

everspring



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Everspring Privacy Policy

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Everspring

Privacy Policy

Article 1 - Definitions

1. **Visitor**

Means any person who visits www.floralogistics.nl or www.everspring.app or any other Flora Logistics application or website that includes a link to this Privacy Policy.

2. **Subscriber**

Means any business owner who or any business that subscribes to the Flora Logistics software services, or otherwise purchases services from Flora Logistics (the Services), whether by means of a paid subscription, or by means of a trial subscription or demo.

3. **End User**

Means any person who uses Services, including applications of Flora Logistics, or whose Personal Data is processed using the Services, including a Subscriber's customers and employees.

4. **Personal data**

Means any form of information that relates to an identified or identifiable natural person. This includes data such as first and last name, home address, e-mail address and telephone number, as well as the IP address of a computer and data relating to the physical, physiological, genetic, economic, cultural or social identity of a natural person. Information about a company, such as its name or physical address, is not covered by Personal Data.

5. **Third-party websites and applications**

This Privacy Policy does not apply to third-party websites, applications or services, even if accessed through linked products or services within Flora Logistics. Any link to a third-party website, service or application shall be governed by the terms and conditions of such third-party website, service or application.

6. **Responsibility of our Subscribers**

Subscribers are responsible for complying with all applicable laws and regulations with respect to the Personal Data of End Users that they process while using our Services, including the Personal Data of their customers and employees. Such processing activities are subject to the applicable agreement and privacy policy between Subscriber and its End Users. We process End Users' Personal Data only on behalf of and on behalf of our Subscribers, as further described in our Processor Agreement.

Subscribers are responsible for handling any privacy requests from their End Users. If you are an End User who interacts with our Subscribers through our Services and you have a privacy question or request, we kindly request that you read that Subscriber's privacy policy and contact them directly.

7. **Children**

Our Websites and Services are not directed to children under the age of 16, and we do not knowingly collect and store Personal Data from individuals under the age of 16. If we learn that we have collected and processed Personal Data from a child under 16, we will take the necessary steps to remove such information from our files as soon as possible. We do not sell Personal Data of children under the age of 16.



Article 2 - Information we collect from you

1. **Personal information we collect directly from you**

If you use our Websites or mobile applications to download a white paper, request a demo or request other information, you will be asked to provide your contact information which we will then use to provide the requested information and/or service.

If you use our Services, in connection with a paid subscription, a free demo, or a purchased service, we may ask for specific information, such as your name, address, email address, and phone number in order to fulfill our obligations under the Services. In addition, we collect your payment information to process payment of your subscription fees or purchase price.

Subscribers may provide Personal Data of End Users and other third parties by entering that Personal Data into the Services, such as when processing a transaction. This Personal Data is collected and used in accordance with the Subscriber's privacy policy.

2. **Information that Flora Logistics may collect about you through our Websites and Applications**

a. **Technologies used**

As part of our Websites, including applications, and Services, we use various technologies such as "session" and "persistent" cookies, log data and third-party analytical services, such as Google Analytics, to collect and analyze information about our Visitors, Subscribers and End Users. Technology, by its nature, is dynamic and constantly changing; therefore, the technological tools used by Flora Logistics today are subject to change and replacement in the future.

b. **Session Cookies**

We use "session cookies" to keep you logged in while you use our Services, to better understand how you use our Services, and to monitor overall usage and web traffic information on our Services.

c. **Permanent cookies**

We use persistent cookies to recognize you each time you return to our Websites or Services. For example, we create a persistent cookie that contains only basic information about you, such as your most recent search. We use these persistent cookies to remember your preferences and, if you create an account, to make your user experience consistent.

d. **Tracking technologies**

Tags and scripts may be used on our Websites, in our Services, in emails or other forms of electronic communications we send to you. These technologies help us in understanding how our Websites and Services are used, what other websites our visitors have visited, and when an email is opened and responded to so that we can improve our Services.

e. **Log data**

Our servers automatically store data generated by your use of the Websites or Services ("Log Data"). Log Data includes information such as your IP address, browser type, operating system, referring web page, web pages visited, location, your mobile operator, your computer type or your cell phone type, search terms and cookie information. We receive Log Data when you use our Websites and Services, for example, when you visit our Websites, subscribe to our Services, or use our email notifications.

You can remove or disable some of these technologies at any time through your browser settings. On this website, you can disable Google Analytics on our website and on other websites.

3. **Information we receive from third parties**

We may sometimes obtain Personal Information about you from third parties (for example, Facebook, Twitter and Google) and use it to improve or re-market our Services or to provide a more customized experience with our



Services to offer.



Article 3 - How do we use the information we collect?

1. We use your Personal Data for the following purposes:
 - a. To send you messages or documents you have requested (such as offers, demonstrations, white papers, newsletters and promotional materials);
 - b. To contact you to ask if you have any questions about our Services or the information you have requested from us;
 - c. To communicate with you via email, telephone, text messages (SMS), letters, social media and websites in connection with Flora Logistics-related news and to inform you about Services that may interest you - to the extent you give us permission to do so;
 - d. To respond to your questions and requests for additional information;
 - e. To set up a demo or regular account for our Services;
 - f. To provide our Services to you;
 - g. To share and exchange reports and information with credit reporting agencies, credit bureaus and/or any other entity associated with the use of our payment processing services;
 - h. To use other third-party databases (including registries, licensing authorities, identification services, telecom providers) or references provided by you to obtain or verify information about your financial circumstances, background and to identify and detect fraud;
 - i. To maintain our customer relationship with you and provide you with support;
 - j. To process payments for our Services;
 - k. To better understand how you use our Websites so we can optimize your experience;
 - l. To research and analyze your use or interest in our Services and the products and services offered by others;
 - m. To analyze the effectiveness of our Services;
 - n. To improve the functionality of our Websites and Services;
 - o. To help you find the most relevant information by customizing our Services to optimize your experience;
 - p. To verify your eligibility for prizes and to offer those prizes to you in connection with promotions or contests;
 - q. For other purposes that we have explicitly described to you at the time of collection and for which we receive your consent.

2. Do we disclose your personal information?

We will share your Personal Data only in accordance with this Privacy Policy. We may share your Personal Data with third parties in the following circumstances:

- a. **Information we share with affiliates**
Flora Logistics operates all over the world. In order to do business globally and improve the Service, Flora Logistics shares information from Visitors, End Users and Subscribers with its affiliates. Some of these affiliates may be located outside the EEA or the UK. If so, Flora Logistics will ensure appropriate protection of Personal Data transferred outside the EEA or UK.
- b. **Information we share with third parties**
We engage third-party service providers (companies working on our behalf) to help us manage, perform and improve the Services. We share Personal Data with these third-party service providers to enable them to perform these services for us. As a result of our ongoing efforts to improve our Websites and Services, our third-party service providers may change periodically. For example, we work with third parties who provide data storage solutions, data security tools and information management services. Some of these third party service providers may be located outside the EEA or the UK. If so, we will ensure appropriate protection of Personal Data with respect to these third party service providers. In any other case, we will only share your Personal Data in accordance with your instructions and on the basis of this privacy policy.

In addition, Subscribers may choose to link the Services to the services of numerous integration partners that provide additional functionality. By establishing such integrations, You allow Flora Logistics to share certain information with the relevant integration partners.



c. **Non-personally identifiable information**

To perform and improve our Services, we may use and share non-personally identifiable information we collect, including cookie data and Log Data, with third parties (including our service providers and our analytics partners). This may include Personal Data that has been aggregated and depersonalized such that the data cannot be re-identified. We reserve the right, in our reasonable discretion, to use any information, in any form, about multiple individuals where the identity of those individuals is not known and cannot be inferred.

d. **Sharing via Social Networks**

If you use a feature included in our Services that enables sharing through a social network e.g. sharing on Facebook, the information you share will be processed by the third party site or service. The collection and use of data, including Personal Information collected on such site or network, is governed by the privacy policies of those third parties and not by ours.

e. **User Generated Content (GGI).**

Some parts of our Websites and Services may allow Visitors, End Users and Subscribers to submit and view GGI. GGI includes such things as posting a question, response or blog post. If you post GGI, other Visitors or Subscribers will be able to see certain information about you, such as your username, screen name and message content. You should be aware that any Personal Information you post in GGI you provide may be read, collected, distributed or used by other Visitors or Subscribers and may be used by third parties to send you unsolicited messages. We are not liable for the Personal Data you choose to post on as GGI through our Websites Services.

f. **Protecting Ourselves and Our Subscribers**

We may disclose Personal Data if we believe it is necessary to comply with applicable laws and regulations or to fulfill requests for information from lawful authorities; to enforce or apply our policies and guidelines; to charge, bill and collect payments due; to protect our rights or property; to protect the safety of our Subscribers; to address fraud, technical or security problems; to prevent or stop activities we consider unlawful or unethical; or if we reasonably believe that an emergency involving imminent danger of death, death or serious physical injury to any person requires the communication of communications or promptly warrants the communication of documents. Without prejudice to the foregoing, we may be required to share Personal Data upon receipt of a lawful request by governmental authorities, including to comply with national security requirements or compliance with law.

g. **Sale/Merger**

Data regarding our Subscribers is an asset of Flora Logistics. Accordingly, data regarding our Subscribers, including Personal Data, may be disclosed in the context of a merger or acquisition involving Flora Logistics, the formation of a separate company to provide all or part of the Services, the sale or pledge of assets of Flora Logistics, whether in the event of insolvency, bankruptcy or liquidation.

Article 4 - How we protect your data

We treat your Personal Information as personal and confidential information and we strive to ensure that your Personal Information under your control, regardless of type, is protected and kept secure at all times. Please note that no method of transmission of information over the Internet or storage of information is completely secure. Therefore, we cannot guarantee in absolute terms the protection of the data you share with us. In the event of an unauthorized loss or disclosure of Personal Data, Visitors, Subscribers and End Users may be at risk of harm resulting from such loss or disclosure. Depending on various factors, such as the type and amount of Personal Data disclosed, consequences for individuals may include changes in their credit bureau rating or financial situation, or identity theft. Flora Logistics will at all times comply with applicable laws regarding data breach notification requirements and will endeavor to mitigate any risks of residual harm to affected individuals.



1. Location of Personal Data

Your data may be stored on servers located in a country that is not your residence or business address. Personal Data may be subject to the local laws of the jurisdiction where it is collected, used, communicated and/or stored, and may be accessible to governmental organizations and authorized law enforcement agencies in those jurisdictions. If the data relates to Personal Data of individuals located within the EEA or the UK, we will provide an adequate level of protection of such data.

2. Data retention

Flora Logistics will retain your Personal Data for as long as reasonably necessary to provide the Services. Retention periods may be longer if we are required to retain Personal Data for longer under applicable law or to manage our business. If you have the right to request deletion, we will delete your Personal Data in accordance with and upon receipt of written request to do so, unless we are required by law to retain it. You may choose to do so when you have terminated your agreement for the Services. If deletion is not possible, we will depersonalize it in a manner that cannot be reversed. If depersonalization is not possible (for example, if your Personal Data has been stored for backup purposes) then we will securely store and isolate your Personal Data from any other processing until deletion is possible.

Article 5 - Your rights regarding your personal data

1. Right to know about the collection, disclosure and sale of personal information

You can ask us what Personal Data we have collected about you and whether or not we have provided or sold that Personal Data to third parties.

2. Right to access, correct or transfer your Personal Data

You have the right to access your Personal Data at any time and to receive a copy of the Personal Data being processed. You may ask us to correct or supplement your Personal Data if it is inaccurate or incomplete. You may also ask us to provide your data in a commonly used electronic format.

3. Right to Object to further processing of your personal data

If we process your Personal Data on the basis of a legitimate interest, you may object to the processing. Upon receipt of an objection, we will cease further processing activity unless we can demonstrate that there is a legitimate reason to override your interests, or that the processing is necessary for the establishment, exercise or defense of legal claims. Please note that your exercise of this right may result in Flora Logistics being unable to continue to provide all or part of the Services to you.

4. Right to erasure and restriction of processing of your personal data

If there is no longer a reason for us to process your Personal Data or if we have no legal ground for processing, you may require us to delete your Personal Data. We will take steps to delete your data as soon as possible, but some data may remain in archived / backup copies for our records or otherwise required by law. In addition, we may choose to depersonalize rather than delete your Personal Data, provided we have a legitimate business reason to do so. You may also require us to restrict the processing of your data if such processing is unlawful or if there is a dispute as to the accuracy of the data.

5. Right to non-discrimination for exercising your rights

If you exercise any of the rights described in this section, Flora Logistics will not discriminate against you for doing so. In particular, we will not deny you goods or services, charge you different prices for goods or services, or offer you different quality levels of goods or services.

6. Right to opt-out of the sale of your personal information

Flora Logistics does not currently sell Personal Data within the meaning of applicable privacy laws. Should Flora Logistics consider selling Personal Data, it will only do so with your consent and you also have the right to opt-out of the sale of your Personal Data by following the procedures below. Flora Logistics will wait a minimum of twelve (12) months from receipt of your opt-out request before seeking consent



To resell your Personal Data.

7. Right to file a complaint with a supervisory authority

You have the right to lodge a complaint with a supervisory authority, in particular in the European member state of your habitual residence, your place of work, or the place of the alleged breach, if you believe that Flora Logistics' processing of your personal data violates the GDPR. Please visit the website of the relevant supervisory authority for more information on how to file such a complaint.

Article 6 - Invoking your rights

1. You may request to exercise your privacy rights (a "Privacy Request") by completing an online form through Flora Logistics' website;
2. In order to verify your identity and fulfill your request, we may ask you to provide identification documents, such as a copy of your government-issued identification card. As an additional level of security, we may also verify your identity by contacting you via the e-mail address or telephone number we have on file. We will not process your Privacy Request until we have successfully identified you.

Article 7 - General matters

1. Changes to the Privacy Policy

This privacy policy may be amended at any time to reflect changes in our information practices. Any changes we make will become effective when we post an amended version of the policy on this webpage. The "Effective Date" at the top of the policy indicates when it was last updated. If we make significant changes to the Policy, we will post a notice on our Websites or in our Services. Your continued use of our Websites or Services after the amended version of the Policy is posted constitutes your acceptance of those changes to the Policy, as well as any additional applicable requirements. If you do not agree to the changes to our policies, it is your sole responsibility to stop using our Websites or Services. You are required to ensure that you read, understand and agree to the latest version of the Policy.

2. Contact Us

If you have a question or suggestion regarding our privacy policy, please do not hesitate to contact us. You can email us at info@floralogistics.nl.

