

Soutradel Privacy Policy

Last updated: 7th April 2025

Soutradel values your privacy and is committed to protecting your personal data. This Privacy Policy outlines how we collect, use, and protect your information across our website and services.

Our Commitment to Privacy

Soutradel does not sell your data or use it for advertising. We collect only the information needed to offer you procurement and logistics services effectively, and we handle your data with transparency, security, and care.

Scope of this Policy

This Privacy Policy applies to all Soutradel services and digital platforms, including our website, mobile versions, social media channels, and any associated digital communication.

Part I - Information We Collect and Control

1. Information You Provide

- **When you contact us** (via our website, social media, or events): name, email, phone number, company name, and location.
- **When you request services:** procurement requirements, delivery address, business documentation.
- **When you provide testimonials or feedback.**

2. Information Collected Automatically

- Browsing behavior (pages visited, time spent, IP address, browser type).
- Cookies for functional and analytical purposes.
- Device and access logs to enhance website functionality.

3. Information from Third Parties

- From partners, referrals, or social media platforms (e.g., LinkedIn, Facebook) when you engage with our posts.

- From third-party service providers (e.g., logistics platforms, payment gateways).

How We Use Your Information

- To deliver requested procurement and logistics services.
- To manage your account, support inquiries, and payments.
- To improve our services and website.
- To share relevant updates, offers, or news if you opt-in.
- To prevent fraud and ensure security and compliance.

Legal Basis for Processing

- Consent is provided when you submit your data.
- Performance of a contract (when you request our services).
- Legal obligations or legitimate business interests.

Your Rights

Subject to applicable law, you have the right to:

- Access, update, or delete your data.
- Object to or restrict data processing.
- Withdraw consent at any time.
- Lodge a complaint with a supervisory authority.

Data Retention

We retain your data only as long as necessary for the purposes outlined. When no longer needed, it is securely deleted or anonymized.

Data Sharing and Access

We may share your information with:

- Authorized Soutradel employees and contractors.
- Logistics and shipping partners.
- Payment service providers.
- Regulatory authorities (if legally required). We ensure all partners handle your data with the same level of care and compliance.

Cookies and Tracking

We use cookies to:

- Improve your user experience.
- Understand website traffic. You may disable cookies through your browser settings, but some site features may be limited.

Children's Privacy

Soutradel's services are intended for businesses and individuals aged 18+. We do not knowingly collect data from children.

Security Measures

We implement administrative and technical measures to protect your data from unauthorized access or misuse. For any concerns, contact: **info@soutradel.com**

International Transfers

If your data is transferred outside your region, we ensure it is protected under appropriate legal safeguards (e.g., standard contractual clauses or equivalent protections).

Updates to this Policy

We may update this policy occasionally. Significant changes will be communicated via email or our website. Continued use of our services after the update will constitute acceptance.

Contact Us

For questions about this Privacy Policy or to exercise your data rights, please contact:

Soutradel

Email: **info@soutradel.com**

Website: **www.soutradel.com**