

PRIVACY POLICY

Effective date: 11 September 2025

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This Privacy Policy explains the policies of www.carrus.com on the collection, use, disclosure and protection of personal data we collect when you access www.carrus.com (the "Service"). This Privacy Policy defines and describes your privacy rights and how you are protected under applicable privacy laws.

By using our Service, you are consenting to the collection and use of your personal data in accordance with this Privacy Policy. Please do not access or use our Service if you do not consent to the collection and use of your information as outlined in this Privacy Policy.

WHAT INFORMATION DO WE COLLECT, FOR WHAT PURPOSES, AND ON WHAT LEGAL BASIS.

The definitions of legal basis used below are understood as follows:

- **Legitimate interest:** interest of the Company or of a third party, provided that your interests or the fundamental rights and freedoms are not overriding, and such use of your personal data is necessary and proportionate to the interests of the Company; details balanced against your human rights and freedoms.
- **Contract performance:** processing your personal data where it is necessary for the performance of a contract to which you are a party or to take pre-contractual measures before entering such a contract.
- **Legal Obligations:** processing your personal data where it is necessary for compliance with a legal or regulatory obligations that we are subject to.
- **Consent:** your consent shall mean any freely given, specific, informed, and unambiguous indication of your wishes by which you, by a statement or by a clear affirmative action, signify your agreement to the processing of personal data relating to you. We can request your consent for processing when we do not have another legal basis for processing your data.

USAGE DATA.

What We Collect: Information on how users interact with our website or application, including pages visited, time spent on pages, click paths, and browser details.

Purpose: To analyse user behaviour, optimize performance, and enhance the user experience.

Retention Period: 180 days

Legal Basis: Legitimate Interests

PERSONAL IDENTIFICATION INFORMATION.

What We Collect: Full Name, Email Address, Mobile Phone Number

Purpose: To manage user accounts, support secure access, and provide personalized content.

Retention Period: 2555 days

Legal Basis: Legal Obligation

CONTACT INFORMATION.

What We Collect: Home Address, Work Address, Postal Address

Purpose: To ensure accurate service delivery and support account-related communication.

Retention Period: 2555 days

Legal Basis: Legal Obligation

PAYMENT & FINANCIAL INFORMATION.

What We Collect: Credit/Debit Card Details (collected securely), Billing Information, Transaction History.

Purpose: To securely process transactions and maintain compliant financial operations.

Retention Period: 2555 days

Legal Basis: Legal Obligation

ONLINE IDENTIFIERS & DEVICE INFORMATION.

What We Collect: IP Address, Device Identifiers (e.g., MAC address, IMEI), Browser Type and Version, Operating System.

Purpose: To secure our platform, optimize performance, and understand technical usage.

Retention Period: 179 days

Legal Basis: Legitimate Interests

LOCATION DATA.

What We Collect: Geolocation (GPS coordinates, location based on IP)

Purpose: To personalize experiences and services based on your location.

Retention Period: 179 days

Legal Basis: Contractual Necessity

DEMOGRAPHIC DATA.

What We Collect: Gender

Purpose: To tailor services and marketing campaigns.

Retention Period: 1824 days

Legal Basis: Consent

COMMUNICATION DATA.

What We Collect: Customer Support or Inquiry Messages, Email Correspondence

Purpose: To provide customer support and maintain a record of correspondence.

Retention Period: 729 days

Legal Basis: Contractual Necessity

PREFERENCES AND BEHAVIORAL DATA.

What We Collect: User Interests and Preferences, Product or Content Interaction History

Purpose: To personalize recommendations, ads, and content.

Retention Period: 365 days

Legal Basis: Legitimate Interests

PROFESSIONAL INFORMATION.

What We Collect: Job Title, Company Name, Work Email

Purpose: To support business relationships and tailor content to professional users.

Retention Period: 2555 days

Legal Basis: Contractual Necessity

USER-GENERATED CONTENT.

What We Collect: Comments, Reviews, and Ratings, Forum or Community Posts

Purpose: To foster user engagement and display feedback.

Retention Period: 1825 days

Legal Basis: Legitimate Interests

CONSENT AND LEGAL DOCUMENTS.

What We Collect: Consent Forms, Signed Agreements

Purpose: To fulfil legal and regulatory obligations.

Retention Period: 1826 days

Legal Basis: Legal Obligation

HOW DO WE OBTAIN YOUR PERSONAL DATA.

WE COLLECT INFORMATION YOU PROVIDE DIRECTLY TO US WHEN YOU:

- Fill in any forms
- Use our Services
- Correspond with us
- Speak with a member of our clients' support team
- Contact us for other reasons

WE MAY ALSO OBTAIN YOUR PERSONAL DATA FROM OTHER LEGITIMATE SOURCES:

We may receive personal data from entities with which we collaborate

RECEIVING PERSONAL DATA FROM PUBLIC SOURCES:

In addition to receiving personal data directly from individuals, we may also obtain personal data from public services sources:

- Analytics platforms (Google Analytics 4)
- Advertising networks (Google Ads)
- Content Delivery Networks (Send Cloud, Climm)
- Payment service provider (Mollie)
- Maps and location service (Google Maps Embed)
- Font and script hosting service (Google Fonts)
- Security and anti-fraud service (reCAPTCHA)
- Public registries and data brokers (IP geolocation services)

All personal data collected from this source is processed in accordance with applicable data protection laws. By obtaining personal data from Analytics platforms (Google Analytics 4), Advertising networks (Google Ads), Content Delivery Networks (Send Cloud, Climm), Payment service provider (Mollie), Maps and location service (Google Maps Embed), Font and script hosting service (Google Fonts), Security and anti-fraud service (reCAPTCHA), Public registries and data brokers (IP geolocation services), we ensure that such data is publicly accessible and that its use is transparent, lawful, and subject to strict confidentiality and security measures.

REQUIREMENTS TO PROVIDE PERSONAL DATA:

In certain cases, the provision of personal data is either a legal or contractual requirement, or a requirement necessary to enter into a contract.

Legal requirements:

- Identity (Art. 6(1)(b) & Art. 6(1)(c))
- (Billing)Address (Art. 6(1)(c))
- Contact (Art. 6(1)(b))
- Payment/transaction data (Art. 6(1)(b) & Art. 6(1)(c))
- Order/invoice data (Art. 6(1)(b) Art. 6(1)(c))
- Customer account ID (Art. 6(1)(b))

The processing of this data is required pursuant to Article 6 of the General Data Protection Regulation (GDPR).

Contractual requirement: Customer identification data, contact information, Billing address, Shipping/ delivery address, Payment information, Order details, Customer account ID, Communication related to the order.

If you do not provide the requested data: Without this data, the seller cannot fulfil the purchase or meet legal duties like sending order confirmations, issuing invoices, or shipping goods.

HOW DO WE SHARE YOUR INFORMATION.

CARRUS - CARTS & PARTS MAY DISCLOSE YOUR PERSONAL DATA TO THE RECIPIENTS OF THE FOLLOWING CATEGORIES:

- With your consent. Carrus - Carts & Parts will share your information for any purpose with your explicit consent.
- For transfers of business. Your information will be shared in the event of connection, negotiation, merger, sale of business assets, financing, or acquisition of all or a portion of our business with another company.
- Sharing with affiliates. Carrus - Carts & Parts will share your information with our affiliates. These may include our parent company or subsidiaries, partners, or companies that we control.
- Sharing with other users. Information you provide may be viewed by other users of our Service. By interacting with other users or registering through a third-party service, such as a social media service, your contacts on the third-party service may see your information and a description of your activity.

We do not transfer personal data to any third countries outside the European Economic Area (EEA).

DATA SUBJECT RIGHTS.

YOU HAVE THE FOLLOWING RIGHTS REGARDING YOUR PERSONAL DATA:

- **Right of Access:** You may request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccurate or incomplete information.
- **Right to Erasure (Right to be Forgotten):** Under certain conditions, you may request the deletion of your personal data.
- **Right to Restrict Processing:** You can request the limitation of processing of your personal data under specific circumstances.
- **Right to Data Portability:** You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to transfer that data to another controller.
- **Right to Object:** In some cases, you may object to the processing of your personal data.
- **Right to be Informed:** You have the right to be provided with clear, transparent and easily understandable information about how we process your personal data.

WITHDRAWAL OF CONSENT:

In accordance with Article 13(2)(c) of the GDPR, you have the right to withdraw your consent to the processing of your personal data at any time. As a visitor to this website, you can easily adjust or withdraw your consent directly via the consent banner provided on the site. Alternatively, if you prefer, you may contact the website operator using the contact details provided in this privacy policy. Please note that withdrawing your consent does not affect the lawfulness of any processing carried out before your withdrawal.

To exercise these rights, please contact us at info@carrus.com.

We will exercise your rights only after receives your written request to exercise a particular right indicated above and only after confirming the validity of your identity.

Your requests shall be fulfilled, or fulfilment of your requests shall be refused by specifying the reasons for such refusal, within one month from the date of submission of the request meeting our internal rules and GDPR. The period may be extended by two further months if the request is related to a great scope of personal data or other simultaneously examined requests. We will inform you of any such extension within one month of receipt of the request, together with the reasons for the delay. A response to you will be provided in a form of your choosing as the requester.

We may refuse to satisfy your request if the exceptions and/or limitations to the exercise of data subjects' rights set out in the GDPR apply, and/or if your request is found to be manifestly

unfounded or disproportionate. If we refuse to satisfy your request, we will give you our reasons for such refusal in writing.

RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

You have the right to lodge a complaint with a competent supervisory authority, if you believe that your personal data is processed in a way that violates your rights and legitimate interests stipulated by applicable legislation. You may apply in accordance with the procedures for handling complaints that are established by Autoriteit Persoonsgegevens of the Kingdom of the Netherlands and which may be found by this link: <https://autoriteitpersoonsgegevens.nl/>.

Please note that, although no system of technology is completely secure, we have to implement appropriate security measures in order to minimize the risks of unauthorized access to or improper use of your personal information.

SECURITY

Please note that, although no system of technology is completely secure, we have to implement appropriate security measures in order to minimize the risks of unauthorized access to or improper use of your personal information.

- We and our third-party service providers that may be engaged in the processing of personal data on our behalf (for the purposes indicated above) are contractually obligated to respect the confidentiality of the personal data.
- We implement reasonable security practices and procedures to help protect the confidentiality and security of your information, including any non-public personal information. We protect your information using reasonable physical, technical, and administrative security measures, including by limiting access to your information to employees with a need to know such information.

CHANGES TO THIS POLICY

We regularly review this Privacy Policy and reserve the right to modify it at any time in accordance with applicable laws and regulations. Any changes will take effect immediately upon their publication on our Website.

Please review this Privacy Policy from time to time to stay updated regarding any changes.

CONTACT US

For any questions, please contact us through the following methods:

- **Name:** Carrus - Carts & Parts
- **Address:** Overijsselhaven 20, 3433 PH, Nieuwegein, The Netherlands
- **Email:** info@carrus.com
- **Website:** <https://www.carrus.com>
- **Phone:** +31 30 2334405