

Privacy Statement – Veros Platform

1. Our Role

Veros Solutions B.V. provides the Veros Platform to business customers and their partners.

When organizations use the Veros Platform, Veros primarily acts as a data processor under the EU General Data Protection Regulation (GDPR).

This means:

- Our customer determines why and how personal data is processed.
- We process personal data only on their documented instructions.

In limited cases related to platform security and technical operation, Veros may act as an independent controller, for example when processing security logs.

2. What Personal Data Is Processed

The Veros Platform processes limited personal data in connection with providing and securing the service, including:

- User account data such as name, business email address, user ID, and login metadata
- Personal data that may appear in business documents uploaded by customers, such as names or business contact details
- Technical data such as IP addresses and user identifiers processed in logs for security and reliability purposes

Veros does not independently extract, analyze, or profile personal data contained in uploaded documents. Such data is processed only as part of providing the service.

3. Purpose of Processing

As a processor, Veros processes personal data solely to:

- Create and manage user accounts
- Authenticate users and manage access rights
- Enable collaboration within the platform
- Provide technical support
- Ensure platform security and reliability

We do not use customer personal data for marketing, profiling, or analytics within the platform.

4. Data Storage and Location

The Veros Platform is hosted on trusted cloud infrastructure located within the European Union.

if customers enable certain enhanced functionality, relevant data submitted for those features may be transmitted to specialized service providers located outside the European Union. Such transfers are conducted under appropriate contractual and technical safeguards, including the

European Commission's Standard Contractual Clauses where required, and are limited to what is necessary to provide the requested functionality.

5. Subprocessors

We use a limited number of trusted service providers to support infrastructure, security, support operations, and certain enhanced features of the platform.

Where subprocessors process personal data on our behalf, they are engaged under GDPR-compliant data processing terms, including Standard Contractual Clauses where applicable.

An up-to-date list of subprocessors is available upon request.

6. Data Retention

Personal data within the Veros Platform is retained in accordance with the instructions of our customer, who acts as data controller.

Customer environments remain active for the duration of the contract. Data retention within the customer environment is set by customer's requirements, defaulting to 7 years. Upon termination, data is deleted within 30 days unless otherwise agreed.

Backups may contain personal data and are retained according to predefined technical retention schedules.

7. Data Subject Rights

If you are a user of the Veros Platform and wish to exercise your rights under GDPR, please contact the organization that provided you access to the platform. They are the data controller and responsible for handling your request.

Where Veros receives a request directly, we will coordinate with the relevant customer.

8. Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, or misuse.

These measures include:

- Encryption in transit and at rest
- Role-based access controls
- Secure cloud infrastructure within the EU
- Controlled employee access
- Logging and monitoring of system activity

9. Contact

For privacy-related questions, you may contact us at:

privacy@veros.ai

However, for requests relating to your personal data within the platform, please first contact your employer or contracting organization.