

# Privacy Policy

How CarrierCheck B.V. handles personal data under the GDPR

Version	<b>1.5</b>
Effective date	<b>6 June 2026</b>
Supersedes	<b>Version 1.4</b>
Language	<b>English</b>
Applies to	<b>B2B clients of the carriercheck<sup>®</sup> platform</b>
Issued by	<b>CarrierCheck B.V., Coolsingel 104, 3011 AG Rotterdam, Netherlands</b>
Trade register	<b>KVK 99610558 • VAT NL869060545B01</b>

**CarrierCheck B.V. (“we”, “us”, “our”)** is committed to protecting the personal data of its users in accordance with the EU General Data Protection Regulation (*GDPR*) 2016/679, the Dutch GDPR Implementation Act (*Uitvoeringswet AVG*), and all applicable data-protection legislation.

This Privacy Policy explains what personal data we collect, on what legal basis, how we use it, with whom we share it, how long we keep it, and what rights you have.

## Chapter 01.

# Controller and Contact

### Art. 1. Data Controller

The data controller responsible for processing your personal data is CarrierCheck B.V., a private limited company incorporated under Dutch law, registered with the Dutch Chamber of Commerce under KVK number 99610558, with its registered office at Coolsingel 104, 3011 AG Rotterdam, Netherlands.

#### For all data-protection enquiries, please contact:

<b>Email</b>	<a href="mailto:info@carriercheck.eu">info@carriercheck.eu</a>
<b>Telephone (office)</b>	+31 10 307 3779
<b>Post</b>	CarrierCheck B.V., Coolsingel 104, 3011 AG Rotterdam, Netherlands

### Art. 2. Data Protection Officer

**No Data Protection Officer is appointed.** Under GDPR Article 37, the appointment of a DPO is not mandatory for CarrierCheck B.V. because its core activities do not involve large-scale systematic monitoring of data subjects or large-scale processing of special-category data.

The Managing Directors act as the privacy contact point, reachable via [info@carriercheck.eu](mailto:info@carriercheck.eu).

## Chapter 02.

# Personal Data Collected

### Art. 3. Account and Profile Data

When you register for a carriercheck® account, we collect:

- × First and last name;
- × Business email address;
- × Job title;
- × Phone number;
- × Company name, VAT number, registered address, city, country, and postal code;
- × Password (*stored in salted hashed form – never in plain text*).

### Art. 4. Billing and Payment Data

When you subscribe to a paid plan, we collect:

- × Billing email address, billing address and VAT identification number;
- × Subscription plan and payment history.

Payment processing is handled by Stripe Payments Europe Ltd. CarrierCheck B.V. **does not store credit-card or bank-account numbers.**

### Art. 5. Usage and Technical Data

When you use the Platform, we automatically collect:

- × IP address and country-level location inferred from IP (*no third-party geo-IP service is used*);
- × Browser type and version, operating system;
- × Pages visited, features used, and timestamps;
- × Verification requests submitted (*carrier VAT numbers queried*).

### Art. 6. Carrier Verification Data

Verification results displayed on our Platform are sourced **exclusively from publicly available registries and official databases** (*including EU transport operator registries and national road authority records*). This data is **company-level information** and may include company owner names as part of official business-registration records. CarrierCheck B.V. does not collect private personal data of individual drivers or carrier employees.

**Accuracy and informational nature.** CarrierCheck B.V. does not create or control this source data and does not guarantee its accuracy, completeness, currency or timeliness. Verification results are provided for informational and due-diligence purposes only and do not constitute a certification, guarantee or recommendation regarding any carrier, as further described in the Carrier Data disclaimer in our Terms of Service.

**Right to object for individuals listed in registries.** An owner or director whose name appears in a public business registry and who wishes to object to inclusion of their data in our Service may contact us at [info@carriercheck.eu](mailto:info@carriercheck.eu). We will assess any such request under GDPR Article 21 (right to object) and either remove the data or explain the overriding legitimate grounds for continued processing.

## Chapter 03.

# Lawful Bases and Use

## Art. 7. Legal Bases for Processing

We process personal data on the following legal bases under GDPR Article 6:

Legal basis	Processing activity
<b>Contract</b> (Art. 6(1)(b))	Account registration, service delivery, billing, subscription management
<b>Legitimate interest</b> (Art. 6(1)(f))	Platform security, fraud prevention, abuse detection, service improvement, and carrier-data publication from public registries
<b>Legal obligation</b> (Art. 6(1)(c))	Retention of financial records for 7 years ( <i>Dutch tax law – AWR Art. 52</i> )
<b>Consent</b> (Art. 6(1)(a))	Reserved for any future use that requires consent. CarrierCheck B.V. does not send marketing emails at launch and sends only transactional / service emails

## Art. 8. How We Use Your Data

We use your personal data exclusively for the following purposes:

- × Providing and operating the carriercheck® platform and verification service;
- × Managing your account, subscription, and billing;
- × Sending transactional communications (*account verification, password reset, invoices, service notifications*);
- × Ensuring platform security and preventing fraudulent or abusive use;
- × Complying with legal and regulatory obligations;
- × Improving and developing platform features based on aggregated usage patterns.

**What we do not do.** We do not sell, rent, or trade your personal data. We do not use your data for automated decision-making or profiling that produces legal or similarly significant effects.

## Art. 9. Data Retention

Data category	Retention period
<b>Account and profile data</b>	Duration of the active account + 1 year after account closure
<b>Verification records</b>	Duration of the active account + 2 years after account closure
<b>Billing and invoice records</b>	7 years from the date of the transaction ( <i>Dutch tax law – AWR Art. 52</i> )
<b>Email communications</b>	1 year after last contact or account closure, whichever is later

After the applicable retention period, personal data is securely deleted or anonymised. You may request earlier deletion subject to legal retention obligations – see Article 12 (*Your Rights*).

Chapter 04.

# Sharing, Sub-processors and Security

## Art. 10. Sub-processors and Third-Party Services

CarrierCheck B.V. uses the following sub-processors that may process personal data on our behalf. All sub-processors are bound by a written data-processing agreement compliant with GDPR Article 28.

Sub-processor	Service	Location
<b>Hetzner Online GmbH</b>	Hosting infrastructure and email delivery (webmail)	Germany (EU)
<b>Stripe Payments Europe Ltd</b>	Payment processing	Dublin, Ireland (EU)
<b>Chargebee Europe Ltd</b>	Subscription management and billing	EU

**Where the data is processed.** Processing of personal data takes place within the European Union. Where any sub-processor's parent entity is established outside the EU/EEA (*for example a US parent of an EU subsidiary*), transfers are governed by Standard Contractual Clauses (SCCs) approved by the European Commission under GDPR Article 46, supplemented where appropriate by additional safeguards.

**Updates to this list.** An up-to-date sub-processor list is maintained in our Data Processing Agreement. CarrierCheck B.V. will give existing customers at least 30 days' advance notice of any new or replacement sub-processor that processes their personal data.

## Art. 11. Cookies

CarrierCheck B.V. currently uses **strictly necessary cookies only** – those required for the operation of the Platform, including user authentication, session management, and security. These cookies are exempt from the consent requirement under Article 11.7a of the Dutch Telecommunications Act (*Telecommunicatiewet*). For full details please see our separate **Cookies Policy**.

## Art. 12. Your Rights Under GDPR

As a data subject under GDPR, you have the following rights:

Right	What it means
<b>Access</b> (Art. 15)	Request a copy of all personal data we hold about you.
<b>Rectification</b> (Art. 16)	Request correction of inaccurate or incomplete personal data.
<b>Erasure</b> (Art. 17)	Request deletion of your personal data, subject to legal retention requirements.
<b>Restriction</b> (Art. 18)	Request that we restrict processing of your data in certain circumstances.
<b>Portability</b> (Art. 20)	Receive your personal data in a structured, commonly used, machine-readable format
<b>Objection</b> (Art. 21)	Object to processing based on our legitimate interests
<b>Withdraw consent</b>	Where processing is based on consent, withdraw it at any time without affecting prior processing

**How to exercise your rights.** Contact [info@carriercheck.eu](mailto:info@carriercheck.eu). We will respond within one month of receiving your request (*extendable by two further months for complex requests, with notice*). We may need to verify your identity before processing the request.

**Right to complain.** You have the right to lodge a complaint with the Dutch supervisory authority, the **Autoriteit Persoonsgegevens (AP)**, Postbus 93374, 2509 AJ Den Haag, Netherlands.  
Website: [autoriteitpersoonsgegevens.nl](https://autoriteitpersoonsgegevens.nl).

### Art. 13. Data Security

CarrierCheck B.V. implements appropriate technical and organisational measures to protect personal data against unauthorised access, disclosure, alteration, or destruction, including:

- × Encryption of data in transit using TLS 1.2 or higher;
- × Salted hashing of passwords using industry-standard algorithms;
- × Role-based access controls limiting data access to authorised personnel only;
- × Hosting on ISO 27001-certified infrastructure (*Hetzner, Germany*);
- × Regular security assessments and vulnerability monitoring;
- × Logging and monitoring of administrative access.

**Personal data breach notification.** In the event of a personal data breach that is likely to result in a risk to the rights and freedoms of natural persons, we will notify the Autoriteit Persoonsgegevens **without undue delay and where feasible within 72 hours** of becoming aware. Where required, we will also notify affected individuals without undue delay.

## Chapter 05.

# Other Provisions

### Art. 14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. Material changes will be notified to registered users by email at least **30 days** before the effective date, and the Effective date shown at the top of this document will be revised.

### Art. 15. Children

The Platform is a B2B service and is **not directed at persons under the age of 16**. We do not knowingly collect personal data from children. If you believe a child's data has been provided to us without proper authorisation, please contact [info@carriercheck.eu](mailto:info@carriercheck.eu) and we will take appropriate action.

### Art. 16. Contact

<b>Email</b>	<a href="mailto:info@carriercheck.eu">info@carriercheck.eu</a>
<b>Telephone (office)</b>	+31 10 307 3779
<b>Post</b>	CarrierCheck B.V., Coolingsingel 104, 3011 AG Rotterdam, Netherlands
<b>Supervisory authority</b>	Autoriteit Persoonsgegevens (AP), Postbus 93374, 2509 AJ Den Haag, Netherlands