



PRIVALEX
PARTNERS

Kloutit

Recovery

Alerts



MR

Marta Ruiz

Resume

Chargebacks

Rules

Settings

Kloutit

How Kloutit achieved ISO 27001
certification *without slowing down
its product*

About *Kloutit*

Kloutit is an artificial intelligence platform that helps online businesses recover the money they lose to chargebacks. Its system of specialised AI agents analyses each dispute and builds a tailored defence for every case. It covers the entire cycle: pre-chargeback alerts to resolve disputes before they become chargebacks and, once a chargeback has occurred, the defence to recover the amount.

Everything is centralised in a single platform with real-time analytics.

Sector: Tech startup | **Clients:** e-commerce businesses, including large companies

Business model: AI-powered automated payment dispute management

Why did Kloutit need *ISO 27001 certification*?

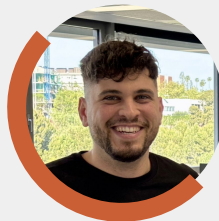
KLOUTIT HANDLES HIGHLY SENSITIVE DATA:

transactions and dispute evidence that may include personal and payment data belonging to its clients' customers. During their procurement processes, the large companies it works with asked for ISO 27001 or extensive security questionnaires.

Its technical foundations were solid, but it lacked a formal management system: policies, procedures, risk analysis and evidence that could be verified by a third party. *The challenge: achieving it within a year, with a small team and without slowing down the product.*



We work with very large companies, and in their procurement processes they either asked us directly whether we had ISO 27001, or had us fill in huge security documents.



Adrian Algarra
CPO and Co-founder | Kloutit

Our *Solution*

PrivaLex supported Kloutit through ISO 27001 preparation and certification and the consolidation of its GDPR compliance framework, with a method designed not to slow down its product team:



RISK ANALYSIS AND BASIC CONTROLS

We structured the risk analysis and reviewed controls that are easy to overlook, such as securing all devices through MDM, disk encryption and antivirus, so they were properly applied and documented.



MANAGEMENT SYSTEM DESIGN

We took on the weight of the documentation framework, turning what Kloutit was already doing well into policies, procedures and auditable evidence. We also defined security KPIs tailored to its size and risk level.



GDPR FRAMEWORK AND SUB-PROCESSORS

We supported the records of processing activities and data protection impact assessments (DPIAs). We also helped Kloutit understand and organise its sub-processor management: infrastructure, database, payment processors and AI models.



A METHODOLOGY THAT DOESN'T SLOW DOWN THE PRODUCT

We worked with fortnightly meetings, which became weekly as the audit approached, and with specific, well-defined tasks. Only two people from the team were dedicated to the project, so everyone else could stay focused on the product.



SUPPORT ALL THE WAY TO CERTIFICATION

We guided Kloutit every step of the way, translating the standard into plain language and resolving questions quickly.

Results *Achieved*



ISO 27001 certification in one year, a very tight timeline for a startup handling payment dispute data



No technical changes and no slowdown to the product: the work focused on formalising and documenting what the team was already doing well



Explicit, auditable security: defined policies, organised access management and clear responsibilities



Demonstrable trust with clients: a guarantee verified by an independent third party to respond confidently to security questionnaires and due diligence processes



What surprised us most, in a good way, was how little it slowed the team down compared to what we feared at the start. We didn't just end up with a certificate on the wall, but with a more organised way of working.



Adrian Algarra
CPO and Co-founder | Kloutit

What they feared vs. *what they found*

At the start, they feared...

- ✗ That certification would slow down the product team
- ✗ A bureaucratic, heavy process
- ✗ Not knowing where to start
- ✗ How much work would fall on a small team

What they found

- ✓ Only two people dedicated to the project; everyone else stayed focused on the product
- ✓ A practical, hands-on approach, with the standard translated into plain language
- ✓ Specific, well-defined tasks, with no mountains of open-ended work
- ✓ PrivaLex took on the weight of the documentation framework



For a startup, trying to get ISO 27001 on your own is usually a sure way to lose time and focus. Having a partner who knows the terrain gives you speed, saves you from costly mistakes and lets you stay focused on your product.



Adrian Algarra
CPO and Co-founder | Kloutit

What do *we do*?

confidential

We support companies in any jurisdiction by combining two complementary pillars, legal and technical, to deliver a **comprehensive, end-to-end compliance framework**.

Privacy & Data

Legal Compliance

- **GDPR. External DPO.**
The foundation of European data protection compliance
- **DPIA**
Data Protection Impact Assessment.
- **CCPA. LGPD.**
Privacy compliance across the Americas
- **HIPAA. PDPA.**
Healthcare privacy and international data protection

Certifications & Security

Market-Driven Compliance

- **ISO 27001**
Information Security Management.
- **ISO 27701**
Certified Privacy Information Management
- **ISO 42001**
AI Governance and Management
- **ENS. SOC2. ISO 9001**
Public sector compliance, international assurance, and quality management

Emerging EU Regulations

Mandatory Compliance

- **NIS2**
Cybersecurity for critical and essential entities
- **DORA**
Digital operational resilience for the financial sector
- **AI Act**
Compliance for AI systems
- **DATA Act. CRA.**
Industrial data governance and software cybersecurity

Corporate Governance

Comprehensive legal support

- **Corporate Compliance**
Criminal, labor, ethics channel, and AML/CTF
- **Environmental and ESG**
Governance and reporting
- **Risk Management**
Corporate and third-party risk
- **Internal Audit**
Controls and continuous improvement

Employee Training (general, by department, or by role)

Modules already prepared by subject (GDPR, ENS, ISO, AI, etc.) and adaptable to the company's specific circumstances

OUR GUARANTEE

**Leave certifications & regulatory
compliance to us, *so you can focus on
growing your business.***

Let's talk about how to keep your company ready for any audit. Contact us: sales@privalex.es