

# Data Processing Agreement

pdfserve.eu · Version 1.0 · Effective 2026-05-23

## 1. Scope

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This Data Processing Agreement (“DPA”) applies to the rendering of HTML content into PDF documents performed by pdfserve.eu (the “Processor”) on behalf of its customer (the “Controller”) under the parties’ service terms. It governs any personal data that transits the service as part of the Controller’s submitted HTML or URL inputs.

## 2. Zero content retention

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The Processor does **not** persist customer-submitted template content, fetched URL bodies, or generated PDF output to any storage medium beyond process memory for the duration of the request. Rendering occurs in memory and the output is streamed back to the client. Worker processes are recycled after a bounded number of requests to prevent cross-request residue.

The Processor retains a *content-free* audit trail of render calls — timestamp, response status, output byte size, render duration, and the API key prefix used — for 90 days, after which entries are automatically deleted. This audit trail contains **no** template content and **no** PDF output, and exists so account holders can review their own render history.

## 3. Sub-processors

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Every entity in the data path is EU-controlled. The complete list as of the effective date above:

Function	Provider	Country
Compute, storage, database, DNS, registry	Scaleway	France
Payments	Mollie	Netherlands
Transactional email	Scaleway Transactional Email	France
Error monitoring	Self-hosted (Bugsink)	Operated by the Processor in the EU
Analytics	Plausible	Estonia / EU

The Processor will give the Controller **30 days' prior written notice** (by email to the account contact) before adding any new sub-processor. During that period the Controller may terminate the agreement without penalty if it objects to the change.

## 4. International transfers

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No personal data submitted to the service leaves the European Union during rendering or as part of the audit trail. The Processor uses **no US sub-processors** in the data path.

## 5. Security measures

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- TLS 1.2+ for all inbound and inter-service traffic.
- Containers run with `readOnlyRootFilesystem` and all Linux capabilities dropped.
- The only writable mount is an in-memory tmpfs, scoped to a single request lifetime.
- API keys are stored only as Argon2id hashes. The raw key is shown to the user exactly once.
- URL inputs and nested asset fetches are restricted to public addresses; private, loopback, link-local, multicast, and cloud-metadata addresses (e.g. 169.254.169.254) are refused before any network connection is opened.
- HTML payloads are capped at 5 MB per request.
- Error reports submitted to the self-hosted error monitor exclude request bodies, local variables, and PII.

## 6. Sub-processor changes & data subject requests

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The Controller may exercise data-subject rights via written request to the address below; the Processor will respond within 30 days. As the Processor holds no document content, most requests reduce to providing or deleting the relevant audit-trail entries.

## 7. Liability & term

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This DPA takes effect on the effective date above and remains in force for the duration of the Controller's account. Liability is governed by the parties' service terms.

## Contact

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Data Protection Officer — [dpo@pdfserve.eu](mailto:dpo@pdfserve.eu)