

GrainSmart

Privacy Policy

Effective date: 24 July 2026 | Last updated: 24 July 2026

Data Controller: GrainSmart LLC, Entity Number 312 981 260, registered in the Republic of Uzbekistan

1. Who We Are

GrainSmart LLC ("GrainSmart", "we", "us"), Entity Number 312 981 260, registered in the Republic of Uzbekistan, operates a business-to-business software-as-a-service platform at grainsmart.io for grain supply chain management. Our platform serves flour mills, grain importers, exporters, traders, and transport companies worldwide. We act as the Data Controller for account, billing, and website-visitor data, and as a Data Processor for operational data that our clients enter on behalf of their organisations.

This policy applies globally to all visitors to grainsmart.io, all users of the GrainSmart platform, and all client organisations that subscribe to our services. It is intended to meet the requirements of the EU General Data Protection Regulation (GDPR), applicable data-protection laws in the jurisdictions where our clients operate, and industry best practice for B2B SaaS platforms.

2. What Data We Collect

Account and subscription data: company name, registration or tax identification number, address, country, administrator name, email, phone, payment details (processed securely via Stripe), business type, mill capacity or import volume, and subscription tier.

User data: full name, email, phone, role and permissions, driver licence number and vehicle type (for driver accounts only), login timestamps, IP address, and session identifiers.

Operational data: job orders, delivery records, weighbridge readings, quality test results (moisture, protein, falling number, and other grain-specific parameters), grading and inspection records, contract details, pricing and settlement data, production reports, wheat-blend and extraction-rate data, silo and bin stock levels, transfer records, fumigation logs, and uploaded documents such as certificates, dockets, and invoices.

Website and usage data: browser type, device, operating system, pages visited, features used, referral source, error logs, and performance metrics collected automatically when you visit grainsmart.io or use the platform.

3. Legal Bases for Processing

We process personal data on the following legal grounds. Contract performance: processing that is necessary to provide the GrainSmart platform, manage your subscription, process payments, and deliver the services you have subscribed to. Legitimate interests: processing for security (fraud prevention, audit logging, abuse detection), platform improvement (aggregated and anonymised usage analytics), and operational communications (service notifications, system alerts). Where we rely on legitimate interests, we have assessed that these interests are not overridden by your rights and freedoms. Consent: where required by applicable law, we obtain your consent before placing non-essential cookies or sending optional communications. You may withdraw consent at any time by updating your preferences in Settings or by contacting us. Legal obligation: processing required to comply with applicable tax, accounting, or regulatory requirements.

4. How We Use Your Data

We use your data to provide and maintain the GrainSmart platform, process subscriptions and payments via Stripe, send transactional emails (account setup, booking confirmations, receipt docket notifications, and operational alerts), enforce feature access based on your subscription tier, generate reports and analytics

within your tenant, maintain audit trails for food-safety and traceability compliance, and provide customer support. We may also use aggregated, anonymised data to improve the platform and develop new features.

We do not sell your data to third parties, use your operational data for advertising, share your data with other tenants, or make automated decisions that produce legal effects on you without human review.

5. Data Sharing

We share data only with the following parties and only to the extent necessary. Stripe, Inc. (payment processing — email address, card details, and billing address; Stripe is PCI-DSS Level 1 certified). Amazon Web Services (infrastructure hosting and storage; bound by Data Processing Agreement with Standard Contractual Clauses). Our transactional email service provider (email addresses and notification content; bound by a Data Processing Agreement). Your connected partners on the platform (shared job-order data, scoped per role and controlled by your permission settings). Law enforcement or regulatory authorities, only when legally compelled, and with notice to you unless prohibited by law. We do not share data with any parties not listed above without your explicit consent.

6. International Data Transfers

GrainSmart serves clients globally, and data may be transferred to and processed in countries outside your jurisdiction, including countries outside the European Economic Area. Our primary infrastructure is hosted on Amazon Web Services in the EU-West (Frankfurt) region, with backups in a geographically separate AWS region. All sub-processors that handle personal data outside the EEA are bound by EU Standard Contractual Clauses (SCCs) or operate in countries covered by an adequacy decision of the European Commission. We apply supplementary safeguards including encryption in transit (TLS 1.2 or higher) and encryption at rest (AES-256) for all data stored and transmitted through the platform.

7. Security and Data Retention

We implement appropriate technical and organisational measures to protect your data. Technical measures include encryption in transit (TLS 1.2+) and at rest (AES-256), logical database isolation per tenant, role-based access control enforced at the API level, password hashing using bcrypt, configurable session timeouts, daily automated encrypted backups stored in a separate region, and regular vulnerability scanning and security patching. Organisational measures include restricting employee access to authorised personnel on a need-to-know basis, annual security and data-protection training, a documented incident-response procedure, and vetting of all sub-processors through Data Processing Agreements.

Active subscription data is retained for the duration of the subscription. After cancellation, account and operational data is preserved in read-only mode for 90 days, then permanently deleted. Invoices and billing records are retained for 7 years to meet tax and accounting obligations. Audit logs (logins, data changes, and approvals) are retained for 7 years. Transactional email records are retained for 12 months. Aggregated, anonymised analytics data may be retained indefinitely as it cannot be linked to any individual. Clients may request earlier deletion of their data at any time, subject to mandatory legal retention periods.

8. Your Rights

Depending on your jurisdiction, you may have the right to access a copy of the personal data we hold about you, rectify inaccurate or incomplete data, request erasure of your data (subject to legal retention obligations), restrict processing while a dispute is resolved, receive your data in a structured, machine-readable format (data portability), object to processing based on legitimate interests, withdraw consent at any time where processing is based on consent, and lodge a complaint with your local data-protection authority.

To exercise any of these rights, contact privacy@grainsmart.io. We will verify your identity and respond within 30 days. If a request is complex, we may extend the response period by up to 60 days with prior notice.

9. Cookies

We use strictly necessary cookies for session management, authentication, and security, which do not require consent. We use functional cookies for language preferences and interface settings, which are essential to the service. We may use analytics cookies to understand aggregated platform-usage patterns; where required by law, consent for these cookies is obtained via a banner on first visit. We do not use marketing, advertising, or cross-site tracking cookies. You can change your cookie preferences at any time in your account Settings or through your browser.

10. B2B Platform, Children, and Client Responsibilities

GrainSmart is a business-to-business platform designed for use by commercial organisations in the grain and milling industry. It is not directed at consumers or individuals under the age of 16, and we do not knowingly collect personal data from children. If we become aware that data has been collected from a person under 16, we will delete it promptly.

Our clients are responsible for the lawfulness of the personal data they upload to the platform, including data relating to their employees, drivers, and business partners. Clients are responsible for informing their staff, drivers, and connected third parties about how their data is processed through GrainSmart, and for obtaining any consents required under applicable law before entering personal data into the platform.

11. Sub-Processors

We maintain a current list of sub-processors, which at present includes Amazon Web Services (cloud hosting and storage), Stripe, Inc. (payment processing), and our transactional email delivery provider. We will notify client administrators at least 30 days before engaging any new sub-processor. If a client objects to a new sub-processor on reasonable data-protection grounds, the client may terminate its subscription without penalty within that notice period.

12. Data Breach Notification

In the event of a personal-data breach, we will contain and assess the incident immediately, notify the relevant supervisory authority within 72 hours of becoming aware where the breach is likely to result in a risk to individuals (in accordance with GDPR Article 33), notify affected individuals without undue delay where the breach is likely to result in a high risk to their rights and freedoms (in accordance with GDPR Article 34), notify affected client administrators within 72 hours by email, and deliver a post-incident report within 30 days covering root cause, impact, and remediation steps taken.

13. Changes to This Policy

We may update this policy from time to time. For material changes, we will notify all client administrators by email at least 30 days before the change takes effect. Minor clarifications or formatting changes will be reflected on this page with an updated "Last updated" date. Continued use of the platform or website after the effective date of a change constitutes acceptance of the revised policy.

14. Contact Us

For any privacy-related questions, data-subject requests, or complaints, contact the GrainSmart Privacy Team at privacy@grainsmart.io, or by post at GrainSmart LLC, Uzbekistan. For general support, contact support@grainsmart.io. We respond to all enquiries within 30 days. If you are not satisfied with our response, you have the right to lodge a complaint with your local data-protection supervisory authority.