

ENTERPRISE TRUST CENTER

Compliance & Data Processing Pack

Regulatory posture, Data Processing Agreement terms, and sub-processor disclosure for enterprise procurement and legal review.

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Public v2026.04	21 April 2026	Buyers, procurement, InfoSec	Public

Operator & regulatory posture

Go4whatsapp is operated by **Inwizards Software Technology** — registered as Inwizards Software Technology Pvt. Ltd. (India) and Inwizards Software Technology LLC (UAE). Indian customers contract with the Pvt. Ltd. entity; UAE / GCC / EU customers contract with the LLC entity. Both entities operate under the same DPA. Official Meta Business Partner. GDPR (EU) · DPDP Act 2023 (India) · PDPL (UAE) · AVG (Netherlands) — all aligned. HIPAA BAA is NOT offered.

1. Regulatory alignment

Regulation	Territory	Go4whatsapp role	Support
GDPR (Regulation 2016/679)	EU, EEA	Data Processor	SCCs available · UK addendum on request
UK GDPR	United Kingdom	Data Processor	UK SCC addendum
DPDP Act 2023	India	Data Processor	Customer is Data Fiduciary
PDPL (Federal Decree-Law 45 / 2021) UAE		Data Processor	GCC residency via me-south-1
AVG	Netherlands	Data Processor	Same posture as GDPR
CCPA / CPRA	California, USA	Service Provider	Limited US support
HIPAA (with BAA)	USA healthcare	Not offered	Do NOT process PHI on the platform

2. Data Processing Agreement (DPA) — key terms

The Go4whatsapp DPA forms part of our standard Master Services Agreement and is signable as a standalone document for enterprise customers. Below is a procurement-friendly summary; the full text is available at go4whatsapp.com/compliance/ or on request to legal@go4whatsapp.com.

Term	Go4whatsapp position
Signing entity	India customers: Inwizards Software Technology Pvt. Ltd. (Indore, India). UAE / GCC / EU customers: Inwizards Software Technology LLC (Dubai, UAE). Both entities operate the Go4whatsapp product under identical technical & organisational controls.
Roles	Customer = Data Controller / Data Fiduciary. Inwizards Software Technology (as Go4whatsapp operator) = Data Processor.
Scope of processing	Solely to provide the contracted services; no secondary use; no sale or sharing of personal data.
Categories of data	Business contacts (name, phone, email), message content and metadata, conversation logs, agent activity logs, template content.
Data subjects	Customer's end-users (consumers, business contacts) who message the customer on WhatsApp.
Sub-processors	Full list disclosed; see accompanying sub-processor register. 14-day prior notice of new sub-processors for Enterprise plans, with right to object.
International transfers	EU → India: Standard Contractual Clauses (2021/914) in place. UAE → India: executed per PDPL Art. 22.
Retention	Live data retained for the contract term + 90-day grace period. Audit logs 365 days (Enterprise: 7 years). Deletion within 30 days of written request.
Breach notification	Go4whatsapp notifies customer within 24 hours of confirmed personal data breach (exceeds GDPR's 72-hour window).
Security	See accompanying Security Whitepaper. Written description of T&O measures available under NDA.
Audit rights	Enterprise customers: 1 audit per year, 30 days' notice, at customer expense, with reasonable scope limits.
Data Protection Officer	DPO appointed; contact privacy@go4whatsapp.com .
Governing law	India (Indian customers) / England & Wales (EU/UK customers) / UAE (GCC customers), per the executed MSA.

3. Data subject rights support

Go4whatsapp assists the customer (Data Controller / Fiduciary) in responding to rights requests from end-users:

- Access — export conversation, profile, and audit data via admin console or API.
- Rectification — real-time editing in the admin console.

- Erasure — programmatic delete for a contact and all associated data, completed within 30 days.
- Restriction & objection — flags available on contact records to stop all outbound messaging.
- Portability — structured JSON and CSV exports.
- Automated decision-making — Go4whatsapp AI features make no decisions of legal or similarly significant effect on data subjects.

4. Sub-processor commitments

- The full sub-processor register is available as a separate PDF in this pack and at go4whatsapp.com/compliance/.
- Every sub-processor is bound by a written data-protection addendum with obligations no less protective than those Go4whatsapp owes to the customer.
- Enterprise customers receive at least 14 days' written notice of any new sub-processor and may object in writing.
- Objection triggers a commercial review; unresolved objections may entitle the customer to terminate the affected service with prorated refund.

5. Signing this DPA

The standard DPA is incorporated by reference into every paid subscription. Enterprise customers may request a signable standalone DPA countersigned by our legal team. The contract is routed to the correct entity based on customer region: **Inwizards Software Technology Pvt. Ltd.** for Indian customers, **Inwizards Software Technology LLC** for UAE, GCC, and European customers. Email legal@go4whatsapp.com with your legal name, billing address, DPO contact, and jurisdiction; we return a DocuSign link within 2 business days.

This document is a public procurement summary and is not itself a countersigned agreement. Terms are subject to the executed MSA.
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