VERSION OF 11 NOVEMBER 2026

Mutual NDA

This NDA protects what each of us shows the other, such as your tickets and our methods. You sign it before you send us anything for your free report. Our data processing agreement is part of it.

This NDA is offered by Sensigo Software SRL, Ploiești, Romania. Full company details are at the end of our terms.

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1. Who and why

1.1 You and us

This NDA is between Sensigo Software SRL, which runs Casework, and the company that signs it. In it, “we” means Sensigo Software SRL, and “you” means your company.

1.2 What this NDA is for

This NDA covers what we share with each other for your free report, and while we talk about working together. Your report is free. Signing this NDA commits neither of us to sign anything else.

We may decline to make your report, or stop it, without giving a reason. If we do, we tell you, and delete your tickets as clause 4.2 says. We aim to send your report within 1 or 2 working days. We cannot promise it.

2. What is confidential

Anything one of us shares with the other about its business is confidential. From you, that means your tickets, your policies and your answers to our questions. From us, that means our methods, our software, and the quote we give you. Anything said on a call or by email counts too, and so does every copy either of us makes. The fact that we are talking is confidential too.

Something is not confidential if:

- it is public, or becomes public without the other’s fault;
- the other had it before, with no duty to keep it confidential;
- the other got it from someone who was free to share it;

- the other made it on its own, without using what was shared.

3. Protecting what is shared

Each of us:

- uses what the other shares only for what clause 1.2 says;
- shares it only with people who need it for that, and only if they are bound to keep it confidential;
- protects what the other shares at least as well as its own confidential information, and always with reasonable care;
- tells the other without delay once it finds out that any of what the other shared was lost, or seen by someone who should not have seen it.

For us, the people who need it include the companies listed in clause 6 of the data processing agreement, which run our servers, deliver our pages and make our AI model. Each of us answers for the people and companies it shares with.

A law, a court or an authority may make one of us disclose the other's information. That side tells the other first, where it can and the law allows. It discloses only what it must.

Each of us keeps every right in what it shares. This NDA gives the other no right to use it for anything else. Each of us shares its information as it stands, with no promise that the information is complete or correct. Each of us shares only what it is free to share.

Each of us may keep using the general skill and know-how its people gain, without keeping copies of what the other shared. That includes what we learn about the kinds of ticket that stores get, and how to write rules for those tickets. We may use it to improve Casework, and in work for any store, your competitors included. It never lets either of us use or show the other's tickets, customers' data, policies, quote, methods or software.

Each of us may also show what the other shared to its own lawyers and accountants, who must keep it confidential. Each of us may also use it to make or defend a claim about this NDA.

If you suggest how Casework could work better, we may use the idea freely, and owe you nothing for it.

4. Your tickets and your report

4.1 What you send

You send your tickets in one of 2 ways: as a file you export yourself, or by giving us view-only access to your helpdesk, which you can remove at any time. We use up to 500 of them for your report. We open no others, even where your helpdesk shows them, except to count their messages as clause 4.5 says. We delete them with the tickets we use. We stop using any view-only access you gave us once we send your report, or once we tell you we will send none. Removing it is up to you, and we remind you when we send the report.

4.2 What we do with them

We use your tickets for your report and your quote only, and never to train any AI. We delete them 7 days after we send your report, or the same day if you ask (clause 5 lists the copies that may stay). We delete them within 14 days of receiving them if we send no report.

4.3 Your customers' data

Your tickets hold your customers' personal data. Our **data processing agreement** covers that data. It is part of this NDA. Where this NDA and the data processing agreement differ about personal data, the data processing agreement applies.

4.4 Your report

Your report is yours to use in your own store's business. You may share it with your own team and advisers, and no one else. Your report, and the quote that comes with it, stay confidential (clause 2). How we build the report, with our methods and our software, stays ours.

Your report is our estimate from your tickets. It does not promise what our system will do. Before you decide, check its numbers against your own. What we promise is in our **guarantees**, once you sign our terms.

4.5 Before we quote

Before we quote, we may ask to count the messages in more of your tickets, so your price rests on your own numbers. We do this only if you agree in writing. Our system counts them, and no one reads them. We keep only the counts.

5. Deleting what was shared

Each of us deletes or returns the other's confidential information within 7 days of a written request (clause 8), or of this NDA ending. Your tickets follow clause 4.2. We delete them, and do not send them back.

Only these copies may stay:

- the signed NDA, our record of your signature, and the emails and WhatsApp messages between us, kept to show what we agreed while this NDA or any duty under it binds either of us, and for 3 years after;
- our copy of your report, kept without any customer's data;
- a copy in our server backups, which is gone within 7 days;
- the copy at Anthropic, the maker of our AI model, which Anthropic deletes as clause 6 of the data processing agreement says;
- what a law makes one of us keep, for as long as that law says.

This NDA still covers them.

6. How long this NDA lasts

This NDA starts when you sign it. It also covers what either of us shared for your report before you signed. It lasts until either of us ends it in writing.

It stays in force as part of our contract if you become a client (terms clause 10). Where our terms and this NDA differ, our terms apply.

Each of us keeps what the other shared confidential for 3 years after this NDA ends. Trade secrets stay confidential for as long as the law protects them as trade secrets. After those 3 years, clause 3 binds neither of us, except for trade secrets and personal data. Your customers' personal data stays protected for as long as we hold any of it, as the data processing agreement says.

7. Who answers for what

Each of us is liable to the other for no more than $1,200, for all claims together. That is 3 times our smallest monthly service plan. The limit covers claims under this NDA, the data processing agreement or the GDPR, including what one of us paid a customer. Terms clause 8.2 sets the limit instead once you sign our terms.

That limit does not apply where the law allows no limit. Neither of us is liable for indirect losses, such as lost profit.

Either of us may also ask a court to stop a breach of this NDA.

8. The rest

Romanian law governs this NDA. If we disagree, we first try to settle it between us, for 30 days from the day either of us raises it in writing. After that, a claim goes to the courts where the other side is based. If we ever bring a claim against you, we bring it in your courts. You bring yours in ours.

Notices are in writing, by email: to the address you give when you sign, and to hey@casework.run. A WhatsApp message is not a notice.

Neither of us may pass this NDA to another company without the other's written OK, unless that company takes over the business this NDA covers.

This NDA and our data processing agreement are the whole agreement about what we share before you become a client.

This NDA is written in English. If a court sets one clause aside, the rest still stand.

9. If we change this NDA

Each version of this NDA, and of our data processing agreement, has a date. We keep each one online while it binds anyone, and for 3 years after. The versions dated on the day you signed are the ones that bind us both. A new version replaces them only if both of us sign it. The changes the data processing agreement lets us make (its clauses 5 and 6) need no signature.

10. Signing

We have signed this NDA already. You sign it on our form: you type your name and your company's legal name, and tick to accept this NDA. We save the version you signed, with the date, the time, your email and your IP address, and email you a copy.

You can also sign a copy by hand. **Download the NDA we signed**, sign it, and email it to **hey@casework.run**.

For Sensigo Software SRL

Str. Ion Maiorescu nr. 8, bl. 33T1, sc. A, et. 5, ap. 16, 100067 Ploiești, Prahova, Romania.
Fiscal code (CUI) 41144887, trade register J29/1849/2019.

Name and role: Alina Lupu, Managing Director Date: 11 November 2026

Signature: 

For your company

Legal name: _____ Country: _____

Registered address: _____

Registration number: _____ Email for notices: _____

Name and role of the person signing: _____

I confirm that I may sign for this company.

Signature: _____ Date: _____

VERSION OF 11 NOVEMBER 2026

Data processing agreement

This agreement is part of our terms (terms clause 7.3), and of the NDA you sign before your free report. It covers the personal data in your tickets, and in the orders and parcels we look up for them. Where this agreement differs from the terms or the NDA about personal data, this agreement applies.

This agreement is offered by Sensigo Software SRL, Ploiești, Romania. Full company details are **at the end of the terms**.

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1. Who is who

1.1 You and us

You decide why and how your customers' data is used. In the words of the GDPR, you are the controller. We process that data for you. We are your processor.

1.2 What this agreement covers

This agreement covers your free report (NDA clause 4) and the service (terms clause 7.3). It starts when you sign the NDA, before you send us anything, or when you sign our terms, if that comes first. This agreement also covers any of your data we received before it started. It lasts until we have deleted your data (clause 10).

2. The data

2.1 Whose data

This agreement covers the data of your customers who write to you, and of anyone else their tickets name. It also covers your team members whose details come with a ticket.

2.2 What data

We handle what is in your tickets, and in the order and parcel details we look up for them:

- names, email addresses, phone numbers and postal addresses;
- order numbers and what was ordered;
- payment, refund and return status;
- tracking numbers and delivery events;

- anything your customers write.

For the service, our system keeps only what it needs to answer each ticket. From your helpdesk, Shopify and your parcel-tracking app, it drops anything else before it is saved. For your report, we keep the tickets you send as they are, until we delete them (NDA clause 4.2).

2.3 Sensitive data

We do not ask for health details, religion, or any other data the GDPR treats as especially sensitive. If a customer mentions such things anyway, we treat what he wrote as part of his message, and use it for nothing else.

2.4 What we do with your data

For the service, our system reads each ticket, sorts it under your rules and looks up its order and parcel. It then sends or drafts a reply from your approved templates, or passes the ticket to your team. It keeps an evidence record of each ticket (terms clause 7.4).

For your report, we sort your tickets and count them. One of us writes up what we find.

We do all of this to build, test and run your setup, and to make your report and your quote. While you are a client, we also count across all our clients, where no store, customer or order can be identified (terms clause 7.6).

3. Your instructions

We process your data only on your instructions. Your instructions are our terms, the NDA, this agreement, your rulebook, your quote, and what you ask us in writing. Your instructions come from the people your quote names. Before you have a quote, they come from the person who signed the NDA. We may check that an instruction is yours before we follow it. A WhatsApp message counts as writing for an instruction, as in terms clause 5.2. It is not a notice.

A request that changes your setup is quoted first (terms clause 5.2). If we cannot follow an instruction, we tell you, and you may end the contract (terms clause 6.3) or the NDA (NDA clause 6).

We tell you at once if we think an instruction breaks data protection law. We do not follow it unless we agree with you that it is lawful.

We tell you first if a law makes us process your data in any other way, unless that law forbids us to tell you.

You make sure that you may lawfully have us, and the companies in clause 6, handle this data. You also make sure that your privacy notice says so. You make sure that your instructions, rulebook and templates follow the law. You send us only what your setup needs.

Refusing an instruction we think unlawful is not a breach of our terms, the NDA or our guarantees. You cover any claim or fine against us that comes from your instructions, within the limit in clause 12.

Please do not send us your customers' personal data on WhatsApp or by email. A ticket number is enough. Send tickets only through the page we give you.

4. Who can see your data

Everyone at Sensigo who can see your data is bound to keep it confidential, during their work for us and after it. Each of them uses only what their work needs.

5. How we keep your data safe

We protect your data in these ways. We may change these measures, as long as your data stays at least as well protected overall.

- Your setup runs separately from every other client's.
- Your setup's servers are in Germany, or in the US if you choose US hosting (clause 7).
- Our system connects to your helpdesk, to Shopify, to your parcel-tracking app and to the AI model's maker, always over encrypted connections. Your helpdesk never connects to us. Our system fetches your tickets itself.
- Any page we give you, to send us tickets or to read your records, uses an encrypted connection.
- The storage that holds your data on our servers is encrypted.
- We back up our servers once a day, and keep each backup for 7 days.
- Only the people who build and run our service can log in to our servers, and always with 2-step login. A login that can only update our public web pages uses a key alone.
- Hetzner Online, which runs our German servers, says TÜV Rheinland reviews its security every year.
- Changes to your AI model or our software are tested as terms clause 1.1 says.

6. The companies we use

We use these companies to process your data:

- **Hetzner Online GmbH**, Germany. It runs the servers your setup and your data are on, in Germany, and our email at casework.run. Hetzner runs your servers in the US, through its US company Hetzner US LLC, if you choose US hosting (clause 7).
- **Cloudflare, Inc.**, USA. It delivers our web pages and protects them from attacks, including any page where you send us tickets or read your records. It sees what passes through those pages.
- **Anthropic Ireland, Limited**, Ireland, part of Anthropic, PBC, USA. It makes the AI model that reads and sorts your tickets. Anthropic's terms say it deletes what we send it, and what its model sends back, within 30 days. Its terms let Anthropic keep a message for up to 2 years if its safety checks flag that message. They also let Anthropic keep a message longer where a law or a court requires. Anthropic's commercial terms say it may not train models on this data.

Hetzner Online, Cloudflare and Anthropic are each bound by a data processing agreement with us, as the GDPR requires. If one of them fails its data protection duties, we answer to you for that, within the limit in clause 12.

We tell you 30 days before we add or replace one of these companies (terms clause 7.3). You can object. If you do, the change still goes ahead on the date we gave you, and you may leave (terms clause 6.3). If we must replace a company sooner, to keep your service running or your data safe, we tell you as soon as we can. Adding or replacing a company this way needs no new version of this agreement.

7. Data outside the EU

Anthropic processes your data in the US. Anthropic's data processing agreement with us includes the EU's standard contractual clauses. These are the EU's own contract terms for sending data outside the EU.

Cloudflare is a US company. On the date at the top of this page, it took part in the EU–US Data Privacy Framework. Its data processing agreement also includes the standard contractual clauses. On 10 July 2023, the European Commission decided that the framework protects data adequately.

Hetzner does not use the standard contractual clauses for its US servers. It relies on our consent instead. We give that consent only when you ask for US hosting in writing. As the controller, you decide whether that suits your customers' data. Asking us for US

hosting means you accept that basis for your customers' data. You cover any claim or fine against us that comes from that basis.

If your company is outside the EU, the EU's **standard contractual clauses** for a processor sending data to a controller (module 4) are part of this agreement. They cover the data our system sends back to you. Clauses 1 and 2 describe that data, who it is about and why we process it. Romanian law applies to those clauses. The Romanian courts decide any dispute about them, whichever of us brings it.

We move your data outside the EU only to the companies in clause 6, to your own systems, or where a law makes us (clause 3). Your own systems include your helpdesk, Shopify and your parcel-tracking app.

8. Helping you

8.1 Your customers' requests

Your customers may ask us about their data under the GDPR, for example to see, correct or delete it. We pass any such request to you within 2 working days in Romania. A request your customer sends to your helpdesk is handled as your rulebook says. It is not a request to us. We do not answer it ourselves unless you ask us to.

We help you answer it. We find the tickets and records that hold that customer's data. We correct or delete them on your instruction. Even when we delete a customer's data, we keep each ticket's number, its date and what we billed for it. We keep them until that invoice line can no longer be questioned. That line stays billed (terms clause 4.4).

8.2 Your other duties

We give you what we know to help you assess the risks to your customers' data, and to answer a data protection authority.

8.3 What our help costs

This help is free for what we already know or can find in your records. We tell you the price first if the help needs new work. If the GDPR requires the help, we start before you agree the price. You still pay it, at the rate in your quote.

9. If your data is lost or exposed

A security failure at our side or at a company in clause 6 can mean your data is lost, changed or seen by someone who should not see it. When it does, we tell you as soon as

we can, and within 48 hours of finding out (terms clause 7.3). Telling you does not mean we accept any fault. We tell you what happened, which data and how many people the incident touched, what the incident may lead to, what we are doing about it, and who to contact. We tell you what we already know, even before we know everything, and send the rest as we learn it.

We do not tell your customers or a data protection authority ourselves, unless you ask us to or the law requires it.

10. When your data is deleted

We delete the tickets you send for your report 7 days after we send it, or the same day if you ask. If we send no report, we delete them within 14 days of receiving them (NDA clause 4.2).

When the contract ends, we send you a copy of your evidence records, your rulebook and your templates within 30 days. In the same 30 days, we delete your data, except what the end of this clause keeps (terms clause 7.5).

Anthropic deletes its own copy as clause 6 says.

A deleted copy is gone from our backups within 7 days (clause 5).

After the contract or the NDA ends, we keep none of your customers' data, except:

- the billing record below;
- the evidence records behind an invoice you can still question, until you no longer can (terms clause 7.5);
- the copies in our backups, and Anthropic's copy, until they go as this clause says;
- anything in the emails and messages between us, which NDA clause 5 lets us keep;
- what a law, a court or an authority makes us keep, for as long as it says.

That billing record is each ticket's number, date and billed amount, kept until its invoice can no longer be questioned (clause 8.1).

11. Checking on us

Ask us, and we tell you in writing how we protect your data, with the documents we may share that show it.

If that is not enough, you may inspect how we process your data, or send an auditor you choose. The auditor must be bound to keep what they see confidential. You may inspect once a year, and after a breach we told you of under clause 9. You give us 30 days' written notice.

An inspection covers your setup, and the parts of our systems that handle your data, with us present. It never covers other clients' data. It takes place on a working day, in our working hours. The auditor may not work for a competitor of ours. The auditor also owes us the duty to keep what they see confidential. You keep the findings confidential and give us the auditor's report. For the companies in clause 6, we pass on what they publish or give us about their own checks. You pay your own costs, and our time at the rate in your quote.

12. The rest

Toward your customers, each of us is responsible as article 82 of the GDPR says.

Between you and us, the limit in NDA clause 7 covers every claim about your customers' data, under this agreement, the NDA, the terms or the GDPR, including what one of us paid a customer. Once you sign our terms, the limit in terms clause 8.2 covers them instead. It does not apply where the law allows no limit.

The law, the courts, notices and the language are as in NDA clause 8, and once you sign our terms, as in terms clause 10. Where our documents differ about your customers' data, the standard contractual clauses that clause 7 makes part of this agreement come first, then this agreement, then the terms, then the NDA. This clause, and the limit, law and courts it points to, still apply after this agreement, the NDA or the contract ends.