

Data Processing Agreement (DPA)

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IN BRIEF

When you use Pongo, you record data about your clients and their animals. **This data remains yours.** Pongo processes it solely to provide you with the service, *never for its own purposes.*

This document explains how.



The parties

THE CONTROLLER

You

The professional who uses Pongo.

THE PROCESSOR

Pongo

Miguel Moor
Avenue Victor-Ruffy 54, 1012
Lausanne, Switzerland

✉ contact@getpongo.app

This agreement supplements our terms of use and is drafted in accordance with art. 9 of the Swiss Federal Act on Data Protection (nFADP).

1 What data and why

Pongo processes the data you enter about your end clients, their animals, your sessions and your invoices, for the sole purpose of running the application: managing your clients, your schedule and your invoices.

2 What Pongo does not do

Pongo never uses your data for its own purposes. It is never sold, rented, or used for advertising.

 Never sold Never rented No advertising

3 Security

Your data is protected on several levels:

- ✓ **Account isolation:** one professional's data is accessible only to them (strict isolation at the database level).
- ✓ **Encryption in transit:** all exchanges use HTTPS.
- ✓ **Encryption at rest:** stored data is encrypted (AES-256) by our infrastructure provider.
- ✓ **Backups:** automatic daily backups are kept for 7 days.
- ✓ **Sign-in:** by e-mail and password, or via Google (your choice).
- ✓ **Certified infrastructure:** our providers (Supabase, Vercel) hold recognized security certifications (SOC 2).



In normal operation, Pongo does not look at your individual data; access happens only if you ask for help, and only to solve your problem.

4 Where your data is and who it is shared with

Your data is hosted in **Switzerland (Zurich)**, with our infrastructure provider Supabase. To run the service, Pongo relies on a few technical providers:

PROVIDER	ROLE
 Supabase Switzerland · Zurich	Database and storage
 Vercel	Application hosting
 Resend	Sending invoices by e-mail
 Stripe	Payment of your subscription (does not process your clients' data)
 Google	Optional sign-in and display fonts

Providers located outside Switzerland offer safeguards recognized by Swiss law for the protection of your data.

5 Your data belongs to you

You can export all your data to Excel from the application at any time. When you close your account, your data is deleted within 30 days (it may persist briefly in backups before permanent purge).

6 If something goes wrong

If a security breach affects your data, Pongo will inform you without delay. It is then up to you, as the controller, to decide whether to inform your clients or the authority (FDPIC).

7 Governing law

Swiss law. For any question about your data: contact@getpongo.app.