

DESIGNED BY JOAN

PRIVACY STATEMENT

Clear information about how personal data is processed.

This text has been prepared as practical online-store content based on the known company details. Before publication, verify that all online-store, payment, cookie and fulfilment services actually used correspond with this statement.

1. Who is responsible?

Designed by Joan processes the personal data required to operate the online store, fulfil orders, provide customer service and maintain statutory records. For privacy-related questions, please contact designedbyjoanapparel@gmail.com.

2. What personal data do we process?

Depending on your contact with us or your order, we may process information including your name, delivery and billing address, email address, telephone number, order details, payment status, correspondence and technical data required for the operation and security of the online store. We do not request more data than is reasonably necessary.

3. Why do we process this data?

We use personal data to process and deliver orders, administer payments, maintain contact with customers, handle returns and complaints, prevent fraud and abuse, and comply with statutory record-keeping obligations. We use personal data for marketing only where a valid legal basis exists.

4. Payments, production and shipping

To fulfil an order, necessary data may be shared with parties involved in payment, production, fulfilment, shipping, hosting or online-store technology. Part of the collection may be produced on demand. These parties receive only the data required for their task and are independently responsible for their processing where the law so provides.

5. Retention periods

Personal data is not retained for longer than necessary for the purpose for which it was collected, unless a statutory retention obligation requires a longer period. Administrative data forming part of the tax records is retained for the period required by law.

6. Security

Designed by Joan takes appropriate organisational and technical measures to protect personal data against loss, unauthorised access, alteration or misuse. However, no digital system can guarantee absolute security.

7. Your privacy rights

To the extent permitted by the General Data Protection Regulation (GDPR), you may request access to, correction or erasure of your data, restriction of processing, data portability, or object to certain processing. You may also withdraw consent previously given. Before acting on a request, we may ask for information to reasonably verify your identity.

8. Cookies and external services

The online store may use functional and analytical cookies and - where consent is required - marketing cookies or similar technologies. External online-store, payment and fulfilment services may also process data in accordance with their own privacy terms. The website's specific cookie settings determine which technologies are actually active.

9. Complaint concerning personal data

If you have a privacy complaint, please contact Designed by Joan first so that we can assess it. You retain the right to lodge a complaint with the competent data protection authority.

10. Amendments

This Privacy Statement may be amended when the online store, the services used or legislation changes. The most recent version will be published on the website.

CONTACT

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Chamber of Commerce no. 86690965

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