

Privacy Policy

Last updated: July 9th, 2026

This Privacy Policy explains how Sukkar (“we”) collects, uses, shares, and protects personal data in connection with the Sukkar platform (the “Platform”). It is written to comply with Jordan’s Personal Data Protection Law No. 24 of 2023 (the “PDPL”).

1. Who this policy covers

- **Platform users:** individuals who use the Platform on behalf of a registered Buyer or Supplier (employees and representatives).
- **Supplier contacts provided by Buyers:** individuals whose business contact details a Buyer provides to the Platform when importing its vendor list or inviting a company that has not yet registered. **These individuals may not yet have any relationship with Sukkar; Section 4 explains how their data is handled.**
- **Visitors** to our websites.

Most data on the Platform relates to companies. This policy applies to the personal data within it — typically the names, roles, and business contact details of individuals.

2. Data we collect

Account and registration data. Name, business email, phone number, role, and login credentials of Users; the represented company’s details (name, address, commercial registration number, tax number, categories); documents submitted for verification, which may include identification of an authorized signatory where required.

Transaction data. RFQs, quotes, awards, connection requests and responses, approvals, and the reference numbers attached to them.

Communications. Messages exchanged through the Platform’s messaging features, invitations, and notifications.

Imported vendor data. Where a Buyer imports its vendor master or manually records a vendor: company identity (name, registration and tax numbers, address, categories) and the business contact details of individuals at that vendor (name, role, email, phone), together with the Buyer's own private information about the relationship (its ERP vendor number, spend history, internal notes).

ERP integration data. Where a Buyer enables ERP integration, we read supplier records in the Buyer's ERP (company identity and business contacts) to match, create, and update vendor records as the Buyer configures.

Usage and log data. Technical logs, IP addresses, device and browser information, and activity records (an audit trail of actions on the Platform).

We do not read or write financial fields (payment terms, balances, credit information), and we make no changes to the ERP's structure.

We do not collect data revealing racial or ethnic origin, health, religious beliefs, or other sensitive categories, and we ask Users not to submit such data.

3. Purposes and legal bases

We process personal data to:

- create and administer accounts, and verify Supplier registrations (performance of our contract with the User's company; legal identification requirements);
- operate the sourcing workflow — RFQs, quotes, comparisons, awards, approvals, messaging, notifications (performance of contract);
- match imported vendor lists against registered suppliers, and check for existing accounts at registration, to prevent duplicate company accounts (legitimate operation of the Platform; accuracy of records);
- send registration and RFQ invitations to companies a Buyer designates (carried out on the Buyer's instruction — see Section 4);
- compute supplier performance information (response rates, transaction history, awarded categories) shown to Buyers (operation of the Platform as agreed in the Terms of Service);
- provide AI-assisted features, such as suggested matches between imported vendors and registered suppliers and suggested category mappings; suggestions are reviewed and confirmed by Users, and no decision producing legal effects for an individual is made solely by automated means;
- maintain security, prevent fraud (including fake or duplicate company registrations), and keep audit trails (legitimate protection of the Platform and its Users; legal obligations);

- comply with legal obligations and respond to lawful requests by authorities.

Where the PDPL requires consent for a processing activity not covered by an exception, we obtain it in explicit, documented form at registration or at the point of the relevant feature, and it may be withdrawn as described in Section 8.

4. Data about vendor contacts provided by Buyers

This section addresses individuals whose details reach the Platform through a Buyer's vendor import or invitation, before their company has registered.

- **What is held:** company identity and the individual's business contact details, held in a private record visible only to the importing Buyer (and, where Section 5 group visibility applies, to that Buyer's affiliated group entities in limited form).
- **Why:** so the Buyer can manage its existing vendor list on the Platform and, where it chooses, invite the company to register. Processing occurs on the Buyer's instruction; the Buyer confirms to us that it holds this data lawfully through its existing business relationship with the vendor.
- **What we do not do:** we do not make these records visible to other buyers on the Platform, do not use them to build public profiles, and do not use the contact details for our own marketing.
- **Invitations:** invitation emails identify the inviting Buyer. Recipients can decline or ignore an invitation; an unanswered invitation lapses. Recipients may object to further invitation emails using the opt-out included in each message.
- **If the company registers:** the account it creates is controlled by the company itself, and the profile data it enters replaces the imported data, which is retained only for the Buyer's comparison report and audit purposes.
- **Rights:** individuals in this category may exercise the rights in Section 8 against us and may also approach the Buyer that provided their data.

5. How data is shared on the Platform

Visibility follows the Platform's rules, which Users accept in the Terms of Service:

- A **Verified Supplier's** business profile (company details, categories, documents designated for buyer review) is visible to registered Buyers. Primary contact details become visible to a Buyer when the Supplier accepts a connection with that Buyer.
- A Supplier registered through one Buyer's invitation and not yet verified is visible **only to that Buyer**.

- A Buyer's RFQ content is visible to the Suppliers it invites. Quotes are visible to the issuing Buyer (including its approvers).
- **Buyer-private data** — internal notes, spend data, ERP vendor numbers, comparison settings — is never visible to Suppliers or to other Buyers.
- **Corporate groups** (affiliated Buyer entities that request group visibility): entities in the group can see each other's supplier lists, transaction history, and invitation status. Vendor numbers, spend data, and internal notes are never shared between group entities.
- **Performance information** about Suppliers computed from Platform activity is visible to Buyers as described in the Terms of Service.

6. Sharing outside the Platform

We share personal data only with:

- **Service providers** that host and operate the Platform (cloud infrastructure, email delivery, support tooling), bound by contracts limiting their use of the data to our instructions;
- **A Buyer's own ERP system**, at that Buyer's configuration, as described in Section 2;
- **Authorities**, where required by law or a binding order;
- **A successor** in the event of a merger, acquisition, or reorganization, with notice.

We do not sell personal data and do not display third-party advertising.

7. Retention

- **Account and profile data:** for the life of the account and thereafter as needed, as needed for legal claims and statutory record-keeping.
- **Transaction records and audit trails:** retained as needed to preserve the integrity of counterparties' records and satisfy audit obligations. Reference numbers are permanent by design; after account deletion they are retained in minimal form not identifying individuals.
- **Imported vendor records never invited or claimed:** retained while the importing Buyer's account is active and the Buyer keeps them; Buyers can delete them at any time.
- **Imported data after a company registers:** retained for the comparison report and audit, then subject to the transaction-record retention period.
- **Messages and logs:** retained as needed for operation of the Platform and security.

8. Your rights

Under the PDPL, individuals have the right to be informed about processing of their data; to access and obtain a copy; to correct, complete, or update it; to object to processing and to profiling; to request restriction of processing; to request erasure (“right to be forgotten”); to data portability; and to withdraw consent at any time, without affecting processing already carried out.

To exercise any right, contact us using the contact information published on the Platform. We will verify your identity and respond within the period prescribed by the PDPL and its regulations. Where a request concerns data we process on a Buyer’s instruction (Section 4), we may refer the request to that Buyer and will assist in its handling.

You also have the right to lodge a complaint with the competent data protection authority in Jordan (the Data Protection Board / unit within the Ministry of Digital Economy and Entrepreneurship).

9. Security

We apply technical and organizational measures appropriate to the risk, including encryption in transit, access controls and role-based permissions, segregation of buyer-private data, logging and monitoring, and staff confidentiality obligations. Verification documents are accessible only to personnel who need them for review. No system is perfectly secure; we will notify affected Users and the competent authority of personal data breaches as required by the PDPL.

10. Cookies

The Platform uses cookies and similar technologies necessary for login sessions and security.

11. Children

The Platform is a business service and is not directed at individuals under 18. We do not knowingly process children’s data.

12. Changes to this policy

We will post changes on this page and, for material changes, notify registered Users through the Platform or by email in advance of the effective date.