

Privacy policy of Kreativia store

I. Information about the Administrator and its processing of personal data

1. The administrator of your personal data is Kreativia spółka z ograniczoną odpowiedzialnością spółka komandytowa in Przeźmierowo (ul. Składowa 10, 62-080 Przeźmierowo), KRS: 0000612393, NIP no. 7811926746, REGON no. 36417921500000.
2. The Administrator operates an online store at www.sklep.kreativia.pl, hereinafter referred to as the Store.
3. Personal data under this Privacy Policy is all information about an individual identified or identifiable by one or more specific factors, including the IP of the device, location data, data obtained from the individual (in particular, name, email address, delivery address, data about the individual's business) to whom it relates, Internet ID and information collected through cookies and other similar technology.
4. Providing personal data for the performance of a contract for the provision of services specified in the Rules of the Store is voluntary, but it is also a condition for the conclusion of the contract. The consequence of not providing personal data will be the inability to conclude a contract and provide services.
5. By the acronym RODO, we mean Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free flow of such data and repealing Directive 95/46/EC.
6. A user under this Privacy Policy is any natural person visiting the Store or otherwise using the services indicated in the Store Regulations.
7. Those who register with the Store are asked to provide the data necessary to create and operate an account. In order to facilitate the service, the User may provide additional data, thereby agreeing to their processing. Such data can be deleted at any time.
8. The Administrator shall exercise due diligence in selecting and applying appropriate technical and organizational measures to ensure the protection of the processed personal data. Only persons duly authorized by the Administrator have full access to the databases.
9. The Administrator shall protect personal data from being made available to unauthorized persons, as well as from being processed in violation of applicable laws.
10. Personal data of Customers processed for marketing and promotional purposes of goods and services offered in the Store and at cooperating entities will be processed by automated means, including profiling. Profiling will consist in analyzing purchases of specific goods made by individual Customers and, on this basis, adjusting the offer of goods presented to Customers by the Store. Customers have the right not to be subject to profiling, including in particular the right to object.
11. Visitors can browse the Store without registering or providing personal information.
12. The store's servers are located in Poland.

II. Purposes and grounds for processing of personal data by the Administrator

1. Personal data will be processed for:
 1. To perform a contract for the provision of services specified in the Terms and Conditions of the Online Store (processing is necessary for the performance of a sales contract to which the data subject is a party, or to take action at the request of the data subject prior to entering into a sales contract - pursuant to Article 6(1)(b) of the RODO);
 2. Fulfillment of a legal obligation incumbent on the Administrator (based on Article 6(1)(c) of the DPA);
 3. Analytical and statistical, consisting of conducting analyses of Users' activities, as well as their preferences in order to improve the functionalities used and services provided (based on Article 6(1)(b) of the DPA);
 4. Marketing and promotion of own and third-party products or services, including personalized ones (the data subject has consented to the processing of his/her personal data for one or more specified purposes - pursuant to Article 6(1)(f) of the RODO);
 5. To assert or secure claims (based on Article 6(1)(f) of the RODO);
 6. newsletter mailing, as well as for marketing and promotional purposes of goods and services offered in the Store, as well as with entities cooperating with the Store (the basis for processing personal data is Article 6(1)(f) RODO - the legitimate interest of the personal data administrator resulting from the Customer's subscription to the newsletter, as well as consisting of direct marketing).

2. User's activity in the Store, including his/her personal data, may be recorded in system logs. The information collected in the logs is processed in connection with the provision of services. The Administrator also processes them for technical purposes - in particular, data may be temporarily stored and processed to ensure the security and proper functioning of IT systems, e.g. in connection with making security copies, testing changes in IT systems, detecting irregularities or protecting against abuse and attacks.

III. Processing time for personal data

1. As a general rule, data are processed for the duration of providing the service or fulfilling the order, until the withdrawal of the consent given or until an effective objection is made to the processing of data in cases where the legal basis for data processing is the legitimate interest of the Administrator, in particular:
 1. with regard to data processed for the purpose of proper handling and execution of placed online orders - for the duration of the order and after its execution, until the expiration of the period of limitation of claims arising from the concluded sales contract. If the law requires that the data be stored for a longer period, then the data will be stored until the expiration of this period.
 2. with regard to data processed for marketing and promotional purposes of goods and services offered in the Store and cooperating entities - until the moment the Customer exercises his/her rights resulting in the cessation or restriction of data processing, in particular until the moment of objecting to data processing for marketing purposes or withdrawal of consent to data processing, if the processing results from the consent granted.
 3. with regard to data processed for the purpose of responding to a question asked in the contact form - for the time necessary to prepare and provide this response.
2. The processing period may be extended if the processing is necessary for the establishment, investigation or defense of possible claims, and thereafter only if and to the extent required by law. After the expiration of the processing period, the data shall be irreversibly deleted or anonymized.

IV. Recipients of data

1. In connection with the performance of services, personal data will be disclosed to external entities, including in particular suppliers responsible for the operation of IT systems, entities such as banks and payment operators, entities providing accounting, legal, auditing, consulting, courier services. Customers' personal data may be disclosed and made available to recipients or third parties, which may be entities to which the personal data controller entrusts the processing of personal data, under and on the basis of entrustment agreements and in accordance with the requirements of Article 28 of the RODO, as well as entities authorized by law.
2. If the User's consent is obtained, his data may also be shared with other entities for their own purposes, including marketing purposes.
3. In connection with the controller's use of codes/scripts, among others, in the form of Google Analytics, Facebook, AT Internet, Pixel Facebook, Google Ads, Hotjar, Youtube, JivoChat, there is a possibility that the Customer's personal data processed for marketing and promotional purposes of goods and services offered in the Store, will be transferred to a third country - the United States of America, based on the decision of the European Commission (the so-called Privacy Shield) stating that the United States of America provides an adequate level of protection of personal data. Customers are entitled to obtain from the administrator a copy of personal data transferred to a third country.
4. If the customer chooses the option of electronic online payment for purchases, the customer's personal data (name, surname, address, e-mail) will be made available to the operator of the electronic online payment system Dotpay Sp. z o.o. Wielicka 28 b, 30-552 Krakow, only for the purpose necessary to ensure proper handling of the online payment process.

V. Cookies Policy

1. The store uses so-called "cookies" - computer data recorded by web servers on the customer's terminal device, which can then be read by web servers at each connection with the customer's terminal device.
2. Cookies (so-called "cookies") are computer data, in particular text files, which are stored on the Store User's terminal equipment and are intended for the use of websites

Store's websites. Cookies usually contain the name of the website they come from, the time they are stored on the end device and a unique number.

3. The entity placing cookie files on the Store User's end device and accessing them is the Store operator: Kreatyvia spółka z ograniczoną odpowiedzialnością spółka komandytowa in Przeźmierowo.
4. Cookies are used for:
 1. adapting the content of the Store's websites to the User's preferences and optimizing the use of the websites; in particular, these files allow for the recognition of the Store User's device and appropriate display of the website, tailored to his individual needs;
 2. creating statistics, which help to understand how the Store's Users use the websites, which allows to improve their structure and content
 3. maintaining the session of the Store User (after logging in), thanks to which the User does not have to re-enter his/her login and password on each sub-page of the Store;
5. The Store uses two main types of cookies: "session cookies" and "permanent" (persistent cookies).
 1. "Session" cookies are temporary files that are stored on the User's terminal device until the User logs out, leaves the website or shuts down the software (web browser).
 2. "Permanent" cookies are stored in the User's terminal device for the time specified in the parameters of the cookies or until they are deleted by the User.
6. The following types of cookies are used within the Store:
 1. "indispensable" cookies, enabling the use of services available within the Store, e.g. authentication cookies used for services requiring authentication within the Store;
 2. cookies used to ensure security, e.g. used to detect abuse of authentication within the Store;
 3. "performance" cookies, which allow collecting information about the use of the Store's websites;
 4. "functional" cookies, which allow "remembering" the User's chosen settings and personalizing the User's interface, e.g. with regard to the chosen language or region of origin of the User, font size, appearance of the website, etc;
 5. "advertising" cookies, allowing to provide Users with advertising content more tailored to their interests.
7. In many cases, web browsing software (Internet browser) allows cookies to be stored on the User's terminal device by default. Users of the Store can change their settings regarding cookies at any time. These settings can be changed, in particular, in such a way as to block the automatic handling of cookies in the settings of the web browser or inform about their placement on the Store User's device each time. Detailed information on the possibility and methods of using cookies is available in the settings of your software (web browser).
8. The Shop operator informs that restrictions on the use of cookies may affect some of the functionality available on the Shop's websites.
9. Cookies placed on the Store User's terminal device and may also be used by advertisers and partners cooperating with the Store operator.
10. More information about cookies is available at <http://wszystkooociasteczkach.pl/> or in the "Help" section of your web browser menu.

VI. User Privileges

1. You have the right to access the content of your data, obtain a copy of your data, the right to rectification, erasure, restriction of processing, the right to data portability, the right to object to the processing of your data on the basis of the legitimate interest of the Administrator or to processing for direct marketing purposes, the right to withdraw your consent at any time without affecting the lawfulness of the processing (if processing is based on consent) that was performed on the basis of consent before its withdrawal.
2. The right to rectify data is exercised with respect to the User who has an account in the Store or is included in the newsletter list by allowing him/her to edit data after logging in.
3. A user with an account in the Store has the right to delete it, in turn, a user on the newsletter list has the right to be removed from the list.

4. In order to delete an account in the Store, send an e-mail with the title "Account cancellation", and in order to remove from the newsletter list, send an e-mail with the title "Newsletter cancellation" to the address: rodo@kreativia.pl. The message must be sent from the email address that is assigned to the account on Kreativia/Store or included in the newsletter list. The customer can also unsubscribe from the newsletter by clicking on the appropriate link in the newsletter message and unchecking the option to receive the newsletter in his/her customer account on the Store (if he/she has one). Resignation from the account or removal of the email address from the newsletter list is not equivalent to deletion of personal data.
5. If the processing of personal data is deemed to violate the provisions of the RODO or other data protection laws, the data subject may file a complaint with the President of the Office for Personal Data Protection.
6. A request for the exercise of the rights of data subjects, can be submitted in writing or by email to the contact information of the Controller indicated below.
7. The request should, as far as possible, indicate precisely what the request concerns. In particular, what right the requester wants to exercise and what processing the request concerns.
8. If the Administrator is unable to determine the content of the request or identify the requester based on the notification made, it will ask the requester for additional information.
9. Applications will be responded to within one month of receipt. If it is necessary to extend this period, the Administrator will inform the applicant of the reasons for such extension.
10. The response will be provided to the e-mail address from which the application was sent, and in the case of applications sent by letter, by regular mail to the address indicated by the applicant, unless the content of the letter indicates a desire to receive feedback to the e-mail address (if such an e-mail address is provided).

VII. Administrator's contact information

1. Contact with the Administrator is possible through the email address: rodo@kreativia.pl or the mailing address of Kreativia spółka z ograniczoną odpowiedzialnością spółka komandytowa in Przeźmierowo, 10 Składowa Street, 62-080 Przeźmierowo.

VIII. Rules for changing the privacy policy

1. The policy is continuously reviewed and updated as necessary. Current version as of 15.02.2022.