Privacy Statement Applied Routing

Version November 2026

In this privacy statement we explain which personal data Applied Routing processes, why, for how long and what rights you have.

1. Who are we?

Applied Routing is a trade name of RoutingLab B.V., Polderweg 178, 1093 KP Amsterdam, the Netherlands, Chamber of Commerce number 98224212 ("we" or "us"). For questions about privacy, you can email us at info@appliedrouting.com.

2. PyVRP Enterprise: your routing data stay with you

PyVRP Enterprise runs entirely on the customer's own systems. The routing problems (instances) that a customer processes using PyVRP Enterprise are not shared with us.

If a customer chooses to share an instance with us for support, it may contain personal data, such as addresses, coordinates or names of drivers. We process those data only on behalf of the customer and only to handle the support request. The customer is responsible for those data. If you have questions or requests about them, please contact the customer. If you email us, we may forward your request.

3. Which data do we process, why and on what legal basis?

Purpose	Data	Legal basis
Answering questions sent via our contact form or by email	Name, company, job title, email address, your message	Legitimate interest: responding to your question
Trials and licence management, including online licence validation during a trial	Name, company, job title, email address, IP address	Performance of the (trial) agreement
Quotations, agreements and support	Name, job title, company, business contact details, content of support requests	Performance of the agreement or legitimate interest (contact person of a customer)
Securing downloads of PyVRP Enterprise	IP address, time of download	Legitimate interest: protecting our software and preventing misuse
Invoicing and administration	Name, company, billing and payment details	Legal obligation
Sending our newsletter and measuring opens and clicks	Name, email address, opens and clicks	Consent or, for customers, legitimate interest

You are not obliged to provide data to us, but without contact details we cannot help you or enter into an agreement with you. You can unsubscribe from our newsletter at any time via the link in each newsletter.

4. Who do we share data with?

We do not sell your data. We only share them with service providers that help us, such as Google Workspace (email and file storage), GitHub (software repositories), Slack (internal communication), Lettermint (email and newsletters) and the AI tools ChatGPT Business (OpenAI) and Claude (Anthropic), and with authorities if we are legally required to do so. We have made arrangements with our service

providers on security and confidentiality. We use business versions of the AI tools, under which our data are not used to train AI models.

5. Transfers outside the EEA

Some of our service providers may process personal data outside the European Economic Area, including in the United States. We only allow this on the basis of the EU-US Data Privacy Framework, if the provider is certified under it, or the standard contractual clauses of the European Commission.

6. How long do we keep your data?

We do not keep data longer than necessary. We keep contact requests for up to 1 year after the last contact and data of trial users for up to 1 year after the end of the trial, unless they become a customer. We keep data of customer contact persons for up to 2 years after the end of the relationship. We keep IP addresses of downloads and licence validations for up to 12 months. We delete instances shared for support once the support request has been handled. We keep newsletter data until you unsubscribe. We keep invoices and administration for 7 years because of the statutory tax retention obligation.

7. Security

We take appropriate measures to protect your data, such as two-factor authentication and central sign-on via Google Workspace (single sign-on) for the services that support it. In the event of a data breach, we act as required by law.

8. Cookies and website statistics

We do not use cookies for analytics or marketing. To see how visitors use our website, we use Rybbit (https://rybbit.com/), a privacy-friendly analytics tool that works without cookies. We only use these statistics in aggregated form and do not create profiles of visitors.

9. Your rights

You have the right to access, rectify, erase, restrict and port your data, and the right to object to processing based on legitimate interest. If you have given consent, you can withdraw it at any time. To exercise your rights, email us at info@appliedrouting.com. We will respond within one month.

If you have a complaint, please let us know. You can also lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, www.autoriteitpersoonsgegevens.nl).

10. Changes

We may amend this privacy statement. The current version is available at https://appliedrouting.com/privacy-policy.