

# Service Agreements & Data Privacy

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# Service Scope & General Terms

## Scope of Service

Each GrintOps service is provided on a subscription or project basis, with a clear definition of:

- Deliverables
- Duration & expiration
- Access methods (portal or API)

## General Terms

- Services are delivered as-is based on the selected plan
- Upgrades/downgrades can be requested via the portal
- Communication primarily via portal or registered email

## Service Availability

- Standard coverage is Mon-Fri (09:00-18:00 GMT+7)
- Emergency handling available for Enterprise tier

# Data Privacy Policy

## What Data We Collect

- Contact and company information
- Service usage logs (non-intrusive)
- Uploaded data (reports, configs, tickets)

## How We Use the Data

- Service delivery & support
- Performance monitoring
- Communication related to services

## Your Rights

- Request data deletion (except legal obligations)
- Request a copy of stored data (Enterprise only)
- Opt out of marketing communications

## Data Storage

- All data stored in encrypted environments (EU/SG)
- Backed by our private VPS

## Third-party Access

We do **not** share your data with third parties, except:

- Billing platforms (Paypal, Stripe, etc)
- Legal/government requests (with due process)



# GDPR & International Compliance

## GDPR Principles We Follow

- Data minimization
- Purpose limitation
- Transparency
- Security by design

## Client Controls

- Ability to delete services and data via portal
- Data Export feature for Enterprise tier
- Consent-based data collection

## Other Regulations

- HIPAA (for health-related services)
- ISO/IEC 27001-aligned practices (internal only)
- Data processing agreement (DPA) available on request

# NDA & Custom Contracts

## NDA Policy

- GrintOps uses a standard NDA template for all engagements
- Custom NDAs are accepted (pending legal review)
- NDA can be signed digitally (PDF or e-signature)

## Custom Contracts

- Enterprise clients may submit their own contract drafts
- GrintOps provides templated contracts covering scope, SLA, billing, and termination
- All contracts are reviewed within 3-5 working days

# Responsible Disclosure Policy

## Reporting Security Issues

If you discover a vulnerability in any GrintOps service, platform, or open-source integration, please:

1. Email: [support@grintops.com](mailto:support@grintops.com)
2. Do **not** publicly disclose until resolved
3. Provide detail: affected service, reproduction steps

## Recognition

- Valid reports may receive public acknowledgment or bounty
- Severity and impact determine response priority

## Our Commitment

- We take security reports seriously and aim to respond within 2 business days