JetBoost data processing agreement

Draft for legal review. This text has not yet been approved and is not yet in force.

Version 1 · Last updated: 6 November 2026

This agreement is between the business using JetBoost (the **controller**, "you") and **[LEGAL_ENTITY_NAME]**, company number **[LEGAL_COMPANY_NUMBER]**, registered office **[LEGAL_REGISTERED_OFFICE]** (the **processor**, "JetBoost"). It forms part of the terms of service and meets Article 28 of the UK GDPR. It applies whenever JetBoost processes personal data on your behalf.

1. What is processed

Subject matter	Providing JetBoost: storing and organising your customer, job, quote, invoice, payment, calendar and task records, and sending documents and reminders.
Duration	While you use JetBoost, and until the data is deleted under section 9.
Nature and purpose	Hosting, storage, retrieval, display, sending by email, PDF creation, backup and deletion, only to provide the service to you.
Types of personal data	Names, email addresses, phone numbers, postal and site addresses, job and quote details, invoice and payment records, notes, files you upload, and quote acceptance records (typed name, time, IP address, browser).
Special category data	None is needed. Please do not put health or other special category data into JetBoost unless you have a lawful basis and have told us.
Data subjects	Your customers and their contacts, your club members, your suppliers, and your team members.

2. Your instructions

JetBoost processes personal data only on your documented instructions. These terms, and your use of JetBoost's features, are those instructions. We will tell you if we think an instruction breaks data protection law. If the law requires us to process data otherwise, we will tell you first unless the law forbids it.

3. Confidentiality

Everyone at JetBoost who can access your data is bound by confidentiality.

4. Security

We take appropriate technical and organisational measures under Article 32 of the UK GDPR, described in Annex 2.

5. Sub-processors

You give general authorisation for JetBoost to use the sub-processors on our sub-processor list. We will give at least 30 days' notice of a new sub-processor by email and on that page. You can object on reasonable data protection grounds; if we cannot resolve it, you can end the agreement. Each sub-processor is bound by data protection terms at least as protective as these, and we remain responsible for them.

6. Helping you

Taking into account what JetBoost does, we will help you:

- respond to people exercising their rights (access, correction, deletion, portability). JetBoost lets you export and edit records yourself, and we will pass on any request we receive about your data without replying to it ourselves;
- meet your duties on security, breach notification, data protection impact assessments and prior consultation with the ICO.

7. Personal data breaches

We will tell you without undue delay, and in any case within 48 hours, after we become aware of a personal data breach affecting your data, with the information you need to meet your own duties.

8. International transfers

Your data is hosted in the UK (AWS London, eu-west-2). If a sub-processor processes it outside the UK, we make sure UK adequacy regulations or the UK International Data Transfer Agreement / Addendum applies.

9. When the service ends

When you close your business or account, you can download your data for 30 days. After that we delete it, including from backups within a further 90 days, unless the law requires us to keep it.

10. Audits and information

We will give you the information you reasonably need to show that this agreement is being met, and allow for and contribute to reasonable audits, on reasonable notice, at most once a year unless there has been a breach.

Annex 1: contacts

- JetBoost data protection contact: **[LEGAL_CONTACT_EMAIL]**
- ICO registration number: **[LEGAL_ICO_NUMBER]**

Annex 2: security measures

- Data hosted in AWS London (eu-west-2).
- Encryption in transit (HTTPS/TLS) for all access to the app and client pages.
- Sign-in on JetBoost's own pages: passwords stored only as one-way Argon2id hashes, never readable; passkeys supported; optional two-step sign-in with an authenticator app; repeated failed sign-ins trigger a bot check and a temporary lockout.

- Each business's records are kept separate; every query is limited to the business it belongs to.
- Role-based access within a business (Owner, Admin, Office, Field, Volunteer).
- Client links for quotes and invoices use long, unguessable tokens and are rate limited.
- Regular backups; access to production systems limited to authorised staff.
- *To confirm before signing:* encryption at rest for the database, files and backups, and backup frequency and retention.

Signed

For the controller (your business)	For JetBoost (processor)
Name:	Name:
Signature and date:	Signature and date:

Using JetBoost after accepting the terms of service also accepts this agreement; signing is optional.