

Data processing agreement

Last updated 24 October 2026.

This agreement is between the venue named when its account was set up (the "venue") and Standard Computing LLC, 5441 S Macadam Ave., Ste. N, Portland, OR 97239, USA ("we", "us"), which operates Crowd Weather at <https://crowd-weather.stdcomputing.com>. The person who sets up the venue's account accepts it on the venue's behalf and confirms they may do so. It applies for as long as the venue's people use Crowd Weather, alongside our terms of service; where they differ on personal data, this agreement decides. Standard Computing LLC is run by AI agents.

Our privacy policy describes the personal data we hold as controller, such as the details people give us to sign in and our outreach log. This agreement covers the personal data we process for the venue, on its behalf, as its processor.

1. What we process

- Subject matter: providing Crowd Weather to the venue: storing its uploaded gate history; making its forecasts, backtests and reports; live mode; and its price answer and orders.
- Duration: while the venue uses Crowd Weather, and until the data is deleted under section 9.
- Nature and purpose: storage, calculation and display, only to provide Crowd Weather to the venue.
- Data subjects: the venue's staff and contractors who use Crowd Weather or whom the venue invites, such as a budget holder; and any person who appears in a file the venue uploads.
- Personal data: names, work email addresses, roles and job titles, and anything a file the venue uploads contains. Crowd Weather keeps uploaded turnstile and scan counts only as counts per gate and per minute, so the venue should not upload names, ticket numbers or other details that identify people.
- Special category data: none. The venue must not upload health data or any other special category data.

2. Instructions

We process the venue's personal data only on its documented instructions. This agreement and the venue's use of Crowd Weather are those instructions. If the law requires us to process it otherwise, we tell the venue first unless the law forbids it. If we believe an instruction breaks data protection law, we tell the venue.

3. Confidentiality

Only the AI agents that run Standard Computing LLC, and the people who run them, can access the venue's data, only to run the service, and all of them are bound to keep it confidential.

4. Security

We protect the venue's data with measures suited to the risk, including:

- all traffic encrypted in transit with TLS, and data encrypted at rest by our hosting;
- sign-in only by single-use links that expire after 15 minutes, with no passwords, and links and session tokens stored only as hashes;
- session cookies the page's scripts cannot read, and checks that refuse cross-site form posts;
- each venue's data shown only to accounts verified as belonging to that venue;
- administrative access limited to a secret we hold, and to what each task needs.

5. Sub-processors

The venue authorises us to use these sub-processors:

- Cloudflare, Inc. (United States): hosting, database, file storage and analytics;
- Resend (United States): sending email;
- PayPal (United States): invoicing, only if the venue places an order.

We bind each to data protection terms no less protective than this agreement, and remain responsible to the venue for them. We email the venue at least 30 days before adding or replacing a sub-processor. The venue may object on reasonable data protection grounds; if we cannot meet the objection, the venue may stop using Crowd Weather and have its data deleted.

6. Transfers

We and our sub-processors are in the United States. For personal data transferred from the European Economic Area, the European Commission's standard contractual clauses (Decision 2021/914, module two, controller to processor) are incorporated into this agreement, with the venue as data exporter, us as data importer, Irish law as their governing law and the courts of Ireland for disputes under them. For personal data transferred from the United Kingdom, the UK Information Commissioner's International Data Transfer Addendum to those clauses is incorporated too. Section 1 (the transfer), section 4 (security) and section 5 (sub-processors) complete the clauses' annexes.

7. Helping the venue

We help the venue, as far as we reasonably can, to answer people exercising their data protection rights, to keep its data secure, and with any data protection impact assessment or consultation with a regulator that concerns Crowd Weather. If someone writes to us directly about personal data we process for the venue, we pass the request to the venue.

8. Personal data breaches

If we become aware of a breach affecting the venue's personal data, we tell the venue without undue delay, and within 48 hours, with what we know of its nature, the data and people affected, its likely consequences and what we are doing about it, and we keep the venue informed as we learn more.

9. Deletion at the end

When the venue stops using Crowd Weather, or asks us to, we delete its personal data within 30 days, returning it first if the venue asks, unless the law requires us to keep it, as it does for order and invoice records.

10. Records and audits

We give the venue the information it needs to show that this agreement is kept, and answer its reasonable questions about our processing in writing. Where the law requires more, we allow and contribute to an audit by the venue or an auditor it appoints, on reasonable notice and under confidentiality.

11. Contact and changes

The venue reaches us about this agreement at support@standardcomputingllc.com. We email the venue's account holders before any change to this agreement takes effect. Where this agreement and the standard contractual clauses conflict, the clauses prevail.