

PRIVACY POLICY

Last updated: 29.08.2024

At Snuglytots®, operated by ZAMEK TRADE SP Z O O ("we", "us", "our"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, snuglytots.com (the "Site"), and purchase our products.

1. Information We Collect

- **Personal Identification Information:** When you make a purchase or sign up for our newsletter, we collect personal information such as your name, email address, mailing address, phone number, and payment information.
- **Non-personal Identification Information:** We may collect non-personal identification information about you whenever you interact with our Site. Non-personal identification information may include the browser name, the type of computer, and technical information about your means of connection to our Site, such as the operating system and the Internet service providers used.
- **Cookies and Tracking Technologies:** We may use cookies, web beacons, tracking pixels, and other tracking technologies to collect information about your activities on our Site.

2. How We Use Your Information

We use the information we collect for various purposes, including to:

- **Process Transactions:** We use your information to process your orders and manage your account.
- **Improve Customer Service:** Your information helps us to respond more effectively to your customer service requests and support needs.
- **Send Periodic Emails:** We may use your email address to send you information and updates pertaining to your order, as well as occasional company news, updates, related product or service information, etc.
- **Improve Our Site:** We use the feedback you provide to improve our product offerings and website functionality.
- **Personalize User Experience:** We may use information in the aggregate to understand how our users as a group use the services and resources provided on our Site.

3. Legal Basis for Processing Personal Data

We collect and process your personal information based on the following legal grounds:

- **Performance of a Contract:** To fulfill our contractual obligations to you, such as processing your orders.
- **Consent:** Where you have given us your explicit consent.
- **Legitimate Interests:** For purposes such as improving our services and enhancing customer experience.
- **Compliance with Legal Obligations:** To comply with legal requirements.

4. How We Protect Your Information

We adopt appropriate data collection, storage, and processing practices, and security measures to safeguard your personal information. Despite these efforts, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Sharing Your Information

We do not sell, trade, or rent your personal identification information to others. We may share information with third-party service providers to help us operate our business and the Site or administer activities on our behalf, such as processing payments, sending out newsletters, or conducting surveys. These third parties are obligated to keep your information confidential and use it only for the services they provide to us.

6. Your Rights

Under the GDPR, you have various rights in relation to your personal data, including:

- **Right to Access:** You can request copies of your personal data.
- **Right to Rectification:** You can request correction of any inaccurate or incomplete data.
- **Right to Erasure:** You can request deletion of your personal data, subject to certain conditions.
- **Right to Restrict Processing:** You can request that we restrict the processing of your personal data in certain circumstances.
- **Right to Data Portability:** You can request that we transfer your data to another organization, or directly to you, under certain conditions.
- **Right to Object:** You can object to the processing of your personal data under certain conditions.
- **Right to Withdraw Consent:** Where we rely on your consent to process your data, you have the right to withdraw consent at any time.

To exercise any of these rights, please contact us at letstalk@snuglytots.com.

7. Retention of Data

We will retain your personal data only for as long as necessary to fulfill the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

8. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to track activity on our Site and hold certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site. For detailed information on the cookies we use and the purposes for which we use them, see our Cookie Policy.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Any changes will be posted on this page with an updated date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions about this Privacy Policy, the practices of the Site, or your dealings with us, please contact us at:

- Email: letstalk@snuglytots.com
- Address: Osiedle Handlowe 5, 31-935 Kraków, Polska

Thank you for trusting Snugly Tots with your personal information.