LACSPACE CORPORATION PVT. LTD.

Legal Centre · Controlled legal document

Data Processing Agreement

The DPA governing how Lacspace processes personal data on behalf of business customers — for GDPR, DPDP, and other data-protection compliance.

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AT A GLANCE

A plain-language summary — the full text below is what legally applies.

- You're the controller; Lacspace is the processor acting on your instructions.
- We apply strong security measures and bind our sub-processors to protect data.
- We assist with data-subject requests and notify you of breaches without undue delay.
- On termination we return or delete your data, subject to legal retention.

1. Scope & Roles

1.1 This Data Processing Agreement ("DPA") forms part of the agreement between the business customer ("Controller") and **Lacspace Corporation Pvt. Ltd.** ("Processor") for the provision of the Services. It applies where Lacspace processes personal data on the Controller's behalf. The Controller determines the purposes and means of processing; Lacspace processes only on the Controller's documented instructions.

2. Definitions

2.1 Terms such as "personal data," "processing," "controller," "processor," "data subject," and "supervisory authority" have the meanings given under applicable data-protection law (including the GDPR and India's DPDP Act, as relevant). Other capitalised terms have the meanings in the main agreement and our Privacy Policy .

3. Processing Instructions

3.1 Lacspace will process personal data only to provide the Services and per the Controller's documented instructions, including as set out in Annex A, unless required otherwise by law (in which case we will inform the Controller where legally permitted). We will notify the Controller if we believe an instruction infringes applicable law.

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4. Confidentiality

4.1 Lacspace ensures that personnel authorised to process personal data are bound by confidentiality obligations and process data only as needed to provide the Services.

5. Security Measures

5.1 Lacspace implements appropriate technical and organisational measures to protect personal data (see Annex B), including tenant isolation, encryption in transit, access controls, and audit logging, taking into account the state of the art, the risks, and the nature of the data.

6. Sub-processing

6.1 The Controller authorises Lacspace to engage sub-processors listed on our sub-processors page , under contracts imposing data-protection obligations equivalent to this DPA. We remain responsible for our sub-processors' performance and will provide a mechanism to notify of and object to changes.

7. Data-Subject Requests

7.1 Taking into account the nature of the processing, Lacspace will assist the Controller with appropriate measures to respond to data-subject requests (access, rectification, erasure, portability, objection, and restriction). Where a data subject contacts us directly, we will refer them to the relevant Controller.

8. Breach Notification

8.1 Lacspace will notify the Controller without undue delay after becoming aware of a personal-data breach affecting the Controller's data, and will provide information reasonably available to help the Controller meet its notification obligations.

9. International Transfers

9.1 Where processing involves transfers of personal data across borders, Lacspace will implement appropriate safeguards required by applicable law, such as Standard Contractual Clauses or equivalent mechanisms, and honour data-residency commitments agreed with the Controller.

10. Audits & Information

10.1 Lacspace will make available information reasonably necessary to demonstrate compliance with this DPA and will allow for and contribute to audits, including inspections, conducted by the Controller or an appointed auditor, subject to reasonable confidentiality, scope, and frequency limits.

11. Return & Deletion on Termination

11.1 On termination of the Services, and at the Controller's choice, Lacspace will return or delete the personal data it processes on the Controller's behalf, except where retention is required by law. Regulated data may be soft-deleted to preserve history where legally required.

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12. Annex A — Details of Processing

- **Subject matter** — provision of the Lacspace Services selected by the Controller.
- **Duration** — the term of the main agreement, plus any legally required retention.
- **Nature & purpose** — hosting, storage, and processing to operate the Services.
- **Types of data** — as submitted by the Controller and its users (for example, contact, account, transactional, and — for relevant products — health or education data).
- **Categories of data subjects** — the Controller's users, staff, customers, or patients, as applicable.

13. Annex B — Technical & Organisational Measures

- Structural tenant isolation and role-based access controls.
- Encryption of data in transit and protection of sensitive data at rest.
- Append-only audit logging and monitoring for anomalies.
- Least-privilege access, authentication, and session management.
- Backups, and incident-response and breach-notification processes.

14. Requesting a Signed DPA

14.1 Enterprise customers who require a countersigned DPA can request one at legal@lacspace.com or via privacy@lacspace.com .

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DOCUMENT CONTROL

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