



Privacy Policy of the Done Bodycare Store

I. General information

This document defines the rules of the Privacy Policy in the online store available at www.donebodycare.com, as well as through a dedicated application launched on mobile devices. The administrator of this store is a company under the name Done Bodycare Limited Liability Company with its registered office in Niedźwiadach 5, 88-420 Rogowo, registered in the Register of Entrepreneurs of the National Court Register kept by the District Court in Bydgoszcz, 13th Commercial Division of the National Court Register under KRS number: 0000779072, NIP: 5621810904, REGON: 38292964200000, share capital in the amount of PLN 5,000 (hereinafter: "Administrator"). Capital letters have the meaning given to them in the Done Bodycare Store Regulations.

Personal data collected by the Administrator are processed in accordance with the provisions of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27/04/2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46 / WE (general regulation on data protection) (Journal of Laws UE L 119, p. 1), hereinafter referred to as: "GDPR".

The Administrator makes special efforts to protect the privacy and information provided to him regarding the Store's Customers. The administrator with due diligence selects and applies appropriate technical measures, including programming and organizational measures, ensuring protection of the data being processed, in particular, protects the data against unauthorized disclosure, disclosure, loss and destruction, unauthorized modification, as well as against their processing in violation of applicable law.

The addressees of the Electronic Services available in the Store are not persons under 16 years of age. The administrator does not provide for the deliberate collection of personal data about people under 16 years of age.

II. Personal data controller

The administrator of personal data is:
DONE BODYCARE Limited Liability Company
Niedźwiady 5, 88-420 Rogowo

In the matter of personal data, the Customer may contact the Administrator by means of:

- e-mail: help@donebodycare.com,
- traditional post office: Niedźwiady 5, 88-420 Rogowo

III. Purposes and legal grounds for the processing of personal data

The administrator processes the personal data of customers for the following purposes and scope:

- taking action before concluding the contract for Electronic Services at the request of the Customer (eg setting up an Account), ie data provided in the registration form, such as an



e-mail address and an established password; in order to provide Electronic Services that require the creation of an Account, we process the Customer's data provided in the Account (legal basis: Article 6 (1) (b) of the GDPR - processing for the purpose of performing a contract);

- in order to provide Electronic Services available in the Store that do not require the purchase of Goods or the creation of an Account (e.g. browsing the Store's pages, searching for Goods), we process personal data regarding the Customer's activity in the Store, i.e. data on the Goods viewed, user ID, operating system, browser, location and IP address; providing some data is a condition for using individual Electronic Services; the consequence of not providing this data is the inability to provide certain Electronic Services; apart from the data marked as obligatory, providing other personal data is voluntary (legal basis: Article 6 (1) (b) of the GDPR - processing for the purpose of performing the contract; Article 6 (1) (f) of the GDPR - the Controller's legitimate interest);
- in order to perform the Sales Agreement (e.g. delivery of the ordered Goods), we process the personal data provided by the Customer when purchasing the Goods, such as name and surname, e-mail address, address details, telephone number, tax identification number (for Entrepreneurs), payment data (legal basis: Article 6 (1) (b) of the GDPR - processing for the performance of a contract);
- in order to provide commercial information regarding the Store's offer (newsletter), we process the Customer's email address (Article 6 (1) (a) of the GDPR - consent of the data subject);
- in order to keep statistics on the use of individual functionalities available in the Store, to facilitate the use of the Store and to ensure its IT security, we process personal data of Customers' activity in the Store and the amount of time spent on each of the Store's subpages, search history, location, IP address, user ID, data regarding the web browser and the operating system (Article 6 (1) (f) of the GDPR - legitimate interest of the Administrator);
- in order to establish, investigate and enforce claims and defend against claims in court proceedings and other authorities, we may process the Customer's personal data provided when purchasing the Goods or during Registration and other data necessary to prove the existence of a claim or which result from a legal requirement, court order or other legal procedure (Article 6 (1) (f) of the GDPR - legitimate interest of the Administrator);
- in order to consider complaints, complaints and requests and answer questions from customers, we process personal data provided by the customer in the contact form, complaints, complaints and requests, or in order to answer questions contained in a different form and some personal data provided to the customer in the Account, as well as data on the Order, the Goods and other provided Electronic Services which are the cause of the complaint, complaint or request, as well as data contained in the documents attached to the complaint, complaint and application (legal basis: Article 6 (1) (b) of the GDPR - processing in order to perform the contract; art.6 par.1 lit.f GDPR - legitimate interest of the Administrator);
- for the purpose of marketing the Goods and Electronic Services, we process data on the Customer's activity in the Store, which are recorded and stored via cookies, in particular, Order history, search history, clicks in the Store, login and registration dates, customer history and activity related to communication with the Administrator; details on this type of activities in the Store can be found in the records regarding cookies (Article 6 (1) (f) of the GDPR - legitimate interest of the Administrator);
- in order to investigate the market and customer opinions by the Administrator or its partners, we process data such as information about the Order, Customer data provided when purchasing the Goods, information about the Electronic Services used, data provided in the Account or when using Electronic Services, e-mail address; data collected as part of market and opinion research are not used by the Administrator for advertising purposes; detailed instructions will be provided in the information about a given survey or at the place where the



Customer enters his data (Article 6 (1) (a) of the GDPR - consent of the data subject; Article 6 (1) (f) of the GDPR - legitimate interest of the Administrator);

- in order to perform tax and accounting obligations, counteract fraud and money laundering and for other purposes resulting from legal obligations, we process data on the identity and activity of the Customer in the Store, as well as data on Orders (legal basis: Article 6 (1) (a) c GDPR - processing necessary to meet the legal obligations imposed on the Administrator).

IV. Categories of personal data

The administrator processes the following categories of personal data:

- contact details (eg email address, telephone number);
- data on activity in the Store;
- data on the Orders placed, including data on the identity of the customer
- data on complaints, complaints and requests;
- data collected in the course of marketing activities.

V. Voluntary provision of personal data

Providing personal data by the Customer about him is voluntary, but it is a prerequisite for the possibility of making purchases in the Store and for the provision of certain Electronic Services by the Administrator via the Store.

VI. Time of data processing

Personal data will be processed for the period necessary to perform Orders, Electronic Services, marketing activities and other services performed for the Customer. Personal data will be deleted in the following cases:

- when the data subject asks for their removal or withdraws the consent granted, unless further processing of such data is necessary for other purposes or legitimate interests of the Administrator;
- when the data subject does not take action for more than 10 years (inactive contact);
- after receiving information that the stored data is out of date or inaccurate.

Some data in the field of: e-mail address, name and surname, may be stored for the next 3 years for evidence purposes, considering complaints, complaints and claims related to Sales Agreements and Electronic Services provided in the Store - these data will not be used for purposes marketing. Data on Orders, Sales Agreements, Electronic Services, contests and loyalty programs will be stored for a period of 6 years from the end of the tax year in which the event causing the collection of data occurred. We store data on customers who are not logged in for a period of time corresponding to the life cycle of cookies stored on devices or until they are deleted in the customer's device.

VII. Recipients of personal data

We provide clients' personal data to the following categories of recipients:



- state authorities, e.g. the prosecutor's office, the Police, PUODO, the President of UOKiK, if they request it from the Administrator,

service providers that we use to run the Store, for example in order to complete the Order or perform Electronic Services. Depending on contractual arrangements and circumstances, these entities act on our behalf or independently define the purposes and methods of personal data processing. The list of suppliers is available on the Store's website at the link: <https://donebodycare.com/cookie-policy>

VIII. Rights of the data subject.

Based on the GDPR, the customer has the right to:

- request access to your personal data;
- request rectification of your personal data;
- request removal of your personal data;
- requests to limit the processing of personal data;
- object to the processing of personal data;
- requests to transfer personal data.

The administrator, without undue delay - and in any case within one month of receiving the request - provides the Customer with information about the actions taken in connection with the request. If necessary, the monthly period may be extended by another two months due to the complex nature of the request or the number of requests. In any case, the Administrator will inform the Customer about such extension within one month of receiving the request, stating the reasons for the delay. The implementation of the Customer's rights in the field of personal data concerning him may take place using the following e-mail address: help@donebodycare.com The right to access personal data (Article 15 of the GDPR).

The customer has the right to obtain information from the Administrator whether his personal data is being processed.

If the Administrator processes the Customer's personal data, he has the right to:

- access to personal data;
- obtain information about the purposes of processing, categories of personal data processed, recipients or categories of recipients of these data, the planned period of data storage or the criteria for determining this period, about the rights under the GDPR and the right to lodge a complaint with the supervisory authority, about the source of this data, on automated decision making, including profiling, and on the security measures used in connection with the transfer of such data outside the European Union;
- obtain a copy of your personal data.

The right to rectify personal data (Article 16 of the GDPR)

If the Customer's personal data is incorrect, the Customer has the right to request the Administrator to correct it immediately. The customer also has the right to request the Administrator to supplement his personal data. If the Customer has registered, he may correct and complete his personal data himself after logging in to the Store. The right to delete personal data, the so-called "The right to be forgotten" (Art. 17 GDPR).

The customer has the right to request the Administrator to delete their personal data when:



- personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- The customer withdrew his consent to the extent that personal data was processed on the basis of this consent;
- the personal data has been unlawfully processed;
- The customer has objected to the processing of personal data for direct marketing purposes, including profiling, to the extent that the processing of personal data is related to direct marketing;
- The customer has objected to the processing of personal data in connection with the processing necessary to perform a task carried out in the public interest or the processing necessary for the purposes of the legitimate interests pursued by the Administrator or a third party.

Despite submitting a request to delete personal data, the Administrator may process the Customer's personal data further in order to establish, assert or defend claims about which the Customer will be informed.

The right to submit a request to limit the processing of personal data (Article 18 of the GDPR).

The customer has the right to request the restriction of the processing of your personal data when:

- The customer questions the correctness of his personal data - the Administrator will limit the processing of the Customer's personal data for a period allowing for the verification of the correctness of this data;
- when the processing of personal data is unlawful, and instead of deleting personal data, the Customer demands restriction of personal data processing;
- the Customer's personal data are no longer needed for the purposes of processing, but they are needed to establish, assert or defend claims;
- when the Customer objected to the processing of his personal data - until it is determined whether the legitimate interests of the Administrator override the grounds indicated in the objection.

The right to object to the processing of personal data (Article 21 of the GDPR).

The customer has the right to object at any time to the processing of his personal data, including profiling, in connection with:

- processing necessary to perform a task carried out in the public interest or processing necessary for purposes arising from legitimate interests pursued by the Administrator or a third party;
- processing for direct marketing purposes.

The right to request the transfer of personal data (Article 20 of the GDPR).

The customer has the right to receive from the Administrator personal data concerning him in a structured, commonly used and machine-readable format and to send them to another personal data administrator.

The customer may also request the Administrator to send his personal data directly to another administrator (if technically possible).

IX. The right to withdraw consent



The customer may withdraw the consent granted to the Administrator to process his personal data at any time. Withdrawal of consent to the processing of personal data does not affect the lawfulness of the processing carried out on the basis of this consent before its withdrawal. If the Customer wants to withdraw consent to the processing of specific personal data, he should use the appropriate settings in the Account (if available) or submit his request to the e-mail address: help@donebodycare.com.

X. Complaint to the supervisory authority

If the Customer believes that the processing of his personal data violates the GDPR or other applicable law, he has the right to lodge a complaint with the supervisory body, in particular in the Member State of his habitual residence, place of work or place of the alleged violation. In Poland, the supervisory body within the meaning of the GDPR is the President of the Personal Data Protection Office (PUODO).

XI. Use of cookies

a. When browsing the Store, cookies are used, i.e. small text information that is saved on the Customer's end device in connection with the use of the Store. Their use is aimed at the correct operation of the Store.

b. The cookies used by the Administrator are safe for the Customer's devices. In particular, it is not possible for viruses or other unwanted software or malware to enter the Customer's devices this way. These files allow to identify the software used by the customer and adjust the store to his needs.

c. The administrator uses two types of cookies: i. Session cookies: they are stored on the Customer's device and remain there until the end of the browser session. The saved information is then permanently deleted from the memory of the Customer's device; ii. persistent cookies: they are stored on the Customer's device and remain there until they are deleted. Ending a browser session or turning off the device does not delete them from the Customer's device.

d. The administrator uses cookies for the following purposes:

- Store configuration;
- creating statistics that help to understand how Customers use the Store, which allows improving its structure and content through analytical tools;
- determining the interests of the customer in order to display messages tailored to his needs regarding the Store's offer (personalization of marketing communication with the customer);
- popularizing the Store using the social networking site www.facebook.com and other similar websites;

e. A detailed list of entities whose cookies may be used when using the Store is available on the Store's website at the link: <https://donebodycare.com/cookie-policy>

f. The customer may independently and at any time change the settings for cookies, specifying the conditions for their storage and access to the customer's device via cookies. Changes to the settings referred to in the previous sentence can be made by the Customer using the web browser settings or by using the service configuration. These settings can be changed in particular in such a way as to block the automatic handling of cookies in the web browser settings or inform about their every posting on the Customer's device. Detailed information on the possibilities and methods of handling cookies is available in the software settings (e.g. of the web browser);

g. The customer may delete cookies at any time using the functions available in the web browser or the customer's device;

h. Restricting the use of cookies may affect some of the functionalities available in the Store.