Privacy notice

My Lux Paw s.r.o. · www.myluxpaw.sk

1. Identification of the controller

The controller of the personal data is:

Business name	My Lux Paw s.r.o.
Registered office	Vendelínska 51/49, 900 55 Lozorno, Slovak Republic
Company ID	44 986 459
VAT ID	SK2022939743
E-mail	info@myluxpaw.sk
IBAN	SK35 0200 0000 0039 4197 1259
E-shop	www.myluxpaw.sk
Telephone number	+421 948 750 884
Registered in the Business Register	of the District Court Bratislava I, Section Sro, Insert no. 61861/B

(hereinafter "My Lux Paw")

My Lux Paw processes personal data under the conditions specified below, in compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter "GDPR"), and with Act No. 18/2018 Coll. on the Protection of Personal Data and on the Amendment and Supplementation of Certain Acts (hereinafter "Law").

My Lux Paw has not appointed a data protection officer under the Law, but the customer (hereinafter also "data subject") is entitled to contact My Lux Paw through the contact details above to exercise his or her rights under the Law.

2. The processing of personal data for specific purposes

a. Purchasing goods in the e-shop, delivering the goods, handling complaints

My Lux Paw processes the following personal data:

i. for the purposes of purchasing goods in the e-shop and delivering them, the following personal data of the customer: first name, surname, telephone number, e-mail address, address, where applicable the business name, company ID and VAT ID, details of the purchased goods and details of the payment for the goods (the payment method, the amount paid, the date and status of the payment),
ii. for the purposes of handling complaints, in addition to the data in point (i), details of the claimed goods and the details the customer gives when making the complaint.

The lawful basis for the processing of the personal data is:

i. for the purchase of goods in the e-shop and their delivery to the customer, § 13(1)(b) of the Law – the processing is necessary for the performance of the contract of sale of goods in the e-shop,
ii. for handling complaints, § 13(1)(c) of the Law – the processing is necessary for compliance with My Lux Paw's legal obligation in connection with handling complaints.

The recipients of the personal data are the following persons or categories of persons:

- the operator of the GoPay payment gateway, which processes payments by card, via internet banking, Apple Pay and Google Pay,
- the operator of the Shipmall warehouse, which packs and ships the food, and the courier and shipping companies delivering the goods to the customer (GLS, Packeta, the post),
- the provider of the SuperFaktura invoicing system, in which the invoices are issued,
- the hosting and e-mail provider Websupport, on whose servers the e-shop runs,
- servicing partners, suppliers, insurance companies, external legal representation, other authorities in consumer proceedings, shipping companies in connection with handling complaints,
- financial administration bodies, tax advisers and auditors, if necessary for compliance with My Lux Paw's legal obligations.

The personal data under this point are processed and stored during the performance of the contract of sale and during the warranty period for the delivered goods.

B. Registration and operation of the e-shop

My Lux Paw processes the following personal data for the purposes of registration and operation of the e-shop: first name, surname, telephone number, e-mail address, address and order history. If the customer signs in with his or her Google account, My Lux Paw receives the customer's name and e-mail address from Google; My Lux Paw never sees the password of the Google account.

The lawful basis for the processing is § 13(1)(b) of the Law – the processing is necessary for the performance of the contract, i.e. to ensure the registration in the e-shop and the operation of the e-shop.

The recipients of the personal data are the following persons or categories of persons:

- the e-shop operator and persons authorised by it,
- Google Ireland Limited, when signing in with a Google account and when protecting the registration and cash-on-delivery orders against automated abuse (the reCAPTCHA service).

The personal data under this point are processed and stored for the duration of the customer's registration in the e-shop. The customer may close the account at any time.

C. Customer support by telephone and e-mail

My Lux Paw processes the following personal data of customers for the purposes of providing support by telephone and e-mail: first name, surname, telephone number, e-mail address, address, order history (if the customer is registered).

The lawful basis for the processing is § 13(1)(b) of the Law – the processing is necessary for the performance of the contract, i.e. to provide support to the customer.

The recipients of the personal data are the following persons or categories of persons:

- the e-shop operator and persons authorised by it.

The personal data are processed and stored during the warranty period of the purchased goods.

D. Food reorder reminder

If the customer chooses a reminder after ordering food, My Lux Paw sends him or her one e-mail at the chosen time with that food and the option to order it again. For this purpose it processes the e-mail address, the name, the details of the ordered food and the chosen reminder date.

The lawful basis for the processing is § 13(1)(a) of the Law – the consent of the customer, who chose the reminder. The customer may withdraw the consent at any time with the link in every reminder e-mail or by e-mail to info@myluxpaw.sk.

The recipients of the personal data are the e-shop operator and persons authorised by it, and the hosting and e-mail provider Websupport.

The personal data under this point are processed until the reminder is sent or the consent is withdrawn.

e. Cookies and traffic measurement

The e-shop uses the necessary cookies without which it does not work (signing in, the shopping cart, the protection of forms and remembering the chosen language, currency and cookie consent). The lawful basis for their use is § 13(1)(f) of the Law – My Lux Paw's legitimate interest in the functioning of the e-shop.

For a customer who is not signed in, the e-shop keeps the shopping cart for 30 days from its last change with the functional cookie `cart_keep`. It contains only a random code; the e-shop keeps only its fingerprint with the cart, not the code itself. The cookie is deleted when the customer empties the cart, signs in or starts an online payment. No consent is required for this purpose (§ 13(1)(f) of the Law).

Other cookies – statistics (Google Analytics) and marketing (Google Tag Manager with the Facebook pixel, Optimonk, Google Ads) – are used only with the customer's consent given in the cookie bar (§ 13(1)(a) of the Law). The customer may change or withdraw the consent at any time in the cookie settings in the page footer.

My Lux Paw manages the cookie consent itself, without an outside service. The customer's browser remembers the choice for 12 months in the necessary cookie `cc`; then the e-shop asks again. To prove the consent (Article 7(1) GDPR), the e-shop records with every choice its identifier, the time, the choice for each category, the version of the bar's text, the language, the type of device and an irreversible fingerprint of the IP address – not the IP address itself. It keeps the record for 3 years from the choice (§ 13(1)(c) of the Law).

The recipients of the data from cookies are, according to the consent given, Google Ireland Limited, Meta Platforms Ireland Limited and the operator of the Optimonk service. With the services of Google and Meta, data may be transferred to the USA under the EU-U.S. Data Privacy Framework.

The data from cookies are stored for the period stated for each cookie in the Cookie declaration.

f. Enforcement of My Lux Paw's claims

My Lux Paw processes the following data for the purposes of enforcing its claims: details stated in contracts or orders with customers and suppliers, details stated in complaints, details required for bringing an action by My Lux Paw, details stated in an action against My Lux Paw, details kept in the accounts and other details required in connection with enforcing claims or defending the interests of My Lux Paw.

The lawful basis for the processing is § 13(1)(f) of the Law – the processing is necessary for the purposes of My Lux Paw's legitimate interests. My Lux Paw's legitimate interest is the protection of its property and the protection against unjustified claims against My Lux Paw.

The recipients of the personal data are the following persons or categories of persons:

- courts, public administration bodies, legal representatives, tax advisers and other professional advisers.

The personal data are processed and stored for the duration of any litigation and during the limitation period in which claims may be brought against My Lux Paw or in which My Lux Paw may bring its

own claims.

g. Compliance with My Lux Paw's legal obligations

My Lux Paw processes the personal data stated in points a) to f) for the purposes of compliance with My Lux Paw's legal obligations.

The lawful basis for the processing is § 13(1)(c) of the Law – the processing is necessary for compliance with legal obligations (e.g. the Accounting Act, the Act on Value Added Tax, the Income Tax Act, the Consumer Protection Act, etc.).

The recipients of the personal data are the following persons or categories of persons:

- tax advisers, auditors, courts and public administration bodies.

The personal data are processed and stored for the period required by the respective law.

3. The data subject's rights

The data subject has the right to:

a. request access to his or her personal data from the controller (§ 21 of the Law),
b. rectification of his or her personal data (§ 22 of the Law),
c. erasure of his or her personal data (§ 23 of the Law),
d. restriction of the processing of his or her personal data (§ 24 of the Law),
e. object to the processing of his or her personal data (§ 27 of the Law),
f. the portability of his or her personal data (§ 26 of the Law),
g. withdraw his or her consent if the personal data are processed on the basis of consent (§ 14 of the Law),
h. file a petition to start proceedings under § 100 of the Law with the Office for Personal Data Protection of the Slovak Republic (dataprotection.gov.sk),
i. information whether the provision of personal data is a statutory or contractual requirement or a requirement necessary to conclude a contract, whether the data subject is obliged to provide the personal data, and the possible consequences of not providing them,
j. information about the existence of automated individual decision-making, including profiling, under § 28(1) and (4) of the Law,
k. information if the protection of his or her personal data has been breached (§ 41 of the Law).

The data subject may exercise these rights by contacting My Lux Paw – the contact details are stated in Article 1.