

Seluxit Webshop

Personal Data
Version 23 April 2020

We record and disclose the personal information needed to deliver the item to you.

We also cooperate with a number of other companies that store and process data. Companies only process information on our behalf and may not use it for their own purposes.

Personal data categories

If you shop with us, we collect your:

Name and contact details. First name and surname, email address, delivery address, billing address, phone number, bank details, payment details.

Login details. Login names and passwords. We have no access to the actual password.

Purpose of processing personal data

The information is used only for the following purposes:

Processing orders for products ordered via our website.

Customer support. To provide customer service and prevent any problems when fulfilling a purchase agreement, we will process your personal data on the basis of the necessary fulfilment of these agreements.

Protection, security and dispute resolution. We may also process data out of legitimate interest, to ensure the protection and security of our systems and customers, detect and prevent fraud, resolve disputes and enforce our agreements on the basis of legitimate interest.

Improving services. We use data to continuously improve our services and systems, including adding new features, and also to make informed decisions through the use of pooled analysis and business intelligence, all on the basis of our legitimate interest derived from the freedom of business and on the basis of the need to improve the services provided for competitive success. To ensure a sufficient protection of your rights and interests, we anonymise your personal data as much as possible while using it to improve our services.

Communication. We use the data that is collected to communicate with you and to adapt it for each individual. For example, we may contact you to give you the current status of your request, order or return or get more information from you about it, or notify you that you need to take action to keep your account active.

If you have permitted cookies on your web browser, we will process records of behavior from the cookies located on the websites operated by Seluxit to ensure better operation of the Seluxit website. Further information on the what data we collect, and process can be found at: Seluxit privacy notice

Personal data security

Your personal data is transmitted to us in encrypted form. We use the SSL (secure socket layer) technology. We secure our websites and other systems using technical and organizational measures against the loss and destruction of your data, unauthorized access to your data or its modification or dissemination.

We require our processors to prove compliance of their systems with the GDPR. We only work with data processors in the EU or in countries that can provide your information with adequate protection.

Access to your customer account is only possible after entering your personal password. In this context, we would like to draw your attention to the fact that you must not share your access data with third parties and after finishing your activity in your customer account, always close the window of your web browser, especially if you are using a public computer. Seluxit is not liable for the misuse of passwords.

Please note that we will never ask you for your personal details through email, nor would we ask you to send your personal details to us through email.

Duration of processing

We process and store personal data

- for the period necessary to ensure all rights and obligations arising from the purchase
- for the period in which Seluxit is obliged as the controller to store it in accordance with generally binding legislation. Accounting documents, such as invoices issued by Seluxit, are archived according to law for 5 years from being issued.

Sharing your information

We record and disclose the personal information needed to deliver the item to you and do not share your information with any 3. party unless strictly required for the processing of your order. Shipping details are sent to our shipping provider Shipmondo and payment information is sent to our payment provider Bambora for the processing of your order. Those companies only process information on our behalf and may not use it for their own purposes.

Your rights

If you believe the information we have on you is inaccurate, you have the right to have it corrected. In some cases, we have an obligation to delete your personal data if you request it. It can, for example, be if your data is no longer needed for the purpose for which we were going to use it. You may also contact us if you believe that your personal data is being processed in violation of the law. You can write to us at: [gdpr_info@seluxit.com]