

Legal

Legal documents

The terms, policies and notices that apply to bifrostorbit.com and Bifröst Orbit, in one document.

Version	Takes effect
1.1	19 October 2026

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The current versions are always at bifrostorbit.com/legal.

01 Legal documents

Privacy policy

Version 1.1 · Takes effect 19 October 2026

Bifröst Orbit is provided by Eirik Saman Kyrkjeeide, Kolonnenstr. 8, 10827 Berlin, Germany (VAT ID DE460394401), called "we" or "us" below. You can reach us at legal@bifrostorbit.com.

This policy explains what personal data we process when you visit bifrostorbit.com and when you or your organisation use Bifröst Orbit and its satellites, such as CMS Orbit.

1. Two roles

We are the controller for visitors to our website, for people who contact us, and for the accounts people use to sign in to Bifröst Orbit.

We are a processor for the content, files and other data that organisations put into Bifröst Orbit, including the details of their own people and website visitors. The organisation is the controller for that data, and our [data processing agreement](#) governs how we handle it. Questions about that data should go to the organisation first.

2. What we process

Visiting our website

- ✓ **Technical data:** Your IP address, browser, the page requested and the time, which our servers and network provider need to deliver the page and protect it from abuse.
- ✓ **Your theme choice:** Light or dark mode is stored in your own browser and never sent to us.

Our website uses no analytics, advertising or tracking cookies. See the [cookie notice](#).

Contacting us

When you email us, we process your name, email address and what you write, to answer you.

The support chat

When you use the chat on our website, our docs or in Bifröst Orbit, we process your name, email address, your messages and any files you send, the page you were on and your IP address, to answer you and to prevent abuse. If you are signed in, we also see your organisation. Our team reads and answers the chat in Slack, so your messages and files are also stored there. On the website and the docs, Cloudflare Turnstile may check that you are a person.

Using Bifröst Orbit

- ✓ **Account data:** Your name, email address, an optional profile picture, the organisations you belong to, your role and the regions and satellites you can use.
- ✓ **Sign-in data:** One-time sign-in codes sent by email, which expire after 10 minutes, or the identity your organisation's Microsoft sign-in confirms. A session cookie keeps you signed in for up to 8 hours.
- ✓ **Activity records:** An audit trail of changes you make, with the time, your IP address and browser, and, for AI agents, the person the agent acts for. Organisations use it to see who changed what.
- ✓ **Content and files:** Whatever you and your colleagues create or upload. We process this for your organisation, as described in section 1.
- ✓ **Messages from us:** Sign-in codes, invitations and notifications you choose to receive.

3. Why, and on what legal basis

Purpose	Legal basis
Providing the service you or your organisation signed up for	Art. 6(1)(b) GDPR, performing a contract

Purpose	Legal basis
Keeping it secure and working, preventing abuse and keeping records of what happened	Art. 6(1)(f) GDPR, our legitimate interest in a safe and reliable service
Answering you when you contact us	Art. 6(1)(b) or (f) GDPR
Meeting legal duties, such as keeping invoices	Art. 6(1)(c) GDPR, legal obligation

We do not sell personal data, use it for advertising, or make decisions about you by automated means that have legal effects.

4. Who we share it with

We use a few providers to run the service, listed with what they do and where on the [sub-processors](#) page. They may only use the data to provide their service to us. We disclose data to authorities only when the law requires it.

5. Where your data is

The platform runs in a data centre in Spain, files and backups are stored in Ireland, and email is sent from Ireland. Our network provider, Cloudflare, routes traffic through its worldwide network and may process it outside the EU. Where data leaves the EU or EEA, we rely on the European Commission's adequacy decisions, including the EU-U.S. Data Privacy Framework, or on Standard Contractual Clauses.

6. How long we keep it

Data	How long
Sign-in codes	10 minutes
Sessions	Up to 8 hours

Data	How long
Accounts	While you belong to an organisation in Bifröst Orbit. Your organisation can remove you at any time.
Deleted content	30, 60 or 90 days in the bin, as your organisation chooses, then erased
Organisations	Erased from the live service straight away when the organisation is deleted
Audit trail	As long as the organisation exists
Backups	Up to 14 days after data is erased
Support chat files	90 days after they were sent
Support chat conversations	12 months after the last message, or sooner if you ask us to delete them
Emails to us	As long as needed to deal with your request, and invoices as long as tax law requires

7. Security

Connections are encrypted, access to data is limited by roles and checked on the server for every request, secrets are stored encrypted, and changes are recorded. No system is perfectly secure, but we work to keep the risk low and will tell those affected about a breach as the law requires.

8. Your rights

You have the right to access your data, to have it corrected or erased, to restrict or object to processing, and to receive it in a portable format. Where we rely on consent, you can withdraw it at any time. To use these rights, email legal@bifrostorbit.com. For data we process for your organisation, we will pass your request on to them.

You can also complain to a data protection authority. Ours is the Berlin Commissioner for Data Protection and Freedom of Information (Berliner Beauftragte für Datenschutz und Informationsfreiheit), but you may contact the authority where you live or work.

9. Children

Bifröst Orbit is a service for organisations and is not meant for children under 16.

10. Changes

We update this policy when the service or the law changes. The version and the date it takes effect are shown at the top, and we tell account holders about significant changes.

02 Legal documents

Terms of service

Version 1.0 · Takes effect 18 October 2026

Bifröst Orbit is provided by Eirik Saman Kyrkjeide, Kolonnenstr. 8, 10827 Berlin, Germany (VAT ID DE460394401), called "we" or "us" below. You can reach us at legal@bifrostorbit.com.

These terms apply to the use of Bifröst Orbit and its satellites, such as CMS Orbit, by organisations ("you"). Bifröst Orbit is a service for businesses and other organisations, not for consumers.

1. The agreement

You accept these terms when you create an organisation, sign an order with us, or start using the service. If you accept them for an organisation, you confirm that you may bind it. Terms you propose do not apply unless we agree to them in writing.

2. The service

Bifröst Orbit lets your organisation manage its people, sign-in and tools in one place, and use the satellites included in your plan. We may improve and change the service, but we will not remove a core feature you rely on without telling you in good time.

3. Accounts and access

- ✓ You decide who belongs to your organisation and what they may do, and you are responsible for what happens under your organisation's accounts.
- ✓ Keep sign-in details, API keys and agent keys secret, and tell us straight away if you think they have been misused.
- ✓ Follow the [acceptable use policy](#).

4. AI agents

If you connect AI agents, they act for the person who connected them and within that person's rights. Page changes they draft need a person's approval before they are published. You remain responsible for what is published.

5. Your content

You keep all rights to the content and data you put into the service. You give us the right to store, process and display it only as needed to provide the service to you. You confirm that you may use the content you upload and that it does not break the law or anyone's rights.

6. Our rights

We keep all rights to the service, its software and our brand. You may not copy, resell or reverse engineer the service, except where the law allows it. The CMS Orbit SDK is published under its own MIT licence.

7. Trials, plans and fees

- ✓ We may offer a free trial. At its end, your organisation needs a plan to continue, and nothing is deleted while you decide.
- ✓ Fees, limits and billing periods are those of your plan or order. Prices are in euros and exclude VAT unless stated otherwise.
- ✓ Invoices are due within 14 days. If payment is more than 30 days late, we may suspend the service after a written reminder.
- ✓ We may change prices for a coming billing period by telling you at least 30 days in advance. If you do not agree, you can end the agreement before the change takes effect.

8. Availability and support

We aim to keep the service available at all times and to schedule maintenance outside business hours where we can. Unless agreed in writing, we do not guarantee a specific level of availability.

9. Data protection and confidentiality

We process personal data in your content on your behalf under our [data processing agreement](#), which forms part of these terms. Each of us keeps the other's confidential information confidential and uses it only for this agreement.

10. Ending the agreement

- ✓ You can end the agreement at the end of any billing period. Plans paid in advance are not refunded for the remaining period, unless the law requires it.
 - ✓ We can end it with 30 days' notice, or straight away for serious breach, such as non-payment or misuse that harms others.
 - ✓ Before your organisation is deleted, you can export your content. After deletion, data is erased as described in the [privacy policy](#).
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11. Liability

- ✓ We are liable without limit for intent and gross negligence, for injury to life, body or health, and under the German Product Liability Act.
- ✓ For slight negligence, we are only liable for breach of a duty essential to the agreement, and then only for damage typical and foreseeable for this kind of agreement.
- ✓ In that case, our total liability per year is limited to the fees you paid in the 12 months before the damage occurred.
- ✓ We are not liable for loss of data you could have avoided by keeping your own copies, as far as the law allows.

12. Changes to these terms

We may change these terms for good reason, such as new features or changes in the law. We will tell you at least 30 days before. If you object within that time, you can end the agreement before the change takes effect.

13. Law and courts

German law applies, excluding the UN Convention on Contracts for the International Sale of Goods. The courts of Berlin, Germany, have exclusive jurisdiction where the law allows us to agree this.

If any part of these terms is invalid, the rest remains in force.

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Data processing agreement

Version 1.0 · Takes effect 18 October 2026

This data processing agreement ("DPA") is made between the organisation using Bifröst Orbit (the "controller") and Eirik Saman Kyrkjeeide, Kolonnenstr. 8, 10827 Berlin, Germany (the "processor"). It forms part of our [terms of service](#) and meets the requirements of Art. 28 GDPR.

1. Subject and duration

The processor processes personal data on behalf of the controller to provide Bifröst Orbit and its satellites. This DPA lasts as long as the processor processes personal data for the controller.

2. Nature and purpose

Hosting, storing, displaying, delivering and transmitting the controller's content and data, managing its users and sign-in, translating text when the controller asks, sending emails the controller triggers, and keeping backups and records of changes.

3. Types of data and data subjects

- ✓ **Data subjects:** the controller's employees and other users, the people its content is about, and visitors to its websites and apps where their data is stored in the service.
- ✓ **Types of data:** names, email addresses, profile pictures, roles and memberships, sign-in and activity records including IP addresses, and any personal data the controller puts into content, files and forms.

The controller should not put special categories of personal data (Art. 9 GDPR) into the service unless it has assessed that this is lawful and appropriate.

4. Instructions

The processor processes personal data only on the controller's documented instructions, which are given through these terms, this DPA and the controller's use of the service, unless the law requires otherwise. The processor will tell the controller if it believes an instruction breaks data protection law.

5. Confidentiality

Everyone who processes personal data for the processor is bound to confidentiality.

6. Security

The processor takes the technical and organisational measures described in the annex below, and may improve them as long as the level of protection does not fall.

7. Sub-processors

The controller gives general authorisation for the sub-processors listed on the [sub-processors](#) page. The processor will announce new or replaced sub-processors there and tell the controller at least 30 days in advance, so it can object for good reason. Each sub-processor is bound by data protection terms that protect the data at least as well as this DPA.

8. Transfers outside the EU

Personal data is transferred outside the EU or EEA only where an adequacy decision or Standard Contractual Clauses apply, as shown on the sub-processors page.

9. Helping the controller

The processor helps the controller, as far as it reasonably can, to answer requests from data subjects, to keep data secure, to assess and report breaches, and with data protection impact assessments. Most requests can be handled directly in the service, for example by correcting or deleting content and people.

10. Breaches

The processor tells the controller without undue delay, and within 48 hours where possible, after becoming aware of a personal data breach affecting the controller's data, with the information it has.

11. Deletion and return

At the end of the service, the controller can export its content, and the processor then erases the controller's personal data, unless the law requires it to be kept. Erased data can remain in encrypted backups for up to 14 days.

12. Audits

The processor makes available the information needed to show it meets this DPA and allows audits by the controller or an auditor it appoints, with reasonable notice, during business hours and under confidentiality, at most once a year unless there is a breach or an authority requires it.

13. Liability and precedence

Liability follows the terms of service, unless the law requires otherwise. If this DPA and the terms conflict on data protection, this DPA prevails.

Annex: technical and organisational measures

Area	Measure
Encryption	Connections use TLS. Secrets such as sign-in credentials are stored encrypted. Backups are kept in a versioned, encrypted storage bucket.
Access control	Sign-in by email code or the organisation's single sign-on. Roles and permissions are checked on the server for every request, and access can be limited to regions.
Separation	Every record carries its organisation, and data is always read and written within it.
Logging	An audit trail of changes, with who made them, when and on whose behalf.
Availability	Nightly backups kept for 14 days, and monitoring of the service.
Reversibility	Deletion moves content to the bin first. Erasing an organisation needs the owner's confirmation.
AI agents	Agents act within the rights of the person who connected them, and page changes they draft need a person's approval.
Minimisation	No analytics or advertising tracking in the service.

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Sub-processors

Version 1.2 · Takes effect 19 October 2026

These are the providers that process personal data when we provide Bifröst Orbit. We announce changes here at least 30 days before they take effect.

Questions: legal@bifrostorbit.com.

Providers

Provider	What they do	Where	Safeguards
IONOS SE, Germany	Servers that run the platform and its database	Spain	EU
Amazon Web Services EMEA SARL, Luxembourg	Storage of uploaded files and of backups	Ireland	EU
Cloudflare, Inc., United States	Domain names, network delivery, protection against attacks, and checking that support chat messages come from a person (Turnstile)	Worldwide network	EU-U.S. Data Privacy Framework and Standard Contractual Clauses
Resend (Plus Five Five, Inc.), United States	Sign-in codes, invitations and notifications by email	Sent from Ireland	Standard Contractual Clauses

Provider	What they do	Where	Safeguards
Slack Technologies Limited, Ireland (Salesforce)	Where our team reads and answers support chat messages and files	United States	EU-U.S. Data Privacy Framework and Standard Contractual Clauses
DeepL SE, Germany	Machine translation, only when someone asks for it	Germany	EU
Microsoft Ireland Operations Limited, Ireland	Single sign-on, only for organisations that connect their own Microsoft Entra tenant	Ireland	EU

Not sub-processors

AI assistants that an organisation connects to CMS Orbit, such as Claude or ChatGPT, are chosen and contracted by that organisation or its people. The same goes for the AI provider an organisation adds its own key for, to write with AI in the editor: Anthropic, OpenAI, Mistral or OpenRouter. They receive content because the organisation sends it to them, under the organisation's own agreement, and are not our sub-processors.

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Acceptable use policy

Version 1.0 · Takes effect 18 October 2026

This policy is part of our [terms of service](#). It applies to everyone who uses Bifröst Orbit, including AI agents acting for them.

Do not use the service to

- ✓ publish or store anything illegal, including content that infringes others' rights, incites hatred or violence, or exploits children;
- ✓ deceive people, for example with phishing pages, fake reviews or false claims about products and health;
- ✓ send spam or unsolicited messages;
- ✓ spread malware or host files meant to cause harm;
- ✓ collect personal data without a legal basis, or put special categories of personal data into the service without a proper assessment.

Do not misuse the service itself

- ✓ Do not try to reach data or organisations you have no access to, or get around limits, permissions or approval steps.
- ✓ Do not test the service's security without our written permission. If you find a weakness, please tell us at legal@bifrostorbit.com.
- ✓ Do not overload the service, for example by going beyond the API rate limits on purpose or running automated traffic that is not needed.
- ✓ Do not share keys, resell access or let people outside your organisation use your accounts.

AI agents

Connect only assistants your organisation has approved, keep their keys secret, and revoke keys you no longer use. Do not instruct an agent to do what this policy forbids.

What happens if this policy is broken

We may remove content, revoke keys or suspend accounts where needed to stop harm, and will tell the organisation why, unless the law forbids it. Serious or repeated breaches can end the agreement. To report misuse, email legal@bifrostorbit.com.

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Cookie notice

Version 1.0 · Takes effect 18 October 2026

This notice explains the cookies and similar technologies used on bifrostorbit.com and in Bifröst Orbit. We use only what is needed for the website and the service to work. There are no analytics, advertising or tracking cookies, and no third-party tracking scripts.

On our website

Name	Purpose	How long
theme (local storage)	Your light or dark mode choice. It never leaves your browser.	Until you clear it
Preview cookies	Let editors preview unpublished changes. Visitors never receive them.	The preview session
Cloudflare security cookie	May be set by our network provider to tell people from automated attacks	Up to 30 minutes

In Bifröst Orbit

Name	Purpose	How long
orbit.session-token	Keeps you signed in	Up to 8 hours
Sign-in cookies	Protect the sign-in step and return you to where you started	The sign-in

Name	Purpose	How long
orbit.region	Remembers the region you chose	30 days
cms_scope_...	Remembers the environment, region and language you last worked in for each website in CMS Orbit	30 days
sidebar_state	Remembers whether the menu on the left is open	7 days
Local storage	Your theme and a few layout choices, such as whether the preview fills the window	Until you clear it

Legal basis

These cookies are strictly necessary to provide the website and the service you asked for, so they do not need consent (§ 25(2) TDDDG). If we ever add cookies that are not strictly necessary, we will ask for your consent first and update this notice.

Managing cookies

You can block or delete cookies in your browser settings. If you block the sign-in cookies, you cannot sign in to Bifröst Orbit.

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Imprint

Version 1.0 · Takes effect 18 October 2026

Information according to § 5 DDG

Eirik Saman Kyrkjeeide
Kolonnenstr. 8
10827 Berlin
Germany

Contact

Email: legal@bifrostorbit.com

VAT ID

VAT identification number according to § 27a of the German VAT Act (UStG):
DE460394401

Responsible for content according to § 18(2) MStV

Eirik Saman Kyrkjeeide, Kolonnenstr. 8, 10827 Berlin, Germany

Dispute resolution

The European Commission provides a platform for online dispute resolution at <https://ec.europa.eu/consumers/odr>. We are neither willing nor obliged to take part in dispute resolution proceedings before a consumer arbitration board.

Liability for content

We prepare the content of this website with great care, but cannot guarantee that it is accurate, complete and up to date. As a service provider we are responsible for our own content under the general laws. Under §§ 8 to 10 DDG we are not obliged to monitor third-party information we transmit or store, or to look for circumstances that point to illegal activity.

Liability for links

This website links to external websites whose content we do not control. Their providers are responsible for them. We remove links straight away if we learn that they lead to illegal content.

Copyright

The content created by us on this website is protected by German copyright law. Copying, editing, distributing or any other use beyond what copyright law allows needs our written consent.