

Privacy Policy (GDPR-compliant)

This Privacy Policy describes how and when we collect, use, and share information when you purchase an item from us, contact us, or otherwise use our services. This Privacy Policy does not apply to the practices of third parties that we do not own or control.

Information We Collect

To fulfill your order, you must provide us with certain information, such as your name, email address, postal address, payment information, and the details of the product that you're ordering or additional personal information.

Why We Need Your Information and How We Use It

We rely on legal bases to collect, use, and share your information, including:

- as needed to provide our services, we use your information to fulfill your order, to settle disputes, or to provide customer support;
- when you have provided your affirmative consent, which you may revoke at any time, such as by signing up for our mailing list;
- if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law;
- as necessary for the purpose of our legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as providing and improving our services;

1. Information Sharing and Disclosure

Information about our customers is important to our business. We share your personal information for very limited reasons and in limited circumstances, as follows:

- Service providers. We engage certain trusted third parties to perform functions and provide services to our company, such as delivery companies (postal services, tax and accounting services). We will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Compliance with laws. We may collect, use, retain, and share your information if it is necessary to: (a) respond to legal process or to government requests; (b) enforce our agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of our customers, or others.

2. Data Retention

We retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, we may also be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements. We keep your data required for invoicing for 10 years – required by local tax laws.

3. Transfers of Personal Information Outside the EU

We may store and process your information through third-party hosting services in the US and other jurisdictions. As a result, we may transfer your personal information to a jurisdiction with different data protection and government surveillance laws than your jurisdiction. If we are deemed to transfer information about you outside of the EU, we rely on Privacy Shield as the legal basis for the transfer. We

may use cloud services for storing data, such as Microsoft's cloud services (OneDrive) which is Privacy Shield certified.

4. Your Rights

If you reside in certain territories, including the EU, you have rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below:

- Access. You may have the right to access and receive a copy of the personal information we hold about you by contacting us using the contact information below.
- Change, restrict, delete. You may also have rights to change, restrict our use of, or delete your personal information. Except for exceptional circumstances (like where we are required to store data for legal reasons). We will generally delete your personal information upon request.
- Object. You can object to (i) our processing of some of your information based on our legitimate interests and (ii) receiving marketing messages from us after providing your express consent to receive them. In such cases, we will delete your personal information unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- Complain. If you reside in the EU and wish to raise a concern about our use of your information you have the right to do so with your local data protection authority.

5. How to Contact Us

For the purposes of EU data protection law, I, Tomasz Olejnik from Alvitra Design, am the data controller of your personal information. If you have any questions or concerns, you may contact me at info@alvitradesign.com or you may mail me at:

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