; engagement-specific documents must still describe the applicable processing and authorisations.

Contact contact@nordstack.ltd to request a relevant DPA, processing particulars or supplier information. Our [Business Services Terms](#) explain the services-contract framework.