Privacy Statement

Version 1.0, 4 November 2026

1. Who we are

EagleSCM v.o.f. ("EagleSCM", "we"), Horstlaan 74, 7602 AN Almelo, the Netherlands, Chamber of Commerce number 89807405, is the controller for the personal data described in this statement. For questions or requests, email info@eaglescm.com.

This statement covers our website and our own business operations. When customers use Eagle-Eye, they are the controller of the personal data in the service, including user accounts, and we act as their processor under a data processing agreement. If you have a question about personal data in Eagle-Eye, please contact the organisation that gave you access. If you contact us about it, we will forward your request to that organisation.

2. What we process and why

Data	Purpose	Legal basis	Retention
Name, email address, phone number and the content of your message, when you contact us or book a call	Answering your question, scheduling and holding the conversation	Legitimate interest, or steps prior to a contract	Up to 2 years after our last contact
Business contact details of customers, suppliers and partners	Contract management and customer relations	Contract, legitimate interest	Duration of the relationship plus 2 years
Invoicing and payment data	Accounting and tax obligations	Legal obligation	7 years
IP address, browser data and technical logs of our website	Delivering and securing the website, resolving errors	Legitimate interest	Up to 2 months; backups up to 90 days
Website usage measurements, without cookies	Measuring and improving the performance of the website	Legitimate interest	Aggregated; no profile of you is kept

We do not ask for special categories of personal data.

3. Cookies

Our website only uses functional cookies, which are needed for sessions and to protect against forged requests. They do not require consent. We use no advertising or tracking cookies, and our analytics works without cookies.

4. Who receives your data

We do not sell personal data. We only share it with:

- service providers that work for us, such as providers of hosting, email, monitoring, accounting software and AI assistants;
- our bank and insurers, where needed for payments and our business;
- our accountant and advisers;
- authorities, where the law requires it.

The parties that process customer data on behalf of our customers are listed on our Legal page.

5. Transfers outside the European Economic Area

Some of our providers process data outside the European Economic Area. In that case we rely on an adequacy decision of the European Commission (including the EU-U.S. Data Privacy Framework where the provider is certified) or on the European Commission's standard contractual clauses.

6. Security

We protect personal data with appropriate technical and organisational measures, including encrypted connections, restricted access and multi-factor authentication on our key systems.

7. Your rights

You may ask us for access to your personal data, and for correction, deletion, restriction of processing or data portability. You may also object to processing that is based on legitimate interest. Send your request to info@eaglescm.com; we respond within one month.

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

We do not use automated decision-making that has legal or similarly significant effects on you.

8. Changes

We may update this statement. The current version is always available on our website.