

Privacy policy

§ 1. General Provisions

This Privacy Policy sets out the rules for the collection, processing and protection of personal data of persons using the website available at <https://studiogladkosci.pl> (hereinafter referred to as the “Website”) and the services offered via the Website.

The controller of personal data is **STUDIO GŁADKOŚCI SP. Z O.O.**, with its registered office at **ul. Markowska 6 / 104, 03-742 Warsaw, Poland**, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw, XIV Commercial Division of the National Court Register, under **KRS number 0001219446**, **REGON 543804287**, **NIP 1133191181** (hereinafter referred to as the “Controller”).

The Controller is responsible for the processing of personal data in connection with the use of the Website and the provision of services offered through it.

The Controller may be contacted in matters related to personal data processing:

- by e-mail: **studiogladkosci@gmail.com**
- by post: **STUDIO GŁADKOŚCI SP. Z O.O., ul. Markowska 6 / 104, 03-742 Warsaw, Poland**

The Controller processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR) and applies appropriate technical and organisational measures to ensure the security of personal data, including protection against unauthorised access, loss, destruction or unlawful modification.

§ 2. Scope of Processed Personal Data

Depending on the manner of using the Website, the Controller may process the following personal data of Users:

- first name and last name,
- date of birth,
- telephone number,
- e-mail address,
- content of messages sent via contact forms or other communication channels,
- in the case of a request for a VAT invoice — company data, including company name, address and NIP number.

Providing personal data is voluntary, however it may be necessary in order to use certain functionalities of the Website or to receive services.

§ 3. Purposes and Legal Bases for Processing Personal Data

The Controller processes Users' personal data for the following purposes:

1. enabling the use of the Website functionalities and providing services, including electrolysis treatments and cosmetic consultations — based on the performance of a contract or actions taken at the request of the User prior to entering into a contract
(Article 6(1)(b) GDPR);
2. concluding and performing service agreements, including handling reservations and settlements
(Article 6(1)(b) and (c) GDPR);
3. fulfilling legal obligations incumbent on the Controller, in particular those arising from tax and accounting regulations
(Article 6(1)(c) GDPR);
4. handling enquiries, requests and correspondence sent by Users
(Article 6(1)(f) GDPR — legitimate interest of the Controller);
5. establishing, pursuing or defending potential legal claims
(Article 6(1)(f) GDPR);

6. conducting statistical analyses and improving the quality of services and the functioning of the Website
(*Article 6(1)(f) GDPR*);
 7. sending commercial and marketing information by electronic means or by telephone — only on the basis of the User's separate and voluntary consent
(*Article 6(1)(a) GDPR and relevant provisions of Polish law*).
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§ 4. Processing of Special Categories of Data (Health Data)

Due to the nature of the services provided, the Controller may process special categories of personal data, including data concerning the User's health.

Such data is processed solely for the purpose of:

- performing treatments,
- providing cosmetic consultations,
- maintaining individual client documentation.

The legal basis for processing health data is the User's explicit consent
(*Article 9(2)(a) GDPR*).

Providing health data and granting consent is voluntary; however, failure to provide such data or consent may make it impossible to perform the service. Consent may be withdrawn at any time, without affecting the lawfulness of processing carried out prior to its withdrawal.

§ 5. Users' Rights

The User has the right to:

- access their personal data and obtain a copy thereof,
- request rectification or completion of personal data,
- request erasure of personal data where there are no legal grounds for further processing,

- request restriction of processing,
 - object to the processing of personal data, including for marketing purposes,
 - data portability,
 - withdraw consent at any time,
 - lodge a complaint with the supervisory authority, in particular the President of the Personal Data Protection Office (PUODO).
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§ 6. Recipients of Personal Data

Personal data may be disclosed to:

- authorised employees and collaborators of the Controller,
- entities providing IT, accounting, legal, marketing or hosting services — only to the extent necessary to perform their services,
- public authorities, where required by applicable law.

As a rule, the Controller does not transfer personal data outside the European Economic Area (EEA).

§ 7. Data of Minors

The Website is not intended for persons under 16 years of age. The Controller does not knowingly process personal data of such persons.

§ 8. Data Retention Period

Personal data is stored:

- for the duration of the contract and thereafter — in accordance with limitation periods for claims (no longer than 6 years),
- for accounting and tax purposes — for the period required by law (generally up to 5 years),
- where processing is based on consent — until the consent is withdrawn,

- where processing is based on legitimate interest — until the purpose is achieved or an objection is raised.
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§ 9. Cookies

The Website uses cookies to ensure proper operation, conduct statistical analyses and improve functionality.

Cookies are small text files stored on the User's device. The User may manage or disable cookies through the settings of their web browser. Limiting the use of cookies may affect certain functionalities of the Website.

The Website may use both session cookies and persistent cookies. Cookies may also be used for marketing and analytical purposes, including displaying content tailored to User preferences.

§ 10. Changes to the Privacy Policy

The Controller reserves the right to amend this Privacy Policy. The current version of the document is always published on the Website.