Terms of Use & Legal Disclaimer

Last updated: June 2026

This website is operated by **Supply Matrix**.

By accessing or using this website, you agree to these Terms of Use and Legal Disclaimer. If you do not agree, you should not use this website.

1. General Information

The content on this website is provided for general informational, marketing and thought-leadership purposes only.

Supply Matrix provides consulting services across procurement, supply chain, digital transformation, analytics, technology enablement, sustainability, capability building and related business transformation areas. Website content is intended to describe our capabilities, perspectives and areas of expertise.

Nothing on this website should be treated as legal, financial, tax, investment, procurement, supply chain, regulatory, technical, compliance or professional advice. Visitors should obtain independent professional advice before making business decisions based on any website content.

2. No Client Relationship

Using this website, submitting an enquiry, downloading content, registering for updates or contacting Supply Matrix through this website does not create a client relationship, advisory relationship, fiduciary relationship, partnership or contractual relationship.

Any client engagement with Supply Matrix is subject to a separate written agreement, proposal, statement of work, master services agreement or engagement letter.

3. No Guarantee of Results

Any references to cost reduction, working capital improvement, ROI, efficiency, cycle-time reduction, supplier performance, risk reduction, resilience, service improvement, sustainability outcomes, digital maturity, AI enablement, transformation impact or measurable value are provided for illustrative purposes only.

Actual outcomes vary depending on factors including client maturity, data quality, technology environment, scope of work, sector, geography, governance, supplier base, market conditions, internal adoption and implementation discipline.

Supply Matrix does not guarantee any specific result, saving, ROI, performance improvement, operational outcome or commercial benefit unless expressly agreed in a signed written contract.

4. Case Studies, Insights and Benchmarks

Case studies, examples, articles, insights, performance ranges, graphics, frameworks and scenarios on this website may be based on selected experiences, anonymised examples, market observations, internal analysis, public information, hypothetical models or professional judgement.

They should not be interpreted as universal benchmarks, guaranteed outcomes, binding commitments, client promises or representations of future performance.

Any figures or impact ranges should be treated as indicative only unless specifically validated and agreed in writing for a particular engagement.

5. AI, Analytics and Digital Transformation

Any references to artificial intelligence, automation, analytics, dashboards, control towers, digital workflows, decision intelligence, technology platforms or AI-enabled transformation describe potential capability areas and transformation approaches.

Supply Matrix does not represent that any AI, analytics or technology solution is suitable for every organisation, error-free, uninterrupted, fully autonomous, regulatory-compliant in every jurisdiction or capable of replacing human judgement.

Clients remain responsible for their technology decisions, cybersecurity controls, data governance, system configuration, regulatory compliance, internal approvals and operational use of any tools, platforms or recommendations.

6. Third-Party Tools, Links and Platforms

This website may refer to third-party tools, technologies, platforms, vendors, publications, websites or external resources. These references are provided for convenience and informational purposes only.

Unless expressly stated in writing, Supply Matrix does not endorse, control, warrant or accept responsibility for third-party content, platforms, services, security, availability, performance or accuracy.

Use of third-party websites, platforms or resources is at the visitor's own risk.

7. Intellectual Property

All content on this website, including text, design, graphics, icons, methodologies, frameworks, service descriptions, articles, insights, page layouts, brand elements, logos and other materials, is owned by or licensed to Supply Matrix unless otherwise stated.

Visitors may view website content for personal or internal business reference only. No content may be copied, reproduced, modified, distributed, republished, scraped, sold, licensed, reverse-engineered or used for commercial purposes without prior written permission from Supply Matrix.

8. Confidentiality

Visitors should not submit confidential, proprietary, commercially sensitive, regulated or highly sensitive information through this website unless a secure and agreed channel has been established.

Information submitted through general contact forms, email links or website enquiries may be treated as non-confidential unless a separate confidentiality agreement or non-disclosure agreement is in place.

9. Compliance and Ethical Use

Supply Matrix expects lawful, ethical and responsible business conduct. Our website content and services should not be used to support bribery, corruption, sanctions evasion, fraud, forced labour, anti-competitive conduct, unlawful discrimination, misuse of confidential information, unethical sourcing or improper supplier practices.

Clients, partners and visitors remain responsible for complying with applicable laws, regulations, procurement rules, sanctions regimes, anti-bribery laws, labour standards, data protection obligations, sustainability requirements and internal policies.

10. Website Availability and Security

Supply Matrix takes reasonable steps to maintain the availability, security and integrity of this website. However, we do not guarantee that the website will always be available, uninterrupted, secure, error-free, virus-free or free from harmful components.

Visitors are responsible for using appropriate cybersecurity precautions when accessing this website.

11. Limitation of Liability

To the fullest extent permitted by applicable law, Supply Matrix excludes liability for any direct, indirect, incidental, consequential, special, punitive or economic loss arising from or connected with use of this website, reliance on website content, inability to access the website, third-party links, errors, omissions, delays, inaccuracies, cyber incidents or unauthorised access.

This includes loss of profit, revenue, savings, contracts, data, business opportunity, reputation, goodwill, anticipated benefits or operational performance.

Nothing in this notice excludes liability that cannot be excluded under applicable law.

12. Client Agreements Prevail

Any services provided by Supply Matrix are governed only by the relevant written agreement between Supply Matrix and the client.

If there is any conflict between this website disclaimer and a signed client agreement, the signed client agreement will prevail for that engagement.

13. Changes to These Terms

Supply Matrix may update these Terms of Use and Legal Disclaimer from time to time. Updated versions will be posted on this website with a revised “Last updated” date.

Continued use of the website after changes are posted means the visitor accepts the updated terms.

14. Contact

For questions about these Terms of Use and Legal Disclaimer, contact:

Supply Matrix
Email: solutions@supplymatrix.me

Privacy Notice

Last updated: June 2026

Supply Matrix respects your privacy and is committed to handling personal data responsibly, lawfully and transparently.

This Privacy Notice explains how we may collect, use, store and protect personal data when you visit our website, contact us, submit an enquiry, subscribe to communications or interact with our content and services.

1. Who We Are

This website is operated by **Supply Matrix**.

For privacy-related questions, contact: **queries@supplymatrix.me**

2. Personal Data We May Collect

We may collect personal data that you voluntarily provide to us, including:

- Name
- Job title
- Company name
- Business email address
- Phone number
- Country or location
- Enquiry details
- Communication preferences
- Information submitted through contact forms, event forms or newsletter subscriptions

We may also collect limited technical and usage data, including:

- IP address
- Device and browser information
- Website usage data
- Referring pages
- Pages viewed
- Cookie and analytics data, subject to applicable consent requirements

3. How We Use Personal Data

We may use personal data for legitimate business purposes, including:

- Responding to enquiries
- Managing business communications

- Providing requested information
- Assessing potential client needs
- Sending updates, insights or marketing communications where permitted
- Improving website performance and user experience
- Maintaining records
- Supporting security and fraud prevention
- Complying with legal and regulatory obligations
- Protecting our rights, property and business interests

4. Legal Basis for Processing

Depending on the applicable law and location of the individual, we may process personal data based on one or more lawful grounds, including:

- Consent
- Contractual necessity
- Legitimate business interests
- Compliance with legal obligations
- Protection of legal rights
- Other grounds permitted by applicable data protection law

5. Marketing Communications

We may send business updates, insights or service-related communications where permitted by law.

You may opt out of marketing communications at any time by using the unsubscribe link in our emails or contacting us at queries@supplymatrix.me

Even if you opt out of marketing communications, we may still send necessary administrative, legal or service-related messages.

6. Sharing Personal Data

We may share personal data with:

- Professional advisers
- IT and website service providers
- Cloud hosting and email service providers
- Analytics providers
- Business partners where relevant to an enquiry or engagement
- Regulators, authorities or courts where required by law
- Third parties involved in a business transfer, restructuring or corporate transaction

We do not sell personal data.

7. International Transfers

Because Supply Matrix may operate with clients, partners, tools or service providers across different jurisdictions, personal data may be transferred internationally.

Where required, we will take reasonable steps to ensure appropriate safeguards are used for such transfers in accordance with applicable data protection laws.

8. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes described in this Privacy Notice, including business communication, legal, regulatory, accounting, security and record-keeping purposes.

Retention periods may vary depending on the nature of the data, the purpose of processing and applicable legal requirements.

9. Data Security

We use reasonable technical, organisational and administrative measures to protect personal data against unauthorised access, loss, misuse, alteration or disclosure.

However, no website, email system, online platform or data transmission method can be guaranteed to be completely secure.

10. Your Rights

Depending on your location and applicable law, you may have rights to:

- Access your personal data
- Correct inaccurate data
- Request deletion of data
- Restrict or object to certain processing
- Withdraw consent where processing is based on consent
- Request data portability
- Complain to a relevant data protection authority

To exercise privacy rights, contact: **queries@supplymatrix.me**

We may need to verify your identity before responding to a request.

11. Cookies and Analytics

Our website may use cookies and similar technologies to operate the website, improve performance, understand visitor behaviour and support analytics or marketing activities.

Please refer to our Cookie Notice for more information.

12. Third-Party Websites

Our website may contain links to third-party websites, platforms or resources. Supply Matrix is not responsible for the privacy practices, content or security of third-party websites.

Visitors should review the privacy notices of those third parties before providing personal data.

13. Updates to This Privacy Notice

We may update this Privacy Notice from time to time. Updated versions will be posted on this website with a revised “Last updated” date.

14. Contact

For privacy-related questions or requests, contact:

Supply Matrix
Email: solutions@supplymatrix.me

Cookie Notice

Last updated: June 2026

This Cookie Notice explains how Supply Matrix may use cookies and similar technologies on this website.

1. What Are Cookies?

Cookies are small files placed on your device when you visit a website. They help websites function, remember preferences, understand usage and improve user experience.

Similar technologies may include pixels, tags, scripts, local storage and analytics tools.

2. How We Use Cookies

Supply Matrix may use cookies and similar technologies for the following purposes:

Strictly Necessary Cookies

These cookies are required for the website to function properly. They may support security, page navigation, form submission, load balancing or basic website features.

These cookies cannot usually be disabled through the website without affecting functionality.

Performance and Analytics Cookies

These cookies help us understand how visitors use the website, which pages are viewed, how users arrive at the site and how we can improve website performance and content.

Analytics cookies may collect aggregated or pseudonymised information.

Functionality Cookies

These cookies may remember visitor preferences, such as region, language or display settings, where such features are available.

Marketing and Tracking Cookies

These cookies may be used to measure campaign performance, understand engagement with content or support relevant business communications.

Where required by law, we will request consent before using non-essential cookies.

3. Third-Party Cookies

Some cookies or tracking technologies may be provided by third-party platforms, such as analytics providers, embedded content providers, marketing platforms, CRM tools or website infrastructure providers.

Supply Matrix does not fully control third-party cookies. Visitors should review the relevant third-party privacy and cookie notices for more information.

4. Managing Cookie Preferences

Where a cookie preference tool is available on the website, visitors can use it to accept, reject or manage non-essential cookies.

Visitors can also manage cookies through browser settings. Blocking or deleting cookies may affect website functionality or user experience.

5. Changes to This Cookie Notice

Supply Matrix may update this Cookie Notice from time to time. Updated versions will be posted on this website with a revised “Last updated” date.

6. Contact

For questions about this Cookie Notice, contact:

Supply Matrix
Email: solutions@supplymatrix.me
Website: www.supplymatrix.me