

PRIVACY POLICY

This privacy policy will explain what data we collect when you use our website, how we collect them and what purpose we process your data for, your data protection rights and how to contact us.

The data controller responsible for processing your data in terms of the European General Data Protection Regulation (GDPR) when you use the Around playground online shop is:

Around playground – Andrea Manzano Gonzalez
4, rue Pierre Joseph Redoute
L2435 Luxembourg
Luxembourg

Therefore, “we,” “us,” as used hereinafter shall mean Around playground – Andrea Manzano Gonzalez as the operator of the Around playground online shop.

For further details about us and contact details, please refer to our legal details.

What data, how we collect them, how we use them.

You directly provide us with most of the data we collect, for example when you register for an account, you place an order on our website, you get in touch with us (records of the communication), or you voluntarily complete a customer survey or provide feedback.

We also collect automatically transmitted technical information about your device when you use our website.

To learn more, you can read this section which explains how we use your data, what categories or personal data are processed, and the legal basis for the processing.

A. To process your order

We collect the following data:

- Personal identification information (title, name, address, phone number, email address, date of birth, customer number).
- Payment information (e.g. transaction reference, transaction date). We use Stripe provided by Stripe Inc. and PayPal provided by PayPal (Europe) S.à r.l. et Cie, S.C.A. as a payment service providers and they collect various types of personal data as specified in their privacy policy on the following links: [Stripe link](#), [PayPal link](#).
- Delivery address
- Order information (order number, what product you order, such as item numbers and size and to what address they are to be delivered, shippers’ tracking numbers).

- Details on returns and complaints (e.g. reasons for return, notice of defects).

We collect this data so that we can:

- Process your orders and deliver you the purchased products and keep you informed about the status of your order.
- Manage returns, complaints, and warranty issues.
- Manage payments made by credit card, bank transfer or other means.
- To be able to carry out identification and age verification.
- To be able to carry our address verification.

Reason for collecting your data: performance of the purchase contract and taking steps prior to entering a contract.

B. To manage your account.

In the case or registration, in addition to data listed in the point A (data collected in the case of the purchase), we also collect the following data:

- The data related to your account (e.g. order data, wish lists contents, products you have viewed, your preferences for payment methods, delivery service provides etc.).
- Login and password.
- Purchase history.

We collect this data so that we can:

- Manage your account.
- Provide you with a secure access to your account.
- Provide with a requested service.

Reason for collecting your data: processing is necessary in order to satisfy your and our interest in managing your user account and the performance of the contract.

C. To provide you with customer service.

We collect the following data:

- Name.
- Depending on the channel you use, the contact details (e.g. your email address or phone number).
- Order or invoice number relating to the order you are inquiring about.
- Contents of your message. Telephone conversations are not recorded.
- Communication data.

These data will only be used for the purpose of verification and processing of your inquiry.

We collect this data so that we can:

- Process your concerns, requests or complaints.

- Communicate to you non-promotional communication such as safety information, technical support etc.

Reason for collecting your data: legitimate interest, the processing is necessary to satisfy yours and our interest to provide you with sufficient customer service and the performance of contract.

D. To market our products and to inform you about products we think you might like.

We collect the following data:

- Your account information.
- Your purchase history.
- User generated data (e.g. clicking and visiting history).
- Information on how you use our website.
- Information on your device.

We collect this data so that we can:

- Provide you with relevant marketing messages and product recommendations via email or social media advertising.
- Remind you about abandoned shopping carts or save shopping lists to simplify future purchases or similar measures.
- Compile and send you our newsletter with new products, offers, promotions or news.

Reason for collecting your data: legitimate interest to market our products.

If you subscribe to our newsletter or select to receive communication from us, the reason for collecting your data will be your consent.

Please, be informed, you can unsubscribe from our newsletter anytime.

E. To optimize and enhance our offer and services.

We collect the following data:

- Personal identification information (in the case, we need to contact you personally).
- User generated data (e.g. clicking and visiting history).
- Purchasing data.
- Information on returns.
- Information on how you use our website.
- Information on your device.
- Your comments, feedback, product reviews, recommendations, and communication with us.

We collect this data so that we can:

- Perform actions for internal statistical purposes and market research purposes.

- Develop and improve our website.
- Develop and improve our services.
- Develop and improve our product range.
- Improve our logistical flows, planning and forecasting.

Reason for collecting your data: legitimate interests of ours to evaluate, develop and improve our offer.

F. To ensure our website and services work properly.

We collect the following data:

- Information about your visit (time and date of visit included).
- Information on your browser and operating system used (type and versions, time zone settings, browser plug-in types and versions, language settings, operating system, and platform).
- Internet protocol (IP) address used to connect your computer to the Internet.
- Information about your computer, mobile phone or other devices you use and connection information and connection information.
- Address of the accessed website and of the accessing website.
- Last visited page from where you were redirected to a page of the Around playground online shop via a link.
- Content of the request (addresses and names of the requested files).
- Error messages, if applicable.

We collect this data so that we can:

- Improve our site and ensure the site is secure and works across multiple platforms.
- Keep track of your preferences when using our site and improve our site to optimise your shopping experience.
- Display our website to you and provide you with the content and functions of our website.
- Ensure stability and safety of our website.

Reason for collecting your data: legitimate interests of ours.

G. To prevent and detect crime.

We collect the following data:

- Personal identification information
- Your account information.
- Your purchase history.
- Your payment history.
- User generated data (e.g. clicking and visiting history).
- Information on your device.
- Internet protocol (IP) address used to connect your computer to the Internet.

We collect this data so that we can:

- Confirm your identity.
- Prevent unauthorized logins to user accounts.
- Investigate or prevent fraudulent transactions and suspected money laundering.

Reason for collecting your data: legitimate interest in preventing abuse.

H. To fulfil our legal obligation related to accounting and civil law.

We collect the following data:

- Personal identification information
- Your account information.
- Your purchase history.
- Your payment history.
- Communication data.
- User generated data (e.g. clicking and visiting history).
- Information on your device.
- Internet protocol (IP) address used to connect your computer to the Internet.

We collect this data so that we can:

- Comply with any requirements imposed on us by law, court order or administrative decisions, including disclosure to law or tax enforcements agencies and authorities or pursuant to legal proceedings.
- Share data with regulatory and other official bodies if they make formal requests.
- Meet regulatory and tax requirements.
- Communicate product alarms and product recalls to clients.

Reason for collecting your data: processing is necessary for compliance with a legal obligation.

Cookies

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. Cookies cannot execute any programs or transmit viruses to your computer.

For further information, visit allaboutcookies.org.

How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in.
- Understanding how you use our website.

- Monitoring and analysing the performance, operation and effectiveness of our (Wix's) platform.
- Ensuring our platform is secure and safe to use.
- Making our website more user-friendly.
- Offering you with interesting information.
- Digital marketing.
- Getting relevant marketing messages across to you.

Reason for collecting your data: your consent.

What types of cookies do we use?

Our website uses first-party cookies which includes session cookies, only in use for the duration of an online visit, as well as long-term cookies. In particular, long-term cookies are used in order to be able to provide you, the customer, with permanently recurring settings in the online shop, such as information individually tailored to your needs, in order to improve ease of use and to present you with personalized offers based on your previous purchases.

Each of these cookies serves a purpose and can be classified in one the following groups:

- **Essential cookies** – these cookies are used for security reasons, to indicate the system from which the site was rendered, for monitoring, for anti-fraud reasons, for system effectiveness and stability measurements, to identify logged in site members, in connection with user login and for cookie banner parameters.
- **Functional cookies** – we use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

In this [link](#) you will find a complete list of cookies our Wix website is using along with their description, type and period of storage.

In addition to the above we use third party cookies, which include:

- **Google Analytics:** Our website uses the web analysis function “Google Analytics” provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (“Google”). Cookies generated by Google Analytics help us analyse and improve the usability of our website. Since Google uses pseudonymous use profiles and anonymizes your IP address, we cannot identify a user and determine how you used our website. You can find in this [link](#) further information regarding Google Analytics Privacy Policy, including the information how to opt-out of such analysis.
- **Google AdWords:** Our website uses the AdWords conversion tracking and AdWords remarketing services of Google. AdWords remarketing services allows us to show you tailored ads on Google partner websites based on the products you are most interested in and AdWords conversion tracking allows us to define customer actions (e.g. clicks, view and purchases) to measure the effectiveness of our advertisement. Both of these services use cookies to function and you can find in this [link](#) further

information regarding Google Advertising Policy, including the information how to control advertising cookies.

- **Facebook:** Our website use “Facebook Pixel” of the social network Facebook, a service of Facebook Inc., 1601 Willow Road, Menlo Park, California 94025, USA (“Facebook”). Facebook Pixel has the similar utility as Google AdWords, which is presenting customized ads based on your interests and measure the effectiveness of these ads. However, Facebook Pixel allows us to display these ads in the social networks that are owned by Facebook Inc. (Facebook and Instagram). You can find in this [link](#) all information regarding Facebook Privacy Policy, including the information how to control Facebook’s use of cookies.

How to manage cookies?

You can set your browser not to accept cookies. The website [allaboutcookies.org](https://www.allaboutcookies.org) (<https://www.allaboutcookies.org/manage-cookies/>) tells you how to remove cookies from your browser. However, in few cases, some of our website features may not function as a result. If you opt out of customized advertising, Google or Facebook will only display general ads that are not selected based on your collected access data. Please, refer to above mentioned links for more information how to manage cookies.

Newsletter

We would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out later.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for direct marketing purposes, you can unsubscribe via the unsubscribe link which is found in every newsletter or send us an e-mail to info@aroundplayground.com.

How do we store your data and for how long?

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you.

Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our website adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We keep your data for 3 years afterwards your purchase or any customer service request from you to comply with legal requirements.

Once this period is expired, we will delete your data.

We will remove any data we are not obliged to store to comply with legal obligations for the above-mentioned period as soon as we have no legitimate interest in storing such data or this data is not anymore essential to provide our services.

With whom will your data be shared?

We will share your data:

- If we are under a duty to disclose or share your personal data to assert, exercise, or defend legal claims, and there is no reason to assume that you have an overriding legitimate interest in your data not being shared.
- If sharing is necessary for compliance with a legal obligation if we are required to provide information to a public authority.
- If we believe that an emergency, illegal activity, or some other reasonable basis exists for notifying the relevant authority.
- If sharing is permitted by law and necessary to perform a contract with you or take steps at your request prior to entering a contract.

We use third party payment processing services when you make payment through our site. We do not have access to any credit card or other financial information.

We use STRIPE as payment processing system; please refer to STRIPE's own website if you want to get further information regarding their own privacy policy.

We also use PayPal as payment provider; please refer to PayPal's own website if you want to get further information regarding their own privacy policy.

We may send your data also to our delivery partners to provide the service.

Your personal data may also be transferred to for necessary processing to other companies that we collaborate with, e.g Facebook and Google for online advertising, e.g. print and distribution or media agencies in case of marketing, transportation, payment solutions and IT services.

Any such subcontractor will only use your personal information for the purposes of providing services to us and will have no right to use your personal information for its own purposes. We will always share only data necessary for the purposes it is being processed.

We share your data only with partners within the EU / European Economic Area.

Privacy policies of other websites

Our website contains links to other websites.

Our privacy policy applies only to our website so if you click on a link to any third-party website, you should read their privacy policy before you submit any personal data to these websites because your usage is subject to the relevant third party's cookies policy and data policy.

The same stands if you interact with us on social media, your use is subject to privacy policy of the relevant social media platform.

Please note we do not accept any responsibility or liability for these policies.

What are your data protection rights?

We would like to make sure you are fully aware of all your data protections rights. Every user is entitled to the following:

The right to be informed: You have the right to be informed about the collection and use of your personal data.

The right to access: You have the right to ask us if we hold information on you and request us for copies of your personal data. We may charge you a small fee for this service. We may ask for additional information in order to confirm your identity to ascertain that we disclose the information to the right person.

The right for rectification: You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

The right to erasure also called the right to be forgotten: You have the right to request that we erase your personal data, under certain conditions. If erasure is not possible due to legal provisions, the data will be blocked such as to be available only for said statutory purpose. If you exercise this right, it will not prevent us from processing any new information you provide to us subsequently.

The right to restrict processing: You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing: You have the right to object to our processing of your personal data, on grounds relating to your particular situation. We may however continue to process your information, despite your objection to the processing, if we have compelling legitimate reasons for the processing that outweigh your privacy interest. You have the right to object to the use of your personal data for direct marketing purposes including the analyses of your personal data, which are carried out for purposes of direct marketing.

The right to data portability: You have the right to request that we transfer the data that we have collected to another organization, or directly to you in a structured commonly used and machine readable format.

Right to withdraw your consent: Where we are relying on your consent for processing you can withdraw or change your consent at any time. The withdrawal of your consent will not affect the lawfulness of processing based on consent before its withdrawal.

The above rights may be limited in some circumstances, for example, if there are legal obligations that prevent us from doing so (e.g. fulfilling your request would reveal personal information about another person, we are need to keep your data to fulfil a legal obligation, we have compelling legitimate interests to keep your data). You will be informed by us if this is the case and we will only use your information for these purposes. You may also be unable to continue using our services if you want us to stop processing your data.

If you make a request, we have one (1) month to respond to you. If you would like to exercise any of these rights, please contact us at our email:info@aroundplayground.com.

Changes to our privacy policy

We keep our privacy policy under regular review and places any updates on this web page and, where appropriate, notified to you by email. This privacy policy was last updated on 06 August 2021.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@aroundplayground.com

Call us: 00352 661 350 087

Or write to us at: Around playground – Andrea Manzano Gonzalez, 4 rue Pierre-Joseph Redoute, L2435 Luxembourg, Luxembourg.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Luxembourg National Commission for Data Protection (CNPD).

If you reside in another EU Member State, you must contact your local Data Protection Authority.