Where is my data stored, and can I get a DPA?

Why HelpCenter.io

In the European Union. HelpCenter.io is run by HelpCenter Solutions Ltd., a Bulgarian company, and our core application and your content are hosted on Amazon Web Services (AWS) in the EU.

Hosting is only part of the picture. Payments, emails, website measurement, content delivery and the integrations you turn on can involve other providers, and your public articles can be read from anywhere. If you have strict data residency requirements, email office@helpcenter.io before you turn on integrations or upload personal data. We'll confirm the providers and processing locations for the features you plan to use.

Can I get a Data Processing Agreement (DPA)?

Yes. When your help center holds personal data on behalf of your organization, we process it for you, and a DPA should cover that. Email office@helpcenter.io to arrange one. Your account owner can read the current version of our DPA at helpcenter.io/app/legal/dpa (teammates can't open it). It can't be accepted on that page yet, so email us to arrange a signed DPA.

For a supplier review, ask us in the same email about the providers that process your data and where, retention and deletion (backups and logs included), and how AI and integrations handle your data. More detail is on our EU hosting and data protection page.

Related articles

- Security and privacy at HelpCenter.io
- AI and your data

- Do you back up my content?

- Control who can see your help center