

**DATA ACT INFORMATION PAGE**

(pursuant to Regulation (EU) 2023/2854 on harmonised rules on fair access to and use of data (the "EU Data Act"))

**1. Provider Information**

- **Provider Name:** Vector AI Ltd (trading as Raft)
- **Registered Address:** Level 3, 22 Southwark Bridge Road, London SE1 9HB, United Kingdom
- **Contact Point for Data Act Requests:** [compliance@raft.ai](mailto:compliance@raft.ai)

**2. Categories of Data Generated and Accessible**

The Services process and generate the following categories of data (as further described in the Order Form and Pricing Sheet):

- **Customer Data:** Files, shipment records, customs documentation, accounts payable records, and other operational data uploaded by or on behalf of Customer.
- **Derived/Service Data:** Metadata, logs, and usage statistics generated through the Customer's and Authorised Users' use of the Services.
- **Aggregated/Anonymised Data:** Statistical outputs used by Raft for service improvement and benchmarking (in de-identified form).

**3. Access Rights and Conditions**

- **Customer Rights:** Customers may request export of all Customer Data, in support of seamless switching of providers. Derived/Service Data and Aggregated/Anonymised Data is excluded from such portability and access rights.
- **Third-Party Access:** Any third-party access (including to regulatory bodies or nominated partners) will only occur in accordance with the confidentiality and data protection provisions of the relevant SaaS agreement.
- **Format:** Data will be made available in a structured, commonly used, machine-readable format (e.g., JSON, CSV, XML).

**5. Data Portability and Switching**

- **Portability / Access-by-Design:** Under standard operation of the Services, all Customer Data that is processed under the Services, including all output data under the Service, is at all times available to the Customer from within its own ICT infrastructure through selected Service integration. If any Customer Data is not directly accessible, Customer may, upon written request, obtain a copy of any other Customer Data within thirty (30) days in a commonly used, machine-readable format.
- **Switching/Termination:** Upon termination, Customer may export Customer Data for up to 30 days following termination, after which Raft may securely delete Customer Data in accordance with the terms of the relevant SaaS agreement and its Data Retention Policy.

## 6. Restrictions and Security Measures

- **Security:** A description of the technical and organisational security measures implemented by Raft (including any relevant certifications) is located at the following URL: <https://raft.ai/raft-documentation-portal>.

Raft may update these Security Measures from time to time, provided the updated measures do not materially decrease the overall protection of Customer Data.

## 7. Jurisdictions in which Raft's Service ICT infrastructure is located:

- United Kingdom
- Ireland