

GDPR annex — Data processing (Article 28)

Informative summary — updated 10 September 2026

Courtesy translation: in case of discrepancy, the French version prevails.

This document summarizes the mandatory content of a data processing annex within the meaning of Article 28 of the General Data Protection Regulation (GDPR). It is an INFORMATIVE document: the signed contractual annex is part of each client contract and will be issued by the invoicing entity once it is registered (Kbis and professional liability insurance in progress). For any question, or for a version adapted to your contract, contact us.

1. Subject matter and duration of the processing

AppH processes, on behalf of its client (the “controller”), the data needed to run AppManager on the subscribed modules (for example: domiciliation client management, CRM, invoicing, calendar). Processing lasts for the term of the contract plus, where applicable, the legal retention period.

2. Nature and purpose of the processing

Hosting, storage, provision through the AppManager application, backup and return of the data entered by the client or its teams. AppH uses this data for no purpose other than providing the requested service.

3. Categories of data and data subjects

- Data subjects: the controller's clients, prospects, employees or contacts, depending on the modules used.
- Data processed: identity, contact details and, depending on the module, supporting documents (e.g. KYC in domiciliation), invoicing history and service-related messages.
- Neither AppH nor its AI agents perform automated identity verification or any anti-money-laundering (AML/CFT) compliance decision; see the dedicated section on [/en/confianza](#).

4. Processor's obligations (AppH)

- Process the data only on documented instructions from the controller.
- Ensure the confidentiality of the persons authorized to process the data.
- Implement the technical and organizational security measures described on [/en/confianza](#) (encryption, access control, logging).
- Engage a sub-processor only with the controller's prior authorization and under the same contractual guarantees.
- Assist the controller in responding to data subjects' requests and in the event of a data breach.
- Notify any breach affecting the client's data without undue delay.
- Delete or return, at the client's choice, all data at the end of the contract, unless the law requires retention.

5. Location and sub-processors

Main hosting (application, database, files) in France, at OVHcloud. Natural-language processing by the AI assistant goes through Anthropic's API (Claude) as a sub-processor. The full list of sub-processors and the applicable contractual guarantees (standard contractual clauses where relevant)

is available on request.

*Informative, unsigned document — does not replace the contractual annex specific to your contract. AppH —
apph.app*