



## **Privacy Policy Smart Distribution Technologies GmbH**

We care about your information and want you to know that we use it carefully and sensibly. This Privacy Policy describes how we collect and process your personal information through Smart Distribution Technologies GmbH websites ("SDT").

### **What types of personal information does SDT gather?**

We collect your personal information in order to provide and continually improve our products and services.

1. **Personally identifiable information:** we collect any information you provide in relation to your use of SDT, and which can be used to identify an individual such as your name, mailing address, e-mail address, telephone, or other information unique to you.
2. **Personally non-identifiable information:** we may also collect aggregate personally non-identifiable information, such as your web browser, interaction with products and features available through SDT, pages visited, etc. This data may be associated with a specific device, but not with a unique person or identity. Like many websites, we may use "cookies" and other unique identifiers and we obtain certain types of information when your web browser or device accesses SDT.

### **For what purposes does SDT process your personal information?**

We process your personal information to operate, provide, and improve our service to customers:

- We use your personal information for the purchase and delivery of products: to take and handle orders, deliver products, process payments, and communicate with you.
- We use your personal information to provide for, troubleshoot and improve SDT.
- We may use your personal information for recommendations and personalisation about features, products, and services that might be of interest to you, identify your preferences, and personalise your user experience with SDT.
- We may use your personal information to comply with legal obligations, when we have a legal obligation to collect and process your personal information.
- We use your personal information to communicate with you in relation to your transactions with SDT via different channels (e.g., by phone, email).
- We may in the future use your personal information for advertising purposes: to display interest-based ads for features, products, and services that might be of interest to you.
- We process your personal information for fraud prevention and credit risk purposes: to prevent and detect fraud and abuse in order to protect the security of our customers, SDT, and others. We may also use scoring methods to assess and manage credit risks.
- We may also ask for your consent to process your personal information for a specific purpose that we communicate to you. When you consent to our processing your personal information for a specified

purpose, you may withdraw your consent at any time and we will stop processing of your data for that purpose.

### **How do we use Cookies?**

To enable our systems to recognise your browser or device and to provide DistriSmart services to you, we may use cookies. For more information about cookies and how we use them, please read our **Cookies Policy**.

### **Does SDT share your personal information?**

Information about our customers is an essential part of our business, which we will not sell to others. SDT shares customers' personal information only as described below and with parties that are either subject to this Privacy Policy or subject to the same data protection regulations as SDT.

- **Third-party service providers:** We may employ other companies and individuals to perform functions on our behalf, such as fulfilling orders for products, delivering packages, sending postal mail and e-mail, analysing data, providing marketing assistance, processing payments, scoring credit risk, and providing customer service. These third-party service providers have access to personal information needed to perform their functions, but may not use it for other purposes. Furthermore, they must process the personal information in accordance with this Privacy Policy and as permitted by applicable data protection laws.
- **Business developments:** As we continue to develop our business, we might sell or buy other businesses or services. In these cases, customer information is typically one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Policy (unless the customer consents otherwise). To be noted that, the event that SDT or substantially all of its assets are acquired, customer information will of course be one of the transferred assets.
- **Protection of SDT and others:** We release account and other personal information when we believe it is needed to comply with the law, to enforce our Terms and Conditions and other agreements, or to protect the rights, property, or safety of SDT, our users, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

Other than as set out above, you will receive notice when personal information about you might be shared with third parties and you will have an opportunity to choose not to share the information.

**Transfers out of the European Economic Area:** Whenever we transfer personal information to countries outside of the European Economic Area, we will ensure that the information is transferred in accordance with this Privacy Policy and as permitted by the applicable laws on data protection.

### **How secure is your information?**

We design our systems and devices with your security and privacy in mind.

- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- We use physical, electronic, and procedural safeguards when it comes to the collection, storage, and disclosure of personal customer information. This also means that we may occasionally request proof of identity before we disclose personal information to you.

- It is essential that you protect against unauthorised access to your password and to your computers, devices, and applications. Be sure to sign off when you finish using a shared computer. You may not share your password with third parties without the written consent of SDT, as this is the only way to ensure the security of your data.

### **What About third-party advertisers and links to other websites?**

SDT may in the future include third-party advertising and links to other websites and apps. Third-party advertising partners will then be able to and may collect information about you when you interact with their content, advertising, and services.

### **What Information Can I Access?**

You can access your information, including your name, address, payment options, profile information, and purchase history in the "My Account" section of the website.

### **What are my options?**

If you have any question or objection as to how we collect and process your personal information, please contact our Customer Service.

- You can add or update certain information in the "My Account" section of the website. When you update information, we usually keep a copy of the previous version for our records.
- Suppliers can add or update their account and certain information in their user environment.
- The "Help" feature on most browsers and devices will tell you how to prevent your browser or device from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether. If we use cookies, disabling them may however limit the features that you can use on SDT. For example, if you block or otherwise reject our cookies, you will not be able to sign in, add items to your shopping cart nor proceed to checkout. For more information about cookies, see our Cookies Policy.

### **How long do we keep your personal information?**

We keep your personal information to enable your continued use of SDT, for as long as it is required to fulfil the purposes described in this Privacy Policy, and as may be required by law. For example, we retain your transaction history so that you can review past purchases and what addresses you have shipped orders to, and potentially to improve the relevancy of products and content we recommend.

### **Notices & Revisions**

Our business evolves constantly and so will our Privacy Policy. You should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you and your account. We will never materially change our policies to make them less protective of personal information collected in the past without the consent of affected customers.

### **Cookies Policy**

We may use cookies, pixels, and other technologies (collectively, "cookies") to identify your browser or device, learn more about your interests and provide you with essential features and for other purposes.

A cookie is a small piece of data that is sent by a web server to your computer, which is then stored by your browser on your computer hard drive. Most browsers enable you to erase cookies, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser instructions to learn more about these functions.

When using cookies, we may for example:

- automatically recognize when you log in to use our services. This allows us to give you targeted product recommendations, display content tailored to your needs;
- consider your preferences;
- save the items stored in your shopping cart;
- do research and diagnostics to improve content, products and services;
- prevent fraud;
- improve safety;
- display content, including ads that are relevant to your interests on SDT and third-party websites;
- create reports. This allows us to measure and analyze the performance of our services.

If SDT uses cookies, they will offer the advantage that you can use many of our features. If you do not allow the filing of cookies or refuse cookies in any other way, it may limit your access to certain features. For example, you may not be able to place items in your cart, or use any other products or services that require you to sign up.

Approved third parties may also set cookies when interacting with SDT. Third parties include search engines, measurement and analytics providers, social media networks, and advertising companies. They use cookies to provide content, including ads that are relevant to you and to measure the effectiveness of their ads.

You can manage browser cookies through your browser settings. The "Help" feature of most web browsers tells you how to prevent your browser from accepting new cookies, how to let your browser know when you receive a new cookie, how to disable cookies, and when cookies expire. If you deactivate all cookies in your browser, neither we nor third parties will transfer cookies to your browser. However, you may then need to manually adjust some settings each time you visit a website, and some features may not work.

For more information on the nature of the information we collect, please see our Privacy Policy.