

Privacy Policy

Privacy Policy

Privacy Policy

Please read the entire Privacy Policy carefully before using the site. By submitting any information through the website or to the website, you consent to the collection, processing, and storage of your information as described in the Privacy Policy.

Goldess processes your personal data in accordance with the provisions of the (EU) 2016/679 General Data Protection Regulation (GDPR), the EU-U.S. Privacy Shield, and applicable local data protection laws.

Types of Personal Information Used by Goldess

- Your contact details – name, address, mobile phone or telephone number, email address
- Your IP address
- Purchase details, such as payment method and transaction number
- Order history
- Customer service information – all communication and correspondence between you and customer service
- In exceptional cases, additional details necessary for your identification, such as your identity card
- In extraordinary cases, a photograph or video if you wish to participate in a raffle, campaign, or other events
- Goldess reserves the right to send satisfaction surveys to customers, participation is optional
- Goldess does not process or store data about your credit card or other payment instruments.

Legal Basis for Processing

- Goldess processes your data to the extent necessary for the performance of a contract.
- Goldess processes your data in compliance with tax, financial, and other applicable local laws.

Purpose of Data Processing

Your data is processed for the following purposes:

- To ensure accurate and correct fulfillment and delivery of your order.
- To maintain clear and precise communication regarding the status of your order.
- To enforce product guarantees within the warranty period.
- For customer satisfaction and loyalty programs.
- To comply with tax and accounting laws, for reporting and accounting sales.
- In exceptional cases, Goldess may process additional personal data to prevent fraud or identity theft.
- In exceptional cases, Goldess may process additional personal data, such as photographs or videos, for participation in various campaigns or games, if the customer wishes to participate.
- For sending promotional materials and newsletters, with the customer's consent.

Duration of Storage of Your Personal Data

Goldess retains your personal information shared during registration for as long as your registration is valid.

Goldess stores your data from production to delivery and for the duration specified in the Refund Policy for possible returns and warranty enforcement, but no longer than two years or the duration of the warranty.

If additional data is requested for identification purposes, it will be stored for the period required by legal obligations.

Personal data collected for participation in campaigns, promotions, and other games will be stored for a specific period, which will be communicated to the participant.

Other Users of Your Personal Data

Goldess will not share your personal data with third parties except when required by law or for the operational needs listed below:

- Goldess will provide your name, address, and phone number to the delivery courier.
- The delivery time is typically 2-5 business days depending on the shipping partner. Every partner notifies customers via SMS of the expected delivery date.
- In exceptional cases, Goldess may need to confirm your personal data with payment service providers to prevent fraud or identity theft.
- Goldess will provide necessary personal data to accounting, tax service providers, and public authorities when required by law.

Your Rights Regarding Your Personal Data

At any time, you have the right to:

- Access your personal data processed by Goldess and receive a copy of it.
- Request the deletion of your personal data (right to be forgotten), if you feel that further use of your data is no longer necessary for its original purpose. Please note that this may not be possible if the retention period is required by a specific law.
- Request correction of your personal data if it is inaccurate.
- To exercise these rights, simply send your request via message on our website or to our customer service email at info@goldess.hu. We will respond to you promptly.
- If you feel that your privacy rights have been violated (in the cases listed below), you have the right to file a complaint with the supervisory authorities.

Recommendations for Protecting Your Personal Data

- Keep your password confidential and do not share it with third parties.
- If you are using a public computer (e.g., in a library or internet café), make sure you log out of your account before shutting down the computer.
- Goldess guarantees that it will not share your information with others except for the previously mentioned third parties.
- Goldess guarantees that users do not need to disclose their passwords to use the site.
- Goldess guarantees that users will not need to disclose credit card or other payment data. Reject any such requests by phone, email, or chat.

If anyone contacts you with such a request, please immediately contact Goldess and inform them.

How Do We Protect Your Personal Data?

Goldess ensures that all administrative, technical, and physical measures are in place to protect your data against any illegal or unauthorized damage, access, disclosure, or misuse.

Goldess applies internal ethical rules for processing personal data, and our employees have undergone specialized training to understand the basic obligations related to GDPR compliance.

Our website and systems are protected by technical and organizational measures against the destruction, harm, access, modification,

or disclosure of personal data. Despite regular checks, complete protection against all risks cannot be guaranteed.

Who is Responsible for Processing Your Personal Data?

All legal entities within the Goldess group operate under joint supervision according to Article 26 of the GDPR (EU) 2016/679.

All legal entities within the Goldess group process customers' personal data in accordance with the agreement made with the customer. They collect the same personal data and process it only for the purposes described in the Privacy Policy. Goldess ensures that all group companies protect your personal data with the same technical and organizational measures.

.....EV

Registration number:

Tax number:

Address:

ugyfelszolgalat@eliteekszer.hu

+36 30 849 9055