

Privacy Policy for ediFabric .NET, ediFabric Native, and ediFabric Cloud

(Version September 2026)

This Privacy Policy describes how EDI Fabric Limited (“EdiFabric,” “we,” “us,” or “our”) collects, uses, discloses, and otherwise processes information in connection with ediFabric .NET (including EdiNation InHouse), ediFabric Native, ediFabric Cloud, the EdiNation browser editor, our websites (including edifabric.com and related domains), customer accounts, billing, and support (together, the “Services”).

This Policy is current as of September 2026. It supersedes the separate EdiFabric .NET Privacy Policy and EdiFabric Cloud / EdiNation Privacy Policy. Your use of the Services is also subject to the End User License Agreement for ediFabric .NET, ediFabric Native, and ediFabric Cloud (the “EULA”), available at <https://www.edifabric.com/legal.html>. If there is a conflict about license rights, fees, or product restrictions, the EULA controls. If there is a conflict about how we process personal data, this Policy controls.

1. WHO WE ARE

The controller of personal data described in this Policy is EDI Fabric Limited, incorporated in England and Wales with company number 8248816, and its subsidiaries. We are established in the United Kingdom. This Policy is intended to meet UK GDPR and, where applicable, EU GDPR and other privacy laws.

Privacy questions: office@edifabric.com. Support and account requests: support@edifabric.com.

2. SCOPE

This Policy covers:

- Websites we operate, including <https://www.edifabric.com> and related properties under edifabric.com.
- Customer accounts, including sign-in and sign-up through Microsoft Entra External ID.
- Software Products: ediFabric .NET (including EdiNation InHouse) and ediFabric Native, including license validation through the Auth API.
- Hosted Cloud Services: the hosted ediFabric Cloud REST API and related hosted tools that we operate, including authentication, metering, and model hosting.
- The EdiNation browser editor.
- Purchases, trials, subscriptions, support, forums, and marketing communications.

This Policy does not cover Third Party Software bundled with the Materials, plugins or extensions written by others, or websites we do not operate. Those are governed by their own terms and privacy notices.

A self-hosted API that You build with the Software Products on infrastructure You control is not a Cloud Service. EDI data processed there does not reach EdiFabric unless You separately send it to us (for example for support).

3. DEFINITIONS

Capitalized terms not defined here have the meaning given in the EULA. In particular:

- “Software Products” mean ediFabric .NET (including EdiNation InHouse) and ediFabric Native.

- “Cloud Services” mean the hosted ediFabric Cloud REST API and related hosted tools that EdiFabric operates, excluding any self-hosted API You build with the Software Products on infrastructure You control.
- “Auth API” is the REST API on the Internet to which the Software Products may connect for authentication and license validation.
- “Plan” means Community, Developer, Enterprise, Perpetual, OEM Rider, Cloud only, or another plan described in the EULA and on <https://www.edifabric.com/pricing.html>.
- “Customer Account Data” means information about You as our customer or prospect (identity, contact, billing, account, and similar data).
- “Customer Content” means EDI files, JSON, templates, custom models, and other content You submit to the hosted Cloud Services to be processed.
- “Personal Data” means information relating to an identified or identifiable natural person.

4. ROLES

When we process Customer Account Data (accounts, billing, Auth API telemetry, website analytics, marketing, and support about You), EdiFabric is the controller.

When You submit Customer Content to the hosted Cloud Services, You are the controller of that content (including any Personal Data in it). EdiFabric processes it only to provide the Cloud Services You requested, to meter Operations, to secure and debug the service, and as otherwise described in this Policy and the EULA. We do not use Customer Content to market to Your trading partners or end users, and we do not sell it.

5. WHAT WE COLLECT

5.1 Information You provide

Depending on how You interact with us, this may include:

- Name, email address, company name, role, and similar contact details.
- Account credentials handled by Microsoft Entra External ID (we receive identifiers and profile claims needed to create and maintain Your account; we do not store Your Entra password).
- Billing details required to take payment. Card numbers are processed by Stripe; we may retain limited identifiers such as the last four digits, expiry month/year, and billing address for invoicing and tax.
- Support requests, forum posts, survey responses, and feedback, including any files You attach.
- Custom EDI models or templates You upload to Cloud for private use under a Plan that allows them.
- Communications with sales or support.

5.2 Information collected by the Auth API (Software Products)

The Software Products collect data about the Materials and Your environment and transmit that data to EdiFabric as part of requests for authentication tokens to the Auth API. As stated in EULA Section 4.1, authentication requests include: the serial key of the Materials, the version of the Materials, the IP address of the sender, and the date/time of the request.

Community authenticates online for each Operation. Developer authenticates online and caches tokens. Enterprise (after purchase) may use offline tokens that do not call home during the token lifetime. An Enterprise trial uses the cached path. Offline use therefore generates Auth API traffic only when tokens are issued or renewed, not on every Operation.

The Software Products do not send Your EDI files, JSON payloads, or PHI to EdiFabric as part of authentication. EDI data processed locally with ediFabric .NET or ediFabric Native, or by a self-hosted API You operate, does not reach EdiFabric.

5.3 Hosted Cloud Services — Customer Content

When You use the hosted Cloud Services, EDI data is transported to EdiFabric to be processed. We process that content to parse, generate, validate, or acknowledge it, to apply Your models, to meter Operations (including the 3 MB request cap), and to operate the API.

The hosted Cloud Services are not HIPAA or SOC 2 compliant and must not be used for protected health information (PHI) or other regulated data that cannot leave Your network. That restriction is also in EULA Sections 3.1(xiv) and 4.4 B. If You need those controls, use ediFabric .NET or ediFabric Native, or self-host an equivalent API on infrastructure You control.

We do not offer a Business Associate Agreement for the hosted Cloud Services, and we do not accept PHI on them. Do not submit PHI, cardholder data in scope of PCI DSS, or similar restricted data to the hosted API.

We do not keep Customer Content as a general archive. We may retain limited copies for a short period for debugging, security investigation, abuse detection, metering disputes, or where the law requires us to preserve records. Anonymized or aggregated data that can no longer identify You or another person may be used to improve the Services.

5.4 EdiNation browser editor

The EdiNation browser editor is designed so that EDI files You open there are processed in the browser (including via WebAssembly) and are not uploaded to EdiFabric for translation. Website logs, cookies, or account activity on that site may still be collected as described in Sections 5.1, 5.5, and 5.6. If a hosted Cloud feature is invoked from a related tool, Section 5.3 applies to that call.

5.5 Information collected automatically on websites and in the account portal

When You visit our websites or use the account portal, we and our processors may collect:

- IP address, approximate location derived from IP, browser type, device type, referring URL, and pages viewed.
- Date and time of access, and similar log data.
- Cookie and similar identifiers used for session management, security, load balancing, and understanding how the site is used.
- Cloud API request metadata when You call the hosted Cloud Services (API key or account identifier, IP, timestamp, Operation type, request size, success or error). We do not treat that metadata as a substitute for storing Customer Content.

5.6 Cookies

We use cookies and similar technologies that are necessary to run the site and keep You signed in, and we may use analytics cookies to understand usage. You can control cookies through Your browser. Blocking some cookies may affect sign-in or checkout.

6. WHY WE USE INFORMATION

We use information to:

- Provide, maintain, authenticate, and meter the Services according to Your Plan, including serial keys, tokens, leased seats, and Cloud Operations.
- Create and secure accounts, detect unauthorized use, and prevent quota evasion (including multiple accounts created to evade Plan limits).
- Process payments, invoices, taxes, renewals, cancellations, and refunds where required by law.
- Provide support, including forum and email support described in Your Plan.
- Send transactional messages (welcome email, keys, billing, security notices). These are not marketing.
- Send marketing or product information where You have requested it or where we have a lawful basis; You may opt out of marketing at any time.
- Use Your company name and logo(s) for marketing and sales, such as listing You as a customer, as granted in EULA Section 8, unless You revoke that license by email.
- Improve the Services, including diagnosing failures and understanding which features are used.
- Comply with law, enforce the EULA, and protect EdiFabric, our customers, and the public.
- Complete a merger, acquisition, or similar business transfer, as described in Section 8.

Where UK GDPR or EU GDPR applies, our legal bases are typically:

- Performance of a contract (to provide the Services You order, authenticate licenses, and bill You).
- Legitimate interests (securing the Services, preventing abuse, limited analytics, B2B marketing to existing or prospective business contacts, and using company names/logos as described above), balanced against Your rights.
- Consent, where we ask for it (for example certain marketing cookies or optional surveys).
- Legal obligation (tax, accounting, responding to valid legal process).

7. WHEN WE SHARE INFORMATION

We do not sell Personal Data. We share it only as follows:

- Processors who help us run the Services. These currently include Microsoft (Azure hosting and Entra External ID), other infrastructure providers such as Amazon Web Services where used, and Stripe for payments. They may process data only on our instructions, except where they act as independent controllers (for example Stripe for card processing, Microsoft for identity authentication).
- Professional advisers, auditors, and insurers under confidentiality.
- Authorities, courts, or other third parties when we reasonably believe disclosure is required by law, to enforce the EULA, or to protect rights, safety, or security.
- A buyer or successor if we transfer all or substantially all of our business or assets, in which case we will require the recipient to respect this Policy or give You notice.
- Others, if You instruct us to, or with Your consent.
- Aggregated or de-identified data that cannot reasonably identify You.

Hosted Cloud Customer Content may be processed on our infrastructure providers solely to deliver the API. Software Products running on Your machines, or on a Cloud Provider You engage under EULA Section 2.3 B, are not a disclosure by EdiFabric of Your EDI data, because that data does not pass through us.

8. INTERNATIONAL TRANSFERS

We are established in the United Kingdom. Personal Data may be processed in the United Kingdom, the European Economic Area, the United States, or other countries where we or our processors operate (including Microsoft and Stripe). Where a transfer from the UK or EEA requires a safeguard, we rely on

adequacy regulations, the EU Standard Contractual Clauses and/or the UK International Data Transfer Addendum, or another lawful mechanism.

9. RETENTION

We keep Customer Account Data for as long as You have an account or a license that may still authenticate, and for a further period needed for billing, tax, accounting, dispute handling, and legal holds. Auth API logs are kept for security, metering, and license enforcement and then deleted or aggregated. Hosted Customer Content is not kept as a customer archive; transient copies are removed when no longer needed for the purposes in Section 5.3, subject to backups that are not used as a live filing system.

If You ask us to delete Personal Data, we will do so unless we must retain it to provide the Services, complete billing, meet a legal obligation, or establish, exercise, or defend legal claims. Backup media may take additional time to cycle out.

10. YOUR RIGHTS

Depending on Your location, You may have the right to access, correct, delete, or restrict Personal Data, to object to certain processing, to withdraw consent, and to data portability. You may also complain to the UK Information Commissioner's Office (ico.org.uk) or another supervisory authority.

California residents may request disclosure of categories and specific pieces of Personal Data we have collected, and may request deletion, subject to exceptions. We do not sell Personal Data. We will not discriminate against You for exercising privacy rights.

To make a request, email office@edifabric.com. We will take reasonable steps to verify that You are authorized to make it. We may need information that matches Your account. We do not charge a fee except where the law allows for manifestly unfounded or excessive requests.

11. CHILDREN

The Services are for business and professional use. We do not knowingly allow children under 16 (or under 13 in the United States) to create an account. If we learn that we have collected Personal Data from a child below the applicable age, we will take reasonable steps to delete it. Contact office@edifabric.com if You believe this has occurred.

12. SECURITY

We use technical and organizational measures appropriate to the nature of the data, including encryption in transit for the Auth API and hosted Cloud Services, access controls, and processor security reviews. No method of transmission or storage is completely secure. You must keep serial keys, API keys, and tokens confidential, and You must not check them into public source control or distribute them in human-readable form except as the EULA allows (for example obfuscated keys under an OEM Rider, or derived keys issued for end customers).

You are responsible for maintaining the security of Your account and for activities under it, as stated in EULA Section 4.4 A. Notify us promptly of unauthorized use.

13. MARKETING AND COMPANY IDENTIFIERS

By creating an account, You grant EdiFabric a license to use Your company's name and logo(s) for the sole purpose of EdiFabric's marketing and sales efforts, such as listing You as a customer. You may

revoke this license at any time by emailing support@edifabric.com or office@edifabric.com. That grant is also in EULA Section 8.

You may opt out of non-transactional emails using the unsubscribe link or by emailing us. Transactional mail about Your license, security, or invoices will continue as needed to perform the contract.

14. CHANGES

We may change this Policy from time to time. The version date at the top will change, and we will post the current Policy at <https://www.edifabric.com/legal.html>. If we make a change that materially affects our use of Personal Data we already hold, we will take reasonable steps to notify You, such as a notice on the website or an email to the address on Your account, and we will seek consent where the law requires it.

15. CONTACT

EDI Fabric Limited, company number 8248816, England and Wales.

Privacy: office@edifabric.com. Support: support@edifabric.com. Legal documents and the EULA: <https://www.edifabric.com/legal.html>.

Your use of the Services constitutes acknowledgement of this Policy.