

Data Processing Agreement

Template version October 26, 2026. To sign one with your firm, email support@routewren.com with your organization's name. Download as a PDF.

In short: your firm controls the personal information of the people you visit. RouteWren processes it only to provide the service to you, keeps it safe, tells you about breaches, and deletes it on the schedule below or when you ask.

1. Parties and Roles

This agreement is between O.K Process Servers Limited ("RouteWren") and the organization named when it is signed (the "Customer"). The Customer decides why and how personal information about the people it visits is used and is responsible for having the right to use it. RouteWren processes that information only on the Customer's behalf, to provide the RouteWren service under its Terms.

2. What Is Processed

Names, addresses or locations, phone numbers, email addresses, reference numbers (such as claim numbers), visit types, notes entered by the Customer's users, appointment times, and the texts, emails, link replies and call records about those appointments; optionally one additional contact per visit. The Customer will not enter health or medical information, government identification numbers or financial account numbers.

3. How RouteWren Will Use It

- Only to plan, book and record the Customer's visits, and as the Customer's users instruct through the app.
- Never sold, never used for advertising, and never used to contact the people visited on RouteWren's own behalf.
- RouteWren staff access it only to help when the Customer asks, to keep the service secure, or where the law requires.

4. Safeguards

A separate database per account; encryption in transit and at rest; one-way hashed passwords; texting-provider keys kept on the server; slowed repeated log-ins; and, for team accounts, a record of every time an owner or dispatcher opens a field user's visit or messages.

5. Subprocessors and Location

RouteWren uses the subprocessors listed on its security page (hosting, maps, payments, and the texting service the Customer chooses). Information may be stored and processed in Canada, the United States and other countries. RouteWren will give notice on that page before adding a subprocessor that receives the people's personal information, and the Customer may end the service if it objects.

6. Breaches

RouteWren will tell the Customer without undue delay after learning of a breach of security safeguards affecting the Customer's information, with what is known about it and the steps taken, and will help the Customer meet its own obligations to notify regulators and the people affected. RouteWren keeps a record of every breach.

7. Retention and Deletion

Routes and their messages are deleted 90 days after their date (24 months for team accounts), as described in the Privacy Policy. The Customer can export or delete information at any time in the app. When the Customer's account or team is closed, its information is deleted, apart from billing and legal records RouteWren must keep.

8. Requests From Individuals

If a person asks RouteWren for access to, correction of or deletion of their information, RouteWren will pass the request to the Customer and help it respond.

9. Audits

On reasonable written request, RouteWren will answer the Customer's security and privacy questionnaire and provide information needed for a privacy impact assessment.

10. Term

This agreement lasts as long as the Customer uses RouteWren and continues for any information RouteWren still holds after that. If it conflicts with the Terms on the processing of personal information, this agreement wins.

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