

## PRIVACY POLICY

Effective date: 01/08/2025

This policy applies to all services offered by Metal Radar.

### 1. WHO WE ARE

We are Metal Radar, a Dutch company providing real-time pricing and data tools for the metal recycling industry. We process business-related personal data in accordance with the **EU General Data Protection Regulation (GDPR)**.

#### Company details:

##### **Metal Radar**

Enschedesestraat 2p

7575AB Oldenzaal

The Netherlands

KvK: 52400093

Email: [info@metalradar.com](mailto:info@metalradar.com)

### 2. WHAT DATA WE COLLECT

We collect only what is necessary for providing and improving our B2B services. This may include:

- Company name and contact details
- Name and role of individual users (e.g. purchasers, app users)
- Business email address and phone number
- Payment and invoicing details
- Login credentials for our platform
- Technical data (IP address, browser type, usage logs)
- Any information provided via support tickets or contact forms

### 3. WHY WE COLLECT IT

We process your data to:

- Set up and manage your subscription or trial
- Provide access to our apps and APIs
- Communicate about updates, support, or billing
- Improve our services and monitor usage
- Comply with legal or contractual obligations

#### 4. LEGAL GROUNDS FOR PROCESSING

We process personal data on the following legal bases:

- **Contractual necessity** (e.g. setting up your subscription)
- **Legitimate interest** (e.g. analytics, communication, fraud prevention)
- **Legal obligation** (e.g. financial records)
- **Consent**, where explicitly given (e.g. newsletter sign-up)

#### 5. WHO WE SHARE DATA WITH

We may share data with trusted service providers who help us operate our services, such as:

- Hosting providers
- Payment processors
- Analytics platforms
- CRM or support tools
- Metal Exchanges

These parties only process data on our behalf and under a data processing agreement (DPA). We do **not** sell or trade your data.

#### 6. INTERNATIONAL DATA TRANSFERS

By default, we store and process data within the **European Economic Area (EEA)**.

#### 7. RETENTION

We keep business data only as long as necessary for the purposes outlined above or as required by Dutch law (e.g. 7 years for invoicing records). Account data is deleted upon request or after extended inactivity.

#### 8. YOUR RIGHTS UNDER GDPR

As a data subject, you may:

- Request access to your personal data
- Request correction or deletion
- Withdraw consent (if applicable)
- Object to or restrict processing
- Request data portability (in applicable cases)
- File a complaint with the **Autoriteit Persoonsgegevens** (Dutch DPA)

Contact us at [info@metalaradar.com](mailto:info@metalaradar.com) to exercise any of these rights.

## 9. COOKIES & TRACKING

We use minimal cookies for:

- Basic site functionality
- Usage analytics
- Authentication to our apps

## 10. CONTACT

Questions? Please contact us at [info@metalradar.com](mailto:info@metalradar.com) , or give us a call at +31541769000.