



PRACTICLE

Data Policy for Practicle

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At Practicle, we take responsible data handling seriously. This data policy describes how we process and protect the data our customers store and work with in the Practicle platform.

1. Ownership of Data

All data that a customer creates or uploads in Practicle belongs solely to the customer. Practicle acts as a data processor and only acts on the customer's instructions.

2. Access to Customer Data

Customer data is only accessed by authorized Practicle personnel and only when necessary to provide support, troubleshoot, or deliver technical assistance. All access is logged and handled confidentially.

3. Processing and Storage

Data is stored in secure data centers within the EU/EEA, and we implement technical and organizational measures to protect data against unauthorized access, loss, or misuse.

4. Data Processing Agreement

As part of the customer relationship, Practicle enters into a data processing agreement that clarifies roles, responsibilities, and security measures in accordance with GDPR. See the applicable [Standard Data Processing Agreement \(DPA\)](#).

5. Backup and Data Availability



We perform regular backups of customer data and have established emergency procedures to ensure rapid recovery in the event of system failure or data loss.

6. Customer Control Over Own Data

As a customer, you always have full access to your data and the ability to export it. In the administration section, you can create a snapshot of your database and download a complete export. If you wish to have your data deleted, our support team will be happy to assist you.

7. Separation of Customer Data

Each customer has their own logical database instance (schema), ensuring complete separation of data between customers. This means that data is never mixed across customers, and the system is designed with data integrity and security as a top priority.

8. Contact and Questions

If you have any questions about our data policy or would like more information about our processing of customer data, you are welcome to contact us via our [contact form on the front page](#)