PaperDrop Privacy Notice

Version 2.0 — 14 September 2026

This notice explains what PaperDrop Limited (company number 14319420, Allia Future Business Centre, London Road, Peterborough PE2 8AN) does with personal information when we are the controller of it: information about visitors to our website, people who enquire about PaperDrop, and the people at our customers who set up, pay for, log into and get support for the PaperDrop service. It is written for the UK, under the UK GDPR and the Data Protection Act 2018.

Data inside the PaperDrop platform is your employer's, not ours

If you use PaperDrop because the business you work for or with has a subscription, the job records, timesheets, forms, photos, schedules, locations and other information in that account belong to that business. That business is the controller of it and decides what goes in, who sees it and how long it is kept. We process it only on that business's instructions, under our Data Processing Agreement. If you want to see, correct or delete information held about you in a PaperDrop account, ask the business that runs the account. If you contact us instead, we will pass your request to them.

1. Who we are and how to contact us

PaperDrop Limited is the controller for the personal information described in this notice. Data protection queries: our data protection contact, dpo@paperdrop.com, or by post to the address above. You can also contact us through paperdrop.com/support.

2. What we collect and why

Who	What we collect	Why and on what legal basis	How long we keep it
Website visitors	Technical data (IP address, browser, pages visited) and, where you accept them, advertising cookies. Our website statistics are cookieless and aggregated. See our Cookie Notice.	To run and secure the website and understand how it is used. Legitimate interests; consent for non-essential cookies.	Aggregated statistics only (no individual records); server logs 30 days; advertising cookies for the periods stated in our Cookie Notice.
People who enquire, book a demo or download material	Name, business name, job title, email, phone, what you asked about,	To answer you, arrange a demo and follow up about PaperDrop.	Until you tell us to stop (we then keep only what we need to avoid contacting

	notes of our conversations.	Legitimate interests (responding to a business enquiry), and consent where we send marketing you have opted into.	you again), and otherwise 24 months after our last contact.
Customer account contacts (signatories, administrators, billing and notice contacts)	Name, role, business contact details, the Order Form and contract documents, invoices, payment method reference (not full card numbers), correspondence and notices.	To enter into and run the contract with your business, invoice it, send notices and keep the records we need. If you contract with us yourself (for example as a sole trader or partner): contract. If you act for a company: legitimate interests (running and evidencing the contract with your company). In both cases: legal obligation for tax and accounting records. We need these details to enter into and run the Agreement; without them we cannot supply the Service to your business.	For the life of the contract and 6 years after it ends.
Users (people given a PaperDrop login by a customer)	Name, work email or phone, login credentials, role and permissions, login and activity logs, device and app information, product-usage analytics (pages viewed and actions	To provide and secure the service, authenticate you, support you, evidence that the service was available and improve it. Legitimate interests (providing and	Account data for the life of the customer's contract plus the deletion period in the DPA; activity and security logs 30 to 90 days; support tickets 2 years.

	taken in the app), masked recordings of app use for a small sample of sessions and for sessions where an error occurs, support tickets and the content you send us. We get your name and contact details from the business that gives you your login.	securing the service your business has contracted for, and supporting you).	
Business contacts we get from data providers	Name, business name, job title, business email and phone, bought from business data providers.	To tell businesses about PaperDrop. Legitimate interests (business-to-business marketing). Our first message to you says where we got your details, and you can ask us to stop at any time.	Until you tell us to stop (we then keep only what we need to avoid contacting you again), and otherwise 24 months after we obtained your details or our last contact.
Suppliers and partners	Business contact details and contract records.	To manage the relationship. Contract where you contract with us yourself; otherwise legitimate interests. Legal obligation for tax and accounting records.	Life of the relationship and 6 years after.

We do not ask for, and do not need, special category information (such as health, ethnicity or religion) or criminal records for any of the above. If a customer chooses to record such information inside the PaperDrop platform, that is governed by the customer's own privacy notice and our Data Processing Agreement.

3. Who we share it with

We use a small number of suppliers to run PaperDrop and our business. Most act only on our instructions and may not use your information for their own purposes; our payment providers, accountants, advisers and insurers are responsible for their own use of it. They are: Microsoft (Azure) for hosting in the United Kingdom and Microsoft 365 for our email; Postmark (USA) for sending our emails; ITX (Norway) for our support desk, phone system, CRM and marketing email; Chargebee (EU) for subscription billing; DealBuilder (EU) for signing contracts; Supabase (UK) for website forms; Anthropic (USA) to help us sort and answer support requests; Auth0 by Okta (USA, data hosted in the EU) for logging in; Sentry (USA, data hosted in the EU) for error monitoring; PostHog (USA, data hosted in the EU, with some processing in the US) for product analytics; Product Fruits (EU) for in-app guides; Plausible (EU) and Ahrefs for cookieless website statistics (see our Cookie Notice); our accountants; our payment providers, GoCardless and Stripe, for collecting payments; and our professional advisers and insurers where needed. The suppliers that handle data inside the platform are listed in Annex 3 of our Data Processing Agreement. Advertising and analytics tags on our website are described in our Cookie Notice.

We may also share information where the law requires it, to enforce our agreements or protect our rights, and with a buyer or successor if PaperDrop's business is sold or reorganised.

The PaperDrop platform and its data are hosted in the United Kingdom. Some of the suppliers above process information outside the UK; where they do, we rely on UK adequacy regulations (for the EU and Norway) or the UK International Data Transfer Agreement or Addendum. Where a supplier is a US company, we rely on the UK Extension to the EU–US Data Privacy Framework if it is certified, and otherwise on the UK International Data Transfer Agreement or the UK Addendum. This applies even where the supplier hosts the data in the EU. You can ask dpo@paperdrop.com for a copy of the safeguards we use (commercial details may be removed).

4. Marketing

We send marketing emails about PaperDrop to business contacts who have enquired with us or are customers, to people at companies whose business contact details we get from business data providers (section 2), and to others where they have opted in. If you are a sole trader or in a partnership, we only do this where you enquired about buying PaperDrop and were given the chance to opt out, or where you have opted in. We do this on the basis of our legitimate interests in telling business contacts about PaperDrop, or your consent where you have opted in. Every marketing email has an unsubscribe link, and you can also tell us to stop at any time by emailing dpo@paperdrop.com. We do not sell personal information.

5. Security

PaperDrop is hosted on Microsoft Azure in the UK, with data replicated across two UK regions and the database recoverable to any point in the preceding 35 days. Information is

encrypted in transit and at rest, access is restricted to staff who need it and is logged, and our staff use multi-factor authentication. The full list of our security measures is in Annex 2 of our Data Processing Agreement.

6. Your rights

You can ask us for a copy of the personal information we hold about you, ask us to correct or delete it, ask us to restrict how we use it, ask for information you gave us in a portable format where the law gives that right, and, where we rely on consent, withdraw that consent at any time. Withdrawing consent does not affect what we did before. We do not make decisions about you based solely on automated processing. Contact dpo@paperdrop.com. We respond within the time limits set by data protection law, normally one month. If the information is in a customer's PaperDrop account, we will pass your request to that customer (see the box at the top).

Your right to object. Where we rely on legitimate interests, you can object, and we will stop unless we have compelling reasons to continue. You can always tell us to stop sending you marketing, and we will.

If you are unhappy with how we have handled your information, please tell us first at dpo@paperdrop.com so we can put it right; we will acknowledge your complaint (we aim to do so within 5 working days) and answer it without undue delay. You also have the right to complain to the Information Commissioner's Office (ico.org.uk, 0303 123 1113).

7. Changes to this notice

Each version of this notice has a version number and date. If we make a material change we will tell customer contacts and Users by email or through the service before it takes effect. Previous versions are available on request.