

SEGFLOW AI LLC

Data Processing Addendum

Effective Date: March 30, 2026

For enterprise and business customers

1. Scope and Applicability

This Data Processing Addendum (“DPA”) supplements the Terms of Service between you (“Data Controller”) and SegFlow AI LLC (“Data Processor”) and governs the processing of personal data in connection with the Service. This DPA applies when you provide personal data to us for processing through the SegFlow AI platform.

2. Definitions

“Personal Data” means any information relating to an identified or identifiable natural person that you provide through the Service.

“Processing” means any operation performed on Personal Data, including collection, storage, use, disclosure, and deletion.

“Sub-processor” means any third party engaged by us to process Personal Data on your behalf.

3. Processing Purpose and Instructions

We will process Personal Data solely for the purpose of providing the Service as described in the Terms of Service. We will process Personal Data only in accordance with your documented instructions, unless required by applicable law to do otherwise.

4. Confidentiality

We ensure that all personnel authorized to process Personal Data are subject to appropriate confidentiality obligations. We will not disclose Personal Data to third parties except as necessary to provide the Service or as required by law.

5. Security Measures

We implement and maintain appropriate technical and organizational measures to protect Personal Data, including:

- Encryption of data in transit (TLS 1.2+) and at rest (AES-256)
- Role-based access controls with least-privilege principles
- Regular security assessments and vulnerability testing
- Incident detection and response procedures

- Employee security training and awareness programs
- Secure data centers with SOC 2 Type II compliance (via cloud providers)

6. Sub-processors

We may engage sub-processors to assist in providing the Service. We maintain a list of current sub-processors, available upon request. We will notify you of any new sub-processors at least 30 days before they begin processing Personal Data, giving you the opportunity to object.

We ensure that sub-processors are bound by data protection obligations no less protective than those in this DPA.

7. Data Subject Rights

We will assist you in responding to data subject requests to access, correct, delete, or port Personal Data, to the extent technically feasible and as required by applicable data protection law.

8. Data Breach Notification

In the event of a Personal Data breach, we will notify you without undue delay (and in any event within 72 hours of becoming aware of the breach) and provide sufficient detail for you to meet your own notification obligations under applicable law.

9. Data Transfers

If Personal Data is transferred outside of your jurisdiction, we will ensure that appropriate safeguards are in place, such as Standard Contractual Clauses or other legally recognized transfer mechanisms.

10. Audit Rights

You may audit our compliance with this DPA, subject to reasonable notice and during normal business hours. We will provide reasonable cooperation and access to relevant information. Audits shall not unreasonably interfere with our operations.

11. Return and Deletion of Data

Upon termination of the Service, we will, at your election, return or delete all Personal Data within 90 days, except where retention is required by applicable law. We will certify deletion upon request.

12. Duration

This DPA remains in effect for the duration of our processing of Personal Data under the Terms of Service and will automatically terminate when we cease all processing of Personal Data on your behalf.

13. Contact

For DPA-related inquiries, contact us at legal@segflowai.com.