Legal

Data processing agreement

A summary of the agreement under which Blentera processes personal data on behalf of its customers. It is offered on every plan, including Free. For the version to sign, write to hello@blentera.com.

Last updated 21 November 2026

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1. Overview

When your company uses Blentera, the content it puts into the platform often includes personal data. For that data your company is the controller and Blentera is its processor. Article 28 of the GDPR requires an agreement between the two, and we offer one on every plan, including Free.

Processor	Blentera, a Danish company being founded by August Kring
Address	Ragnagade 7, 2100 Copenhagen, Denmark

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Privacy contact	hello@blentera.com
Security contact	hello@blentera.com

This page summarises the agreement. The signed agreement is the binding document; where the two differ, the signed agreement applies.

2. How to get the agreement to sign

Write to hello@blentera.com with:

- your company's legal name, address and registration number;
- the name, title and email address of the employee who will sign;
- your plan, and the name of your company in Blentera.

We send you the agreement ready for signature. Enterprise customers who need their own terms can agree them as part of their order.

3. Subject matter and duration

The agreement covers the personal data that Blentera processes on behalf of your company to provide the platform under the terms of service. It applies for as long as we process such data for you: while your subscription runs, and until the data has been deleted after it ends.

4. Nature and purpose of processing

We process personal data only to provide, secure and support the platform for your company, including:

- storing tasks, documents, messages, files and company memory;
- s as you configure them, including sending data to the AI providers and apps you connect;

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- recording the activity log and producing exports and evidence packs when you ask for them;
- sending account and notification email;
- backups, security monitoring and fixing faults;
- helping you when you contact support.

5. Data subjects and personal data

Depending on how your company uses Blentera, the agreement covers personal data about:

- your employees and other users you invite;
- your customers, suppliers, partners and their contacts;
- other individuals whose data appears in your content or connected apps.

The personal data can include names and contact details, account and sign-in data, the content of tasks, documents, messages and company memory, data from connected apps, and records in the activity log.

Your company decides what data it puts into Blentera. If it processes special categories of personal data, it is responsible for having a legal basis. The AI use case register lets you record when a use case is expected to involve such data.

6. Our duties as processor

Under the agreement, Blentera:

- processes personal data only on your documented instructions, including these terms and your settings in the platform, also where transfers outside the EU are concerned, unless EU or member state law requires otherwise; in that case we tell you before processing, unless that law forbids it;
- tells you straight away if we believe an instruction breaks the GDPR or other [illegible]on law;

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- ensures that our employees and others with access are bound by confidentiality;
- takes appropriate technical and organisational security measures, as required by Article 32 of the GDPR;
- uses sub-processors only under the conditions described below;
- helps you respond to requests from data subjects who exercise their rights;
- helps you with security, breach notification, impact assessments and prior consultation, as set out in Articles 32 to 36;
- tells you without undue delay, and at the latest within 48 hours, after becoming aware of a personal data breach affecting your data;
- deletes or returns personal data when the service ends, at your choice, unless the law requires us to keep it;
- gives you the information needed to show compliance with Article 28, and allows and contributes to audits, including inspections, by you or an auditor you appoint.

7. Sub-processors

You give general authorisation for us to use sub-processors. Each sub-processor is bound by a written agreement with the same data protection obligations as ours, and we remain responsible to you for its work. These are the sub-processors we use today:

Name	Purpose	Location	Data involved
UpCloud	Hosting of the platform and its managed database	EU	All customer content: account and sign-in data, tasks, documents, messages, company memory, data from connected apps and the activity log.

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Name	Purpose	Location	Data involved
UpCloud	Object storage for files, exports, agent run logs and encrypted backups	EU	Files your company uploads, exports you request, records of agent runs, and backups of the data above.
UpCloud	Dedicated agent servers for OpenClaw and Hermes agents, each dedicated to one company	EU	The work, files and connected-app data the agents on that server handle for your company.
Mailgun	Sending account and notification email	EU (Mailgun's EU region)	Recipient email addresses and the content of the email, such as account verification and password reset links and notifications about work in your company.

We give you notice before adding or replacing a sub-processor, so you have the opportunity to object. If we cannot resolve a reasonable objection, you may end the affected service. To be told of changes, write to hello@blentera.com.

The AI providers your company connects with its own account and key, such as OpenAI, Anthropic, xAI and OpenRouter, are chosen by you and act under your own agreement with them. They are not our sub-processors. Paddle handles payments and invoicing as our reseller and merchant of record. It processes billing details under its own privacy notice and receives no content from your company, so it is not a sub-processor under this agreement.

8. Security measures

- Hosting in the EU, or on your own servers with Enterprise. Agent servers are [illegible] one company.
- Encryption in transit with TLS.

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- Keys and passwords for connected apps stored encrypted with AES-256-GCM, and given only to the agents that need them.
- Sign-in with passkeys and two-step verification. Single sign-on with SAML or OpenID Connect on Business and Enterprise, and user provisioning (SCIM) on Enterprise.
- Access governed by roles (owner, admin, operator and viewer) and approval rules, with access set per agent.
- An activity log of actions by employees and agents.
- Data export at any time. Approvals and cost history are not included in the export yet.
- A documented deletion process that includes backups. Deleting data also removes it from company memory.

Report a security concern to hello@blentera.com. Read more on our security page.

9. Transfers outside the EU

The platform is hosted in the EU. If a sub-processor processes personal data outside the European Economic Area, or can access it from there, we make sure the transfer is covered by an adequacy decision or by the European Commission's standard contractual clauses, together with any additional measures needed.

10. End of processing

You can export your data at any time. When your subscription ends or you delete your company, we delete the personal data we process for you through our deletion process. Copies in managed backups are removed when those backups reach their deletion date. Data we must keep by law is kept only for as

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11. Precedence and governing law

On data protection, the data processing agreement takes precedence over the terms of service. It is governed by Danish law, and disputes are settled by the courts of Copenhagen, Denmark.