

# Privacy Policy

Last updated: 23rd May 2018

This document, the Shipright privacy policy (“Privacy Policy”), describes Shipright’s practices regarding the collection, use and disclosure of information we collect from and about you when you use Shipright’s web-based application (the “Service”). By accessing or using the Service, you agree to this Privacy Policy and our Terms of Service.

## Definitions

These definitions should help you understand this policy. When we say “we”, “us”, “our”, and “Shipright”, we are referring to Grible B.V. doing business as Shipright, a Dutch privately held company with limited liability. When we say “User”, we are referring to the person or entity that is registered with us to use the Service. When we say “you”, we are referring either to a User or to some other person who visits any of our Websites. “Personal Information” means any information that identifies or can be used to identify you or a User, directly or indirectly, including, but not limited to, first and last name, email address, occupation or other demographic information. “End User Customer Personal Information” means any information that identifies or can be used to identify your customers (“End User Customer”). This information typically includes first and last name, and email address, but consists of any data that you choose to provide us with. We provide an online platform (the “Service”) that you may use to collect and process End User Customer Personal Information.

## Changes

We may update this Privacy Policy from time to time. The most recent version of the Privacy Policy is reflected by the version date located at the top of this document. If we alter this Privacy Policy profoundly, we will notify our Users by email. Your continued use of the Service following the posting of any changes to the Privacy Policy constitutes acceptance of those changes.

## Contact

If you have any questions or comments about this privacy policy, please contact us using the information below.

Grible B.V.  
Coolsingel 104  
3011AG Rotterdam  
The Netherlands

team@shipright.co  
(+31) 10 3400 330  
<https://shipright.co>

Or contact our Data Protection Officer, Lennart Nederstigt, at [security@shipright.co](mailto:security@shipright.co).

## **Your Personal Information**

### **1. What information does Shipright collect?**

#### **Information you provide to us**

**Your Personal Information:** We receive and store any information you knowingly provide to us. For example, we collect Personal Information such as your name, email address, browser information, and occupation. You can choose not to provide us with certain information such as your credit card information, but then you may not be able to register with us or take advantage of some of our features. We may anonymize your Personal Information so that you cannot be individually identified, and provide that information to our partners.

**Your Customers' Personal Information:** In order to provide you with the Service, we also receive and store any information you choose to provide us with respect to your customers ("End User Customers"). The End User Customer Personal Information ("End User Customer Personal Information") we receive and store typically includes names and email addresses of your customers, but will consist of any information you choose to provide us with. If you want to anonymize this information, it is your responsibility to do so before importing it into our Service. It is also your responsibility to obtain your customers' consent (if needed) to store their End User Customer Personal Information within our Service.

#### **Information collected automatically**

Whenever you interact with our Service, we automatically receive and record information on our server logs from your browser including your IP address, "cookie" information, and the page you requested. "Cookies" are identifiers we transfer to your computer or mobile device that allow us to recognize your browser or mobile device and tell us how and when pages in our Service are visited by you. Please refer to our Cookie Policy for further details.

You may be able to change the preferences on your browser or mobile device to prevent or limit your computer or device's acceptance of cookies, but this may prevent you from taking advantage of some of our Service's features. If you click on a link to a third party website, such third party may also transmit cookies to you. This Privacy Policy does not cover the use of cookies by any third parties.

## **2. How do we use the information?**

We use information that we collect about you or that you provide:

- To provide you with our Service. We collect the End User Customer Personal Information that you provide us with to enable you to process it within our Service.
- To manage our Service. We internally perform (statistical) analysis on information we collect (including usage data and device data) to analyze and measure user behavior and trends, to understand how people use our Service, and to monitor, troubleshoot and improve our Service, including to help us evaluate or devise new features. We may use your information for internal purposes designed to keep our services secure and operational, such as for troubleshooting purposes, for Service improvement, and research & development purposes.
- To provide you with notices about your subscription to the Service, including expiration and renewal notices.
- To provide you with mails related to the Service, such as educational mails about the usage of the Service.
- To provide you with weekly digests about your usage of the Service.
- To provide you with notices about changes to the Service, including release mails.
- To provide you with notices about changes to this Privacy Policy or Terms of Service.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.

We treat your Personal Information and End User Customer Personal Information as information that is private to you. We do not use your information other than as described in this Privacy Policy or unless we have your express consent. We do not rent or sell your information to third parties without your permission.

## **3. Where is the information stored?**

The information is stored on servers hosted by Amazon Web Services (AWS) and Google Cloud Platform. Both are ISO 27001 certified hosting providers. Our Service is hosted solely within the EU availability zones. Encrypted backups are also stored there.

## **4. Does Shipright disclose the information to third parties?**

We never rent or sell your information to anyone. However, in order to provide you with our Service and to improve it, we need to share some of your Personal Information (including, but not limited to, name and email address) with trusted third parties. Unless we tell you differently, such third parties do not have

any right to use the Personal Information we share with them beyond what is necessary to assist us. This includes third party companies and individuals employed by us to facilitate our Service, including the sending of transactional emails, Web analytics, and facilitating customer support.

A list of data sub-processors is available upon request by contacting our Data Protection Officer, Lennart Nederstigt, at [security@shipright.co](mailto:security@shipright.co).

## **5. How does Shipright secure the information?**

All access to your information requires authorization in the form of a username and password. You are responsible for preventing unauthorized access to your account by setting and protecting your password appropriately and limiting access to your account by logging out after you have finished accessing your account. You are also responsible for disabling accounts that no longer should have access to your information.

All information exchange between Users and our servers is carried out over a TLS 1.2 encrypted HTTPS connection.

Access to our servers and backups is restricted to our developers. Only our developers have access to the database and file storage contents directly.

You only have to provide payment method information (e.g., credit card information) once you decide to purchase a subscription to our Service. Billing will be handled via our PCI compliant billing solution partner.

## **6. How to delete the stored information?**

We currently do not have a fully automated deletion process. The encrypted backups of your End User Customer Personal Information are automatically deleted after 6 months. If you cancel your subscription to our Service or the trial period of our Service expires, we will delete the rest of your information manually after a short period. If you want to request the deletion of your data, please contact us at [team@shipright.co](mailto:team@shipright.co).