

JOJO CONNECT Data Processing Addendum

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This Data Processing Addendum applies where a leased-account customer or merchant determines the purposes and means of personal-data processing carried out through JOJO CONNECT. It supplements the Privacy Notice and applicable commercial agreement.

1. Roles and scope

The merchant is generally the controller for personal data it collects from its customers and staff through its JOJO CONNECT workspace. JOJO Technologies acts as processor for that data when operating the platform on the merchant's documented instructions, except where JOJO Technologies independently determines processing purposes, such as its own account administration, security, legal compliance or service improvement.

2. Processing instructions

JOJO Technologies processes data only as needed to provide, secure, support and improve the agreed service; meet documented lawful instructions; and comply with applicable law. Processing can include hosting, storage, routing, authentication, payment-event handling, session records, support tickets, audit logs, security monitoring and authorised reporting.

3. Security and access

JOJO Technologies uses reasonable technical and organisational safeguards appropriate to the service, including role-scoped access, authentication controls, audit records, protected configuration flows and upload restrictions. The merchant must maintain named user access, use strong credentials, remove former users promptly and avoid sharing sensitive data through unsecured channels.

4. Sub-processors and transfers

JOJO Technologies may use carefully selected infrastructure, communication, analytics, payment or support providers where necessary to provide the service. It will require appropriate contractual and security safeguards for processors handling personal data. Cross-border processing, if any, is managed subject to applicable legal requirements and appropriate safeguards.

5. Assistance, incidents and retention

JOJO Technologies will provide reasonable assistance with data-subject requests, security incidents, audits and impact assessments to the extent required by law and proportionate to the service. The merchant remains responsible for responding to its customers unless JOJO Technologies is legally required or expressly agreed to act. Data is retained only for service, security, accounting, dispute and legal purposes, then deleted or anonymised where appropriate.