

Privacy Policy

Last modified: August 13, 2025

We value your privacy and believe it is important to be transparent about how we process your personal data. Below you can read what data we collect, how we secure it and what rights you have in relation to your data.

What personal data does Supplydrive process?

Supplydrive processes your personal data because you use our services and/or because you provide it to us yourself. When using our website and services, we process the following personal data:

Company name, title, initials, first name, last name, gender, position, address, zip code, city, province, country, language, e-mail, phone number, IP address. IBAN, Payment history, Chamber of Commerce-number, VAT-Number

Personal Data

We keep your first name, last name, title, initials, gender, language and position so that we can address you personally rather than with a customer number. Your position helps us to contact the right person for multiple contacts within the same company.

Company data

We keep your company name, Chamber of Commerce number, VAT number and business address for invoicing purposes and to contact you when necessary. This data also enables us to visit you, for example if you invite us for a cup of coffee sometime!

Contact information

We keep your e-mail address and phone number to send you important messages about your services and, if necessary, to contact you. We also use your e-mail address to keep you informed of developments and Incidents at Supplydrive via newsletters, with the option to unsubscribe.

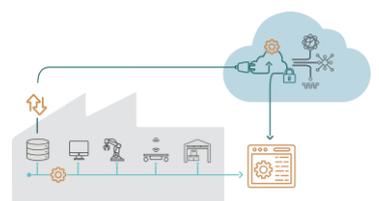
Financial data: such as IBAN and payment history

We store payment information such as your account number, name as account holder and information about your payment history.

Service related Data

We store customer notes, ticket logs, login and system log data, such as IP addresses and encrypted passwords. This data enables us to best support your services and provide technical assistance when needed.

Our services allow customers to exchange data with other parties or process it internally automatically. We process and store the data that customers provide through our system. This includes, for example, reading mailboxes and ERP systems and then forwarding or adding the data to the customer's records. These messages and data are stored by default for two months so that we can access the original message in case of any errors.



Other data Supplydrive processes

In addition to the data needed to execute an agreement, we sometimes process additional information when we have a legitimate interest to do so or if you give your consent. This concerns the following data:

Employee-related personal data

When you apply to us, we like to look at what you have to offer. We do this on the basis of your CV, motivation letter, portfolio or a possible job application. If, unfortunately, you are not hired, we will delete your personal data within 12 months.

Serverlogs

If you use our services and/or website, we automatically save some information about your connection to our servers in so-called server logs. Think of your IP address and the time of your visit. We use the data in these logs to solve errors on our systems and to trace and take measures against persons who endanger our network.

Other personal data

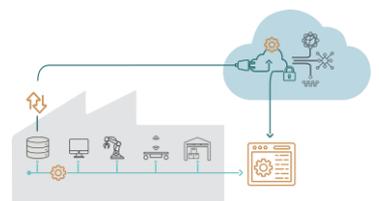
Occasionally we receive additional personal data via social media messages or e-mail that we have not actively requested. When we do not need this data to further assist you, we will delete it - to the extent technically possible.

Purposes of data processing

Of course, we do not process your personal data without an underlying reason; we need it for:

- **Providing services:** Providing, improving and supporting our services.
- **Administration:** For billing, payments and other administrative tasks.
- **Legal obligations:** To comply with the law, such as for tax purposes.
- **Contacting you:** To help you with problems, questions or handle complaints so that we can maintain a long-term relationship.
- **Vacancy responses:** To process job applications to determine if you are the right match.
- **Security and fraud prevention:** To secure our services and prevent someone from impersonating you.

We will not use your personal data for purposes other than those discussed above, unless you have given your prior consent or we are required by law to do so.



Security

We take strict security measures to prevent misuse of, and unauthorized access to, your personal data. We ensure that our security measures are checked regularly.

- **Technical security:** including data encryption, firewalls and access protection.
- **Organizational security:** such as restricting access to data to authorized personnel only.

If necessary, we work with our partners to keep security up to date and protect your data in the best possible way.

Your privacy and third parties

In some cases, we will share your data with third parties. More information about these third parties can be found below.

Stichting Smart Connected Supplier Network

As a service provider of the Smart Connected Supplier Network (SCSN), we process and transmit the data of customers who purchase SCSN services from us securely and encrypted to the network. Clear agreements are in place within SCSN to ensure privacy and security. Other service providers within the network may have their own privacy policies, so it is advised to consult their policies as well. Want to know more about how your data is handled within SCSN? Feel free to contact us.

To carry out a legal obligation

We may share your data when legally required to do so, such as in the event of a police requisition based on a court order or other legal obligation.

Using Mailchimp for Updates

We use Mailchimp to inform you about product changes and problems/incidents. To do this, we process your email address and, if available, your name or company information.

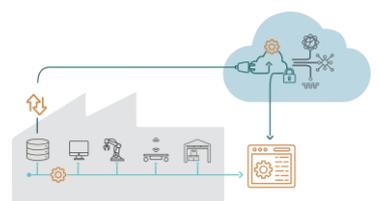
Mailchimp complies with European privacy legislation (GDPR) and uses your data only for this specific communication on our behalf. You can always unsubscribe via the link at the bottom of each email.

Use of reCAPTCHA against fraud and abuse

On this website, we use Google's reCAPTCHA function to determine whether an entry is made by a human or by automated software. This involves sending the IP address and other necessary data to Google. More information about reCAPTCHA and Google's privacy statement can be found in [Google's Privacy Policy](#).

Supplydrive Status page powered by Instatus

The Supplydrive Status page uses Instatus, an external website on which we communicate the status of our network. We do not share any personal data with Instatus. Instatus allows you to sign up for email notifications in the event of disruptions to our services. We will never automatically sign customers up for these notifications. You can unsubscribe at any time using the link at the bottom of each email. The data you provide to Instatus is stored in the United States. Instatus complies with the GDPR. More information on how Instatus handles data can be found in [Instatus's Privacy Policy](#).



Artificial intelligence (AI)

Personal data is processed when using the AI PDF Purchase Invoices module. We do not use this data to train the AI tool with. The AI tool exclusively uses so-called language models and dictionaries to translate the data.

Cookies

The Supplydrive website uses cookies to improve your experience. Necessary cookies allow the website to function, and optional cookies you can control. If you do not give or withdraw consent, certain features may be affected.

Necessary cookies are essential for the website to function. This category includes cookies that provide basic website functionality and security. These cookies do not process personal data, but only technical data, such as session IDs, preferences or IP addresses necessary for the website to work correctly and securely.

Statistical cookies help us to better understand the use of our website by collecting anonymous data via Google Analytics. This includes information such as which pages are visited most often, how long visitors stay on a page, and how they arrived at our site. IP addresses are anonymized, and the data is used exclusively to improve the performance and functionality of our website.

Marketing cookies are used to better tailor content on the website to your interests. They make it possible to display videos from YouTube and load interactive maps from Google Maps. These cookies can collect information, such as your IP address and browsing habits, and are often used to show relevant ads on other platforms. If you do not accept these cookies, certain features, such as videos and maps, may not work correctly.

Links to other websites

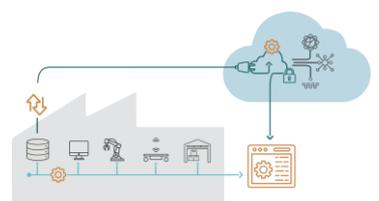
Our website contains links to other sites. If you follow a link, you will leave our site and the privacy policy of that other site will apply. We are not responsible for the content or policies of those sites. Please review the privacy policies of those sites before sharing personal information.

Your privacy rights

As a user of our website and services, you have some convenient privacy rights available to you. You can ask us to inspect, correct, move or delete your personal data. It is also possible to ask us to temporarily stop further processing of your personal data or even to object to this. If you would like to exercise these rights or know more about them, please contact us by mail at privacy@supplydrive.nl.

To avoid tinkering with the wrong personal data, we may ask you to adequately identify yourself.

You can also contact us if you do not want to exercise your privacy rights, but have a complaint about something you are not satisfied with. In addition, based on privacy laws, you have the right to file a complaint with [Dutch Data Protection Authority](#), the privacy regulator in the Netherlands.



Security incidents and data breaches

In the event of a data breach or other security incident, we take immediate action. We inform you and the relevant authorities within 72 hours if there is a data breach that could affect your privacy. We follow the guidelines of the [Dutch Data Protection Authority](#).

How long we keep data

We will not retain your data longer than necessary to achieve the purposes stated in this privacy policy.

Advice for Customers

If you use our services and send data from your customers or suppliers to us, we recommend that you incorporate our Privacy Policy into your own privacy policy. This ensures that your customers and suppliers are aware of how we process their data when it is sent to us through your systems. Including our privacy policy helps ensure compliance with privacy laws and make data processing transparent.

Contact details

If you have any questions or comments after reading our privacy and cookie statement, please contact us using the contact information below.

Company name:	Supplydrive B.V.
Address:	BIC 1 5657 BX Eindhoven
E-mail address:	privacy@supplydrive.nl
Phone number:	+31(0)85 130 3281
Social media:	LinkedIn
KvK-nummer:	66102855
VAT-nummer:	NL856395754B01

Due to new legislation or other circumstances, we will update our privacy statement from time to time. The date of the last change to the privacy policy can be found at the top of the page.

