

Frequently Asked Questions – New BDB information system

General

1. Why is there a new system?

The old information system dated from 2017 and needed replacement due to technical obsolescence. In addition, we took the opportunity to update the BDB brand and improve user experience.

2. What is different in the new system?

The products have remained the same, but user-friendliness has been improved. We have also added a new product that allows you to combine all index figures in a single screen. Depending on your subscription, you can combine and export different datasets here. Finally, the system complies with the latest information security requirements (ISO27001).

3. I cannot log in to the new system?

The first time, you must register again via the registration button. Follow the steps described in [this instruction](#) or [this video](#). If you are unable to complete the process or need help, please contact BDB.

4. Why do I have to choose between the old and the new system?

During the upcoming period, users can voluntarily choose to switch to the new system. Later in the year, all users will be required to switch. We will communicate about this separately.

5. Do I have to switch to the new system, or can I choose for myself?

For the time being, you can voluntarily switch to the new system. Around mid-November, the old system will be shut down, and you will still need to switch. We will communicate this in a timely manner. If you switch on a voluntary basis in the meantime, you can no longer log in to the old system.

6. How long will the old system remain available?

The old system will be deactivated in mid-November 2025. We advise you to switch in time.

7. Can I also access the data via an API?

Yes, you can. Please contact BDB for information about the possibilities.

8. Will there be more changes in the coming period?

Based on user experiences, we will continue to further develop BDB's services and system. At this moment, we do not foresee any major new changes; however, small updates may take place periodically. We will communicate these to our customers in a timely manner.

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Logging in

9. What happens when I am logged into the new system?

Once you have registered in the new system, you can no longer use the old system.

10. Do I need to create a new username and password?

Yes, when you switch to the new system, you must register again. Follow the steps as described in [the instructions](#) or mentioned in [this video](#). If you need help, contact BDB.

11. Why is the verification code not sent from BDB but from Arcadis B2C?

Arcadis is the software provider of the new BDB information system. You can trust this email and use the code for account verification.

12. Are there any requirements for my email address?

Yes, due to security considerations, only business email addresses are allowed in our new information system. Email addresses ending with, for example, gmail, outlook, or hotmail are not permitted.

13. How do I create a new account?

If you are a new customer or not yet registered with BDB, please contact BDB. They will be happy to assist you.

Subscriptions

14. Will I keep my subscription?

Yes, nothing will change with your subscriptions.

15. Are the index figures, products, and subscription forms the same as in the old system?

Yes, all index figures have been transferred one-to-one from the old system. The products and subscription forms have not changed either.

16. Can I upgrade or change my subscription to another package?

Yes, you can. Please contact BDB for information about the possibilities.

17. Can I change my subscription myself via the new system?

No, unfortunately, that is not possible. Please contact BDB for information about the possibilities.



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Feedback

18. What should I do if something doesn't work or seems incorrect?

In this case, we advise you to contact BDB. The BDB staff can assist you or request additional support from specialists. You can also submit your feedback via this [feedback form](#).

19. I have suggestions or feedback for the new system. How can I communicate these?

We are happy to hear your suggestions and feedback, so we know whether you are satisfied and where we can improve. You may share these with us by email, by phone or via the [feedback form](#).

Security of data

20. Which data does BDB collect and manage from me in the new system?

BDB only collects and manages the data necessary to provide its services. For more information, please refer to our [privacy statement](#).

21. Is the new system well secured?

The system complies with the ISO27001 security standard and contains the latest available security updates.