

PRIVACY POLICY

Trade2Day B.V. | trade2day.nl
CoC: 92891551 | Version: March 2026

Trade2Day B.V. ("Trade2Day", "we", "us" or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal data when you visit our website trade2day.nl or enter into a transaction with us.

This policy is in accordance with the General Data Protection Regulation (GDPR) and other applicable Dutch and European privacy legislation.

1. Who We Are

Trade2Day B.V. is the data controller responsible for your personal data.

Trade2Day B.V.
Fascinatio Boulevard 216
3065 WB Rotterdam
The Netherlands
Chamber of Commerce: 92891551
Website: trade2day.nl
Email: info@trade2day.nl

2. What Personal Data We Collect

We may collect and process the following categories of personal data:

Contact and account information:

- Full name
- Email address
- Phone number
- Company name and job title (for business customers)

Order and transaction data:

- Billing and delivery address
- Order history and invoice details
- Payment information (processed securely via payment providers — we do not store card details)

Website usage data:

- IP address
- Browser type and version
- Pages visited and time spent on the website
- Referring URLs
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- Cookie data (see Section 8)

Communication data:

- Messages sent via our contact form or email
- Customer service correspondence

3. How We Use Your Personal Data

We use your personal data for the following purposes:

- To process and fulfil your orders and manage your account.
- To send order confirmations, invoices and delivery updates.
- To respond to your enquiries and provide customer support.
- To comply with our legal and financial obligations, including tax and accounting requirements.
- To improve our website, products and services based on usage data.
- To send marketing communications, newsletters or promotional offers — only with your explicit consent.
- To prevent fraud and ensure the security of our systems.

4. Legal Basis for Processing

We process your personal data on the following legal grounds under the GDPR:

- Performance of a contract: processing is necessary to fulfil an order or provide a service you have requested.
- Legal obligation: processing is required to comply with applicable laws, such as tax and accounting regulations.
- Legitimate interests: processing is necessary for our legitimate business interests, such as improving our website and preventing fraud, provided these interests do not override your rights.
- Consent: where we send marketing communications or use non-essential cookies, we do so only with your explicit consent, which you may withdraw at any time.

5. How Long We Retain Your Data

We do not retain your personal data longer than necessary for the purposes for which it was collected:

- Customer and order data: retained for 7 years in accordance with Dutch tax and accounting legislation.
 - Marketing data: retained until you withdraw your consent or unsubscribe.
 - Website usage and cookie data: retained in accordance with our cookie policy (see Section 8).
 - Contact and support data: retained for up to 2 years after the last contact.
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6. Sharing Your Personal Data

We do not sell your personal data to third parties. We may share your data with the following categories of recipients, strictly as necessary:

- Logistics and delivery partners: to fulfil and ship your order.
- Payment service providers: to process payments securely.
- IT and hosting providers: to operate and maintain our website and systems.
- Accounting and legal advisors: to comply with legal and financial obligations.
- Government authorities: where required by law, such as the Dutch Tax Authority (Belastingdienst).

All third parties with whom we share data are bound by data processing agreements and are required to handle your data in accordance with the GDPR.

7. International Data Transfers

We primarily process your data within the European Economic Area (EEA). If data is transferred outside the EEA, we ensure adequate safeguards are in place, such as Standard Contractual Clauses approved by the European Commission or transfers to countries with an adequacy decision.

8. Cookies

Our website uses cookies and similar tracking technologies. Cookies are small text files stored on your device that help us operate and improve our website.

We use the following types of cookies:

- Essential cookies: necessary for the website to function correctly. These cannot be disabled.
- Analytical cookies: help us understand how visitors use our website (e.g. Google Analytics). These are only placed with your consent.
- Marketing cookies: used to show relevant advertisements. These are only placed with your explicit consent.

You can manage your cookie preferences at any time via the cookie banner on our website or through your browser settings. Withdrawing consent does not affect the lawfulness of processing based on consent before withdrawal.

9. Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- Right of access: you have the right to request a copy of the personal data we hold about you.
 - Right to rectification: you have the right to request correction of inaccurate or incomplete data.
 - Right to erasure: you have the right to request deletion of your personal data, subject to legal retention obligations.
 - Right to restriction of processing: you have the right to request that we limit how we use your data in certain circumstances.
 - Right to data portability: you have the right to receive your personal data in a structured, commonly used and machine-readable format.
 - Right to object: you have the right to object to processing based on legitimate interests or for direct marketing purposes.
 - Right to withdraw consent: where processing is based on your consent, you may withdraw it at any time without affecting the lawfulness of prior processing.
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To exercise any of these rights, please contact us at info@trade2day.nl. We will respond within 30 days. We may need to verify your identity before processing your request.

10. Security

We take the security of your personal data seriously and implement appropriate technical and organisational measures to protect it against unauthorised access, loss, alteration or disclosure. These measures include SSL/TLS encryption, access controls and regular security reviews.

However, no method of transmission over the internet is 100% secure. If you believe your data has been compromised, please contact us immediately at info@trade2day.nl.

11. Children's Privacy

Our website and services are not directed at children under the age of 16. We do not knowingly collect personal data from children. If you believe a child has provided us with personal data, please contact us and we will promptly delete it.

12. Links to Other Websites

Our website may contain links to third-party websites. This Privacy Policy does not apply to those websites. We recommend reviewing the privacy policies of any third-party sites you visit, as we have no control over their content or practices.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The most recent version is always available on trade2day.nl. We will notify you of significant changes where required by law.

14. Complaints

If you have concerns about how we handle your personal data, please contact us first at info@trade2day.nl. You also have the right to lodge a complaint with the Dutch Data Protection Authority:

Autoriteit Persoonsgegevens

Website: autoriteitpersoonsgegevens.nl

Telephone: +31 (0)88 180 52 50

Contact

For any questions or requests regarding this Privacy Policy, please contact us:

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