

Privacy and Cookie Policy

Stichting Fair Price Foundation · Last updated: 12 October 2026 · Version 1.1

1. Who we are

1.1 Stichting Fair Price Foundation (“Fair Price”, “we”, “us”) is a non-profit foundation under Dutch law, registered in Maarssen, the Netherlands. Chamber of Commerce (KvK) 42071409, RSIN 869576367.

1.2 We are the controller of the personal data described in this policy. This means we decide why and how it is processed.

1.3 This policy applies to our website www.fair-price.org, the Fair Price Portal (the “Portal”), our launch notification list, and any contact you have with us. Our agreement with organisations that use the Portal is set out in our General Terms and Conditions.

1.4 You can reach us at contact@fair-price.org or at Zebraspoor 468, Maarssen, the Netherlands.

2. What we do with your data, and why

2.1 We only process personal data when we have a legal basis for it under the General Data Protection Regulation (GDPR). For each activity below, we explain what we do and on which basis.

2.2 Visiting our website. To show our website and keep it secure, our hosting provider automatically processes technical data such as your IP address, browser type and the pages you request. Legal basis: our legitimate interest in running a secure, working website.

2.3 Launch notification list. If you leave your email address to be notified when the Portal launches, we use it only for that purpose. After signing up, you receive an email asking you to confirm your address. You are only added to the list once you have confirmed. Legal basis: your consent, which you can withdraw at any time.

2.4 Contacting us. If you contact us, we use your details and your message to respond. Legal basis: our legitimate interest in answering questions or, where your question concerns an account or agreement, the performance of that agreement.

2.5 Portal accounts. To use the Portal you need an account. We use your account details to give you access, keep your account secure, provide support and send you messages about the service, such as password resets or important changes. Legal basis: the performance of our agreement with you or your organisation.

2.6 Factory and product style data. In the Portal you can enter information about your factory or factories and your product styles, and save calculations. We store this so that you can use, change and, if you choose, share your calculations. Section 4 explains how we treat this data. Legal basis: the performance of our agreement.

2.7 Annual fees and invoicing. If your organisation pays an annual fee, we process billing details to send invoices and keep our financial records. Legal basis: the performance of our agreement, and our legal obligation to keep financial records.

3. Which personal data we process

3.1 Depending on how you use our services, we process:

- (a) website visits: IP address, browser and device type, date and time of your visit, pages requested;
- (b) launch notification list: email address, and the date and time you signed up and confirmed;
- (c) contact: name, email address, organisation and the content of your message;
- (d) Portal account: name, email address, organisation, country, and login history;
- (e) invoicing: name and contact details of the contact person, organisation name, address, VAT number and payment details;
- (f) verification: names and contact details of factory contacts, and visit findings.

3.2 We do not ask for sensitive personal data, such as data about health, religion or trade union membership. Please do not enter it in the Portal.

4. Factory data in the Portal

4.1 Factory and product style data is commercially sensitive. We treat it as confidential.

4.2 The Portal works with figures such as wage levels per grade, working hours, overtime, benefits, overhead and workforce numbers. These are aggregated figures about the factory, not data about individual workers. Under our General Terms and Conditions, you may not enter names or other details that identify individual workers.

4.3 Your data is only visible to your own account and to users in your organisation you give access. A factory decides which buyers, if any, can see its data (see article 9.3 of our General Terms and Conditions). We do not share factory data with other parties without the factory's permission, except as anonymised, aggregated statistics from which no single customer, factory or worker can be identified, as described in article 9.5 of the General Terms and Conditions.

4.4 Fair Price staff only access factory data when this is needed to provide support, carry out a verification you requested, or keep the Portal working and secure.

5. Cookies

5.1 A cookie is a small text file that a website stores on your device. Our website does not use cookies for advertising, tracking or profiling, and we do not share information about your visit with advertising or social media platforms.

5.2 When you log in to the Portal, we use a small number of functional cookies to keep you logged in and your session secure. These cookies are only set when you log in, and are deleted when you log out after [7] days. Because they are strictly necessary for the Portal to work, they do not require your consent.

5.3 The launch sign-up form on our website is provided by Mailjet and loads from Mailjet's servers when you open it. Mailjet sets minimal session cookies for form state management during the submission process. Mailjet also sends Portal emails (login links, notifications).

5.4 Our fonts and other website resources are hosted on our own servers. Links to other websites, such as Fair Wear or LinkedIn, are covered by those websites' own cookie and privacy policies. If we add videos in future, they will only load after you choose to play them.

5.4 We collect anonymous usage statistics in the Portal, such as how often a feature is used. This does not use cookies and is not linked to you or your organization.

6. Who we share your data with

6.1 We do not sell personal data, and we do not share it for advertising.

6.2 We work with a small number of service providers ("processors") who process data on our behalf. They may only use it to provide their service to us, under a data processing agreement as required by the GDPR. These are:

- (a) Vercel, for hosting our website, in Frankfurt (Germany);
- (b) Human Content for development and maintenance (Netherlands), Vercel, for developing, hosting and maintaining the Portal (Germany), and Neon for database (EU);
- (c) Mailjet (Sinch), Mailjet (Sinch), for our launch list, sign-up form and Portal emails, with data stored in the EU.
- (d) Stripe, for payments (Dublin, Ireland).
- (d) accounting or invoicing provider, if used.

6.3 Apart from this, we only share data with buyers when a factory chooses to share its calculations with them, and with authorities when the law requires us to.

7. Data outside the European Union

7.1 We aim to store and process all personal data within the European Union. Some of our providers (Vercel, Neon, Stripe) are based in the US. Transfers are covered by the EU-US Data Privacy Framework and/or standard contractual clauses.

7.2 If a transfer outside the European Union ever becomes necessary, we will only do so with appropriate safeguards, such as the European Commission's standard contractual clauses.

8. How long we keep your data

8.1 We keep personal data no longer than needed:

- (a) launch notification list: until the launch email has been sent, or earlier if you unsubscribe;
- (b) contact messages: [12] months after we have dealt with your question, unless they relate to an account or agreement;
- (c) Portal account and factory data: for as long as the subscription is active, and 60 days after it ends so the customer can download its data (article 9.6 of the General Terms and Conditions). After that we delete it, unless the law requires us to keep it;
- (d) invoices and financial records: 7 years, as required by Dutch tax law;
- (e) verification records: [3] years after the visit;
- (f) server logs: [30] days;
- (g) login history [12] months;
- (h) deleted data is removed from back-ups within [30] days.

9. How we protect your data

9.1 We take appropriate technical and organisational measures to protect personal data and factory data against loss and unauthorised access. These include encrypted connections (HTTPS), e-mail login links, access on a need-to-know basis, regular back-ups, and confidentiality obligations for everyone who works with the data.

9.2 If a data breach occurs that poses a risk to your rights, we will report it to the Dutch Data Protection Authority and inform you where required.

10. Your rights

10.1 Under the GDPR you have the right to:

- (a) access the personal data we hold about you;
- (b) have incorrect data corrected;
- (c) have your data deleted;
- (d) restrict or object to certain processing;
- (e) receive your data in a commonly used format (data portability);
- (f) withdraw your consent at any time where we rely on consent, for example by unsubscribing from the launch list.

10.2 To use these rights, email contact@fair-price.org. We may ask you to confirm your identity. We respond within one month.

10.3 If you are not satisfied with how we handle your data, please let us know. You also have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens), www.autoriteitpersoonsgegevens.nl.

11. Automated decisions

11.1 We do not make decisions about you based solely on automated processing, and we do not use profiling.

12. Children

12.1 Our website and the Portal are intended for businesses and professionals. We do not knowingly collect data from children under 16.

13. Changes to this policy

13.1 We may update this policy, for example when we add new features to the Portal. The date at the top shows when it was last changed. If we make significant changes, we will inform Portal users by email.

14. Contact

14.1 If you have questions about this policy or about how we handle your data, please contact us at contact@fair-price.org or write to Stichting Fair Price Foundation, Zebraspoor 468, Maarssen, the Netherlands.