Privacy Policy

Online shop www.luxorna.com · as at the date of publication (valid from the date of publication)

1. Data controller

The controller of personal data within the meaning of the GDPR is:

Tomasz Lis, a sole trader operating under the business name Luxorna Tomasz Lis, Czerminek 2H, 63-322 Gołuchów, Poland, tel. +48 456 701 506, e-mail: sales@luxorna.com, Polish tax identification number (NIP) 6991465541, EU VAT number: PL6991465541.

We have not appointed a data protection officer (DPO). For matters concerning personal data please contact: sales@luxorna.com.

2. General information

We process personal data only to the extent necessary to operate the online shop, fulfil orders, respond to enquiries, or on the basis of your consent. Below we inform you about the purposes, legal bases, recipients and retention periods of the data.

3. Visiting the website (server logs)

When you visit the website, the shop's hosting provider automatically processes technical data: IP address, date and time of the visit, page visited, referring page address, browser type and operating system.

Purpose: making the website available, its stability and security. Legal basis: Article 6(1)(f) GDPR (legitimate interest — secure operation of the website).

Retention period: no longer than necessary to ensure the security and stable operation of the website.

4. Orders and performance of the contract

In order to fulfil an order we process: first name and surname, billing address and delivery address, e-mail address, telephone number, order data (goods, prices, personalisation content) and payment information; in the case of businesses also the company name and NIP / EU VAT number.

Purposes: conclusion and performance of the contract of sale, shipping, contact regarding the order, handling of withdrawals and complaints, issuing invoices.

Legal bases: Article 6(1)(b) GDPR (contract); Article 6(1)(c) GDPR (tax, accounting and consumer-law obligations); Article 6(1)(f) GDPR (pursuing claims and defending against them).

Providing data marked as mandatory is necessary to conclude the contract; without them we cannot fulfil the order.

Retention period: contract-related data — until the expiry of limitation periods for claims arising from the contract; invoices and accounting documents — 5 years from the end of the calendar year in which the tax payment deadline expired.

5. Customer account

If you create an account, we store the account data (first name and surname, address, e-mail, telephone, password in encrypted form) and order history.

Legal basis: Article 6(1)(b) GDPR. Retention period: until deletion of the account; for fulfilled orders the periods in section 4 apply. Deletion of the account may be requested at any time by writing to sales@luxorna.com.

6. Contact

If you contact us by e-mail, telephone or via the contact form, we process the data provided (e.g. first name and surname, e-mail, telephone, content of the message) in order to reply to the enquiry.

Legal basis: Article 6(1)(b) GDPR if the enquiry concerns a contract; otherwise Article 6(1)(f) GDPR (legitimate interest — replying to the enquiry) or your consent given in the form (Article 6(1)(a) GDPR).

Retention period: until the matter is concluded, and thereafter for a maximum of 12 months, unless the law requires longer retention.

7. Marketing information by e-mail

We do not operate a newsletter and do not use dedicated software for sending marketing e-mails. The contact form may contain an optional consent to contact for marketing purposes. If you give such consent, we may contact you for marketing purposes on that basis.

Legal basis: Article 6(1)(a) GDPR. Consent may be withdrawn at any time, e.g. by writing to sales@luxorna.com. Retention period: until withdrawal of consent.

8. Cookies and similar technologies

(1) We use essential cookies (e.g. shopping cart, account login, language selection, remembering your cookie choice) without consent, because they are technically necessary to provide the service you request. Legal basis: Article 6(1)(b) and (f) GDPR.

(2) We use other cookies and services (statistics, marketing) only after you have given consent via the cookie banner (Article 6(1)(a) GDPR and the provisions of electronic communications law). In the cookie banner you may accept all cookies (“Accept all”) or, under “Cookie settings”, disable optional cookies and save the settings. A separate “Reject” button is not displayed.

(3) You may withdraw or change your consent at any time using the “Change cookie preferences” link in the website footer. You may also delete or block cookies in your browser; however, without essential cookies purchases will not be possible.

9. Google services

On the shop website we do not use Google Analytics (GA4), Google Ads, conversion tracking, Google Customer Reviews or similar Google tracking tools. We therefore do not process customers’ personal data via such services.

10. Recipients of data

We disclose data only where necessary to perform the contract, where required by law, where you have given consent, or where we use processors (Article 28 GDPR):

- shop hosting and software: Selesto sp. z o.o., Grzebieniowa 16c, 26-600 Radom — as a processor under a data processing agreement (Article 28 GDPR) arising from the terms of the Selesto platform;
- carriers: external courier companies and postal operators — first name and surname, delivery address and — to the extent required by the given carrier for delivery — telephone and e-mail;
- payment operators: PayPro S.A. (Przelewy24), ul. Pastelowa 8, 60-198 Poznań — data necessary to process payments; operators process payment data partly as independent controllers;
- accounting office: inFakt Sp. z o.o., ul. Szlak 49, 31-153 Kraków;
- e-mail / mailbox hosting provider: home.pl sp. z o.o., ul. Zbożowa 4, 70-653 Szczecin;

- public authorities and courts, where required by law.

11. Transfers of data to third countries

When shipping to countries outside the European Economic Area we transfer the first name and surname and delivery address to companies involved in delivery in the destination country, to the extent necessary for delivery (Article 49(1)(b) GDPR).

12. Your rights

On the terms set out in the GDPR you have the right of access to data (Article 15), rectification (Article 16), erasure (Article 17), restriction of processing (Article 18), data portability (Article 20) and the right to withdraw consent at any time without affecting the lawfulness of processing based on consent before its withdrawal (Article 7(3)). Please send requests to sales@luxorna.com.

Right to object (Article 21 GDPR): if we process data on the basis of Article 6(1)(f) GDPR, you may object at any time on grounds relating to your particular situation. An objection to processing for direct marketing purposes may be lodged at any time without giving reasons.

13. Right to lodge a complaint

You have the right to lodge a complaint with a supervisory authority — the President of the Personal Data Protection Office (UODO), ul. Stawki 2, 00-193 Warsaw, Poland. You may also contact the supervisory authority in the Member State of your habitual residence or place of work.

14. Automated decisions and security

We do not take decisions based solely on automated processing, including profiling (Article 22 GDPR). Data transmission on the website is encrypted (TLS/SSL).

15. Changes

We update the privacy policy when our processes or the law change. The version published on the website applies.