

Privacy Policy – ZAMO SHOP SRL

We respect your privacy and are committed to protecting the personal data of our customers in accordance with the General Data Protection Regulation (GDPR).

1. Data Controller

The data controller is:

ZAMO SHOP SRL

Str. Cernisoara nr. 96D, Sector 6, Bucuresti 061016, Romania

CUI: RO36905922

Reg. Com: J2017000202402

EUID: ROONRC.J40/202/2017

Email: info@greeno.ro

2. Personal Data We Collect

We may process the following categories of personal data:

- Identification and contact details (name, billing and shipping address, phone number, email address)
- Order details (products purchased, order value, date and time of order)
- Payment information (payment method, transaction identifiers – we do not store full card details)
- Delivery information (courier details, tracking number)
- Communication data (messages and correspondence with our customer support)

3. Purposes and Legal Basis of Processing

We process personal data for the following purposes:

- To process and fulfill your orders (legal basis: performance of a contract)
- To provide customer service, warranty and return handling (legal basis: performance of a contract, legitimate interest)
- To comply with legal and tax obligations, including invoicing and accounting (legal basis: legal obligation)
- To prevent fraud and ensure security of our services and marketplace accounts (legal basis: legitimate interest)

4. Data Storage and Retention

We store personal data only as long as necessary for the purposes listed above, and as required by applicable law, including tax and accounting regulations. After the retention period expires, data will be securely deleted or anonymised.

5. Data Sharing

We may share your personal data with the following categories of recipients:

- Courier and logistics partners for delivery of your order
- Payment service providers and financial institutions involved in processing your payment
- Online marketplaces and platform providers (such as Allegro) through which an order is placed
- IT, hosting and technical service providers who support our infrastructure

All partners are required to comply with GDPR and process data only on our instructions and for the defined purposes.

6. International Transfers

As a rule, we do not transfer your personal data outside the European Economic Area. If such a transfer is necessary, it will be carried out in accordance with GDPR requirements and with appropriate safeguards.

7. Your Rights as a Data Subject

You have the following rights in relation to your personal data:

- Right of access – to obtain confirmation whether we process your data and to receive a copy
- Right to rectification – to correct inaccurate or incomplete data
- Right to erasure – to request deletion of your data, where legally possible
- Right to restriction of processing – in specific situations defined by law
- Right to data portability – to receive your data in a structured, commonly used format
- Right to object – to processing based on legitimate interest

To exercise these rights, please contact us at: **info@greeno.ro**.

8. Complaints

If you believe that your data protection rights have been violated, you may lodge a complaint with your local Data Protection Authority or the competent authority in Romania.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on the platform or provided upon request.