

PRIVACY POLICY

Privacy Policy

The provision of personal data is completely voluntary, as well as your consent to process it. All personal data provided to us is processed only to the extent and for the purpose you agreed to. If, however, you decide not to provide us with the necessary information along with the consent to process your data, unfortunately we will not be able to complete your order.

Please keep in mind that you have the right to update or completely remove your personal data anytime. You can do it on your own or in case you need assistance, we are always here to help you.

Our company adheres to a restrictive policy of personal data protection. The information you provide us with is secure and we make every endeavor to increase the security level year by year. We believe that familiarizing yourself with our privacy policy will help you feel confident about entrusting your personal data and that shopping at Looks-by-Luks.com will be an enjoyable experience.

I. Data Controller

The Data Controller (hereinafter referred to as DC) of Looks-by-Luks.com, therefore responsible for the safety of your personal data is:

Marcin Luks, Haffnera 42, 81-708 Sopot

EU VAT ID: PL584574603

II. Data protection system

The DC has taken steps in an effort to comply with the EU GENERAL DATA PROTECTION REGULATION ("GDPR") as set forth by the Council of the European Union and European Parliament, which became enforceable May 25, 2018, regarding the collection, use, transmission, processing, and retention of personal identifiable data of natural persons from European Union member countries. The GDPR is meant to strengthen the security and protection of personal data and to harmonize data protection laws throughout the EU.

The most important elements of the personal data protection system used include:

1. SSL certificate, using a 256-bit cipher key, which guarantees encrypted communication between your computer and Looks-by-Luks.com.
2. We gather and process only essential personal data, which is retained for as little time as necessary. We need your separate consent for any activity not related to the execution of the purchase contract.
3. To guarantee the security of your personal information the access to your data is granted only to individuals authorized and trained in data protection.
4. The Looks-by-Luks.com IT system and the company's internal procedures meet all standards of personal data protection.

Thus, the DC has complied with all statutory duties regarding personal data protection.

III. Personal data, purpose and storage time

A. REGISTRATION

During the registration process we ask you to provide all the information necessary to create an account at Look-by-Luks.com, so you will not be wasting time filling in the order form every time you make a purchase.

Moreover, a registered client has access to their purchase history and can verify their order's status when logged in. A registered client can also access their account to correct, add or completely remove the data from Looks-by-Luks.com on their own.

During the registration process, you will be asked to provide:

1. First and last name – essential for issuing sales document and addressing the parcel later on;
2. Address (street, house number / or house and flat number, zip code and city) – essential for addressing the parcel;
3. Email address – essential for logging in and receiving communication related to using Looks-by-Luks.com;

4. Telephone number - necessary in case of selecting certain delivery methods (required by carriers)

The data is stored for 5 years from the last login.

B. PLACING AN ORDER

When you place an order we ask you to provide the information needed to complete the order, part of which, in case of registered and logged clients, is automatically downloaded from the data provided during the sign-up process.

When placing an order, you will be asked to provide:

1. First and last name or company / institution name – essential for issuing a sales document and addressing the parcel;
2. Address (street, house number / or house and flat number, zip code and city) – essential for addressing the parcel;
3. Email address – essential for logging in and receiving communication related to using Looks-by-Luks.com;
4. Telephone number - necessary (required by carriers) when certain delivery methods are selected.

If, when placing an order, the Customer selects a different delivery address than provided upon registration or used for previous orders, they will be asked to provide additional information:

1. First and last name or company / institution name – essential for issuing a sales document and addressing the parcel;
2. Address (street, house number / or house and flat number, zip code and city) – essential for addressing the parcel;
3. Telephone number - necessary in case of selecting certain delivery methods (required by carriers)

If, when placing an order, the Customer selects a different address for issuing a sales document than provided upon registration or used for previous orders, they will be asked to provide additional information:

1. First and last name or company / institution name – essential for issuing a sales document and addressing the parcel;
2. Address (street, house number / or house and flat number, zip code and city) – essential for issuing a proof of purchase

The data provided when placing the order are processed by the DC of Looks-by-Luks.com and the enumerated entities within the following scope:

1. First and last name, address, telephone number, email address appointed as a delivery address shall be provided in a form of label/waybill to one of the transport companies listed below, depending on the selected shipment type:
 - a) Poczta Polska SA headquartered in Warsaw (National Court Register No. (KRS): 0000047237, EU VAT ID: PL5250007313)
 - b) DHL Express (Poland) Sp. z o.o. headquartered in Warsaw (NCR No.: 0000028368, EU VAT ID: 5270022391, REGON: 01200540700000)
 - c) General Logistics Systems Poland Sp. z o.o. headquartered in Głuchów (NCR No.: 0000005009, EU VAT ID: PL785-15-16-831)
2. First and last name, address, VAT Identification Number indicated as the data that shall be included in a sales document transmitted to the accounting system:
 - a) INFAKT SP Z O O (NCR No.: 0000325203, EU VAT ID: 9452121681, REGON: [PM3] [ML4] 120874766)

In case of selecting an external payment system to pay for the order, any data provided on the payment operator's website is registered only in their database, therefore is not in any way accessible or stored on the Looks-by-Luks.com's end.

3. Looks-by-Luks.com works with the following payment operators:

a) PAYLANE SP. Z O.O., ul. Norwida 4, 80-280 Gdańsk, NCR No.: 0000227278, REGON: 220010531, EU VAT ID: PL586-214-10-89

Use of this site requires personal data processing of a client in the following matter: first name and last name, phone number, e-mail, billing address. Data will be processed by: Data Controller of Looks-by-luks.com in a way that is crucial to agreeing on a contract, as well as its fulfillment. Transaction data, in that personal data, can be transferred for the benefit of PayLane Sp. z o.o. located in Gdańsk at Norwida 4, zip code: 80-280, KRS: 0000227278, on the terms that it will be beneficial on in service connected to order payments. A client has the right to see the content of his data and any corrections made to it. Sharing of information is voluntary, however, at the same time it is crucial to using this site.

The data is stored for 5 years from the end of the calendar year subsequent to the year in which the sales document was issued, in accordance with applicable provisions regulating the storage time of accounting documents.

C. MARKETING

In the event of your subscription to our newsletter, be it during the registration process or when placing the order, and your agreeing for receiving further communication we only ask you to provide an email address to which commercial information from Looks-by-Luks.com will be sent. You can always opt out from the emails by logging into your account in Looks-by-Luks.com or by clicking in the unsubscribe link located in the footer of each newsletter.

The email address, first name, last name, number of orders placed and their values, telephone number and delivery address are forwarded to and processed by the following company that offers tools for sending emails:

a) Mailchimp, c/o The Rocket Science Group, LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308, USA, US EIN: 58-2554149

D. MAIL CORRESPONDENCE

In case we are given personal data that is not essential for us to fulfill the contract or a legal obligation, e.g. in correspondence with us, in the contract withdrawal, guarantee or warranty forms, such information will be immediately deleted or anonymized and will not be processed.

Therefore, we ask you not to provide us with personal information and data we do not explicitly ask for and which are not relevant for the fulfilment of the contract or legal obligation.

IV. Cookies – Your personal data

Cookies are files, in particular text files, that contain small pieces of IT data. They are stored on the Looks-by-Luks.com Customer's web browsing device.

Looks-by-Luks.com uses two basic types of web cookies: session cookies and persistent cookies. Session cookies are temporary files stored on the Customer's web browsing device until they log out of their account, exit the website or close the software application (website browser). Persistent cookies are stored on the Customer's web browsing device for the time specified in the cookies' parameters or until the Customer removes them.

The types of web cookies used by Looks-by-luks.com include:

1. "Essential" cookies that enable the use of services available at Looks-by-Luks.com; e.g. authentication cookies used for services that require authentication;
2. Security cookies used to ensure safety, by way of, e.g. identifying potential authentication abuse at Looks-by-Luks.com;
3. "Performance" cookies that allow for collecting information on how the Looks-by-Luks.com pages are being used;
4. "Functional" cookies that allow for "remembering" User's settings and personalizing the Looks-by-Luks.com interface;
5. "Advertising" cookies that allow for providing ads that suit User's interests.

In many cases, web browsing software (web browser) allows storage of cookies by default.

If you do not agree for storing cookies on your device, you can block them in your browser settings. The instruction on how to do this can be found in the browser's help section. Unfortunately, we cannot guarantee proper functioning of the Looks-by-Luks.com website if you decide to block our cookies.

If you accept cookies to be stored on your device but would like to remove them after visiting Looks-by-Luks.com, you can do this without any risk and information on how to do this can be found in your browser's help section.

A. Looks-by-Luks.com (server)

The IT system used by Looks-by-Luks.com automatically logs the data related to the device you use for connecting to Looks-by-Luks.com. The data is stored for statistical purposes only and relates to: device type, operating system, web browser type, screen resolution, color depth, IP address, Internet Service Provider, or entry address at Looks-by-Luks.com. The information is used only for optimizing Looks-by-Luks.com in order to ensure the best possible experience for its users.

The information is never linked to the data provided by the User (see part III) and are only used for statistical analysis and system error correction mechanisms.

Looks-by-Luks.com uses servers provided by OVH sp. z o.o., headquartered in Wrocław (NCR No.: 0000220286; EU VAT ID: PL8992520556) and software provide by Shoplo sp. z o.o., headquartered in Warsaw (00-189) at ul. Inflancka 4C (NCR No.: 417586, EU VAT ID: PL5213630420). The companies do not have direct access to personal data, and they do not process it in any way.

The data is processed for 24 months from the last activity.

B. Looks-by-Luks.com (cookies)

Looks-by-Luks.pl uses cookies, that is text files stored on your device, in order to enable Looks-by-Luks.com to recognize you and adjust Looks-by-Luks.com to your needs.

Looks-by-Luka.pl uses cookies to:

1. Remember your login activity on our Site (the session lasts 30 minutes from the last activity, after which the cookie is removed);

2. Remember your shopping cart contents (the session lasts 30 days from the last activity, after which the cookie is removed);
3. Remember your display preferences at Looks-by-Luks.com (the session lasts 30 days from the last activity, after which the cookie is removed);
4. Create statistics and the Looks-by-Luks.com performance viewing reports (the session lasts 30 days from the last activity, after which the cookie is removed);
5. Personalize the look of Looks-by-Luks.com by displaying products the store's algorithm considers interesting for you on the basis of the products you bought, put in the basket, searched in the store, as well as similar products based on their authors, producers, category, but never linked directly to your personal data. (the session lasts 30 days from the last activity, after which the cookie is removed);

C. Google Analytics (cookies)

Google Analytics uses cookies, that is text files installed on your device, in order to enable Looks-by-Luks.com to analyze traffic sources and how the visitors use the website.

Google collects data on its servers obtained from the cookies placed on devices and uses this information to create reports and provide other services related to the traffic and internet usage.

Google can also transfer this information to third parties if required by law or as far as the third parties process such data on behalf of Google.

The information is never linked to the data provided by the User (see part III) and is only used for statistical analysis and system error correction mechanisms.

The data is processed for 12 months from the last activity, after which the cookie is removed.

D. Google AdWords (cookies)

Google Analytics uses cookies, that is text files stored on your device, in order to enable Looks-by-Luks.com to assess the accuracy and effectiveness of advertising activity of the AdWords network.

Google collects data on its servers obtained from the cookies placed on devices and uses this information to create reports and provide other services related to the traffic and internet usage.

Google can also transfer this information to third parties if required by law or as far as the third parties process such data on behalf of Google.

The information is never linked to the data provided by the User (see part III) and is only used for statistical analysis and system error correction mechanisms.

The data is processed for 12 months from the last activity, after which the cookie is removed.

E. Third party cookies

Looks-by-Luks.com uses scripts and software components that are delivered by its business partners and hosted on their servers. Such cookies may include the data necessary for the partner to provide the service delivered to Looks-by-Luks.com or other data, not mentioned in the privacy policy.

Looks-by-Luks.com carefully selects its business partners, however, cannot assume responsibility for their cookies policy. Hence, we recommend verifying each one of our partners on your own to decide whether you accept their cookies.

Looks-by-Luks.com uses the scripts of the following partners:

1. Google Inc., headquartered in Mountain View (CA, USA)
2. Facebook Inc., headquartered in Menlo Park (CA, USA)

V. Privacy and safety policy of the Looks-by-Luks.com partners

Looks-by-Luks.com selects its business partners very carefully and verifies the links to other websites, which are placed at Looks-by-Luks.com, with

equal attention. Looks-by-Luks.com, however, is not responsible for the standard and privacy policy applied by the owners, operators or administrators of these websites. That is why we recommend verifying each one of our partners on your own to decide whether you wish to provide them with your personal data.

Google – <https://www.google.pl/intl/pl/policies>

Facebook – <https://www.facebook.com/about/privacy/cookies>

VI. Transferring your personal data

In certain situations, where applicable law requires the Data Controller to transfer collected data to state authorities, Looks-by-Luks.com will provide such data.

With the exception of such situations, your personal information - to the extent permitted by law on the basis of separate data processing agreements - are provided to specific entities solely and in connection with the Data Controller's legal or contractual obligation. The categories of entities that may receive such data include: advertising agencies, banks, accounting offices, IT service providers, delivery service companies, logistics companies, payment institutions, carriers.

In the event of such a transfer, Data Collector concludes with these entities appropriate data processing agreements, guaranteeing the highest standard of protection, confidentiality and security of personal data, as well as their usage solely for the purpose of fulfilling the Data Collector's contractual or legal obligation.

VII. Changing privacy policy on Looks-by-Luks.com

Looks-by-Luks.com reserves the right to change the privacy policy if required by applicable law, in case the technological conditions of Looks-by-Luks.com change or the change introduces a higher standard than the minimum required by law.

Looks-by-Luks.com will notify about each such change by email (sent to the email address provided during the registration process).

The current version of the privacy policy will always be available at:
<https://looks-by-luks.com/page/privacy-policy>

VIII. Your rights

In accordance with applicable regulations in relation to your personal data you have the right to:

1. Refuse or limit personal data processing;
2. Object to the processing of personal data;
3. Access personal data;
4. Correct or delete personal data;
5. Transfer personal data;
6. Withdraw the consent for personal data processing;
7. Make a complaint to the supervisory authority.

The rights are non-transferable and cannot be restricted. We are always happy to provide you with help and information, whereas some of the aforementioned rights can be exercised by yourself.

IX. Contact

Looks-by-Luks.com contacts you by sending the communication at the email address you provided and in certain situations we may also use your phone number. Should you have any questions or doubts regarding our privacy policy and the security of your personal data we encourage you to contact us at:

kontakt@Looks-by-Luks.pl

In case you would like to update or delete your personal data, if you cannot or do not wish to do this on your own, please contact us at:

kontakt@Looks-by-Luks.pl

The mail correspondence regarding the above-mentioned matters can also be addressed to:

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POLAND

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