

Privacy Policy

Last updated: 1 November 2025

M5M Limited sp. z o.o. oddział w Polsce (“we”, “our”, or “SPIRIT CANDLE”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use and safeguard your personal data in accordance with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Polish Act on Personal Data Protection and other applicable laws. In this document we refer to Articles of the GDPR where relevant (for example Articles 6 and 7 on lawful bases and consent, Article 13 on information obligations and Article 15 onwards for data subject rights).

1. Data Controller

M5M Limited sp. z o.o. oddział w Polsce
Grzybowska 2/31, 00-131 Warszawa, Poland
VAT / NIP: PL5252998035 – REGON: 528769795
Email: m5moffice@proton.me
Phone: +48 729 877 557

2. Data we collect

We collect personal data you provide directly to us as well as data that is generated when you use our services. The categories include:

- **Account data** – name, email address, username, encrypted password, billing and shipping addresses, phone number and language preference. When you register an account, we may also ask optional information such as your date of birth or preferences to help personalise your experience.
- **Order and payment data** – order history, purchase amount, currency, shipping address and phone number. Payment details (such as card number) are processed by our payment provider (*Stripe*) and are not stored on our servers.
- **Technical data** – IP address, browser type and version, device information, operating system, log files, approximate location (based on IP) and data collected via cookies and similar technologies (see our Cookie Policy for details).
- **Communications** – content of emails, chats and other correspondence you send us, including through contact forms or customer reviews, and records of your interactions with our support team.
- **Marketing and analytics data** – information about your preferences for receiving marketing communications, your interactions with newsletters and ads, and analytics data collected via cookies (e.g. pages visited, time spent on our website).
- **User-generated content** – product reviews, star ratings, comments and any photos or profile information you choose to upload in connection with the reviews. When you submit a review, your name or display name and review content will be publicly visible on our website.
- **Wishlist data** – items you add to your wishlist and information about how you use the wishlist feature.

3. Legal bases for processing

Under Article 6 of the GDPR, we must have a lawful basis to process your personal data. Depending on the context, we rely on one or more of the following bases:

- **Contract (Art. 6 (1)(b) GDPR)** – processing necessary to perform a contract with you or to take

steps at your request before entering into a contract, such as creating and managing your account, processing your orders and delivering products.

- **Legal obligation (Art. 6 (1)(c) GDPR)** – processing necessary to comply with our legal obligations, for example to retain invoices for tax and accounting purposes or to respond to lawful requests from authorities.
- **Legitimate interests (Art. 6 (1)(f) GDPR)** – processing necessary for our legitimate interests, provided that they are not overridden by your interests or fundamental rights. Our legitimate interests include fraud prevention, security, analytics, product and service improvement, and responding to your reviews and enquiries.
- **Consent (Art. 6 (1)(a) GDPR)** – processing based on your explicit consent, such as sending marketing emails, using analytics and advertising cookies, publishing your reviews on our website or sharing hashed data with social networks for lookalike audiences. You may withdraw your consent at any time (Art. 7 (3) GDPR).

4. How we use your data

- To process and fulfil your orders, including sending order confirmations, invoices and delivery notifications.
- To provide customer support and respond to your enquiries and reviews.
- To maintain and improve our website, products and services, including enhancing search and recommendation features and analysing product popularity.
- To send marketing communications (where you have consented) and personalise your experience, including remembering items in your wishlist and presenting tailored offers.
- To prevent fraud, enforce our terms and ensure the security of our website and services.

5. Data sharing

We may share your data with trusted partners who help us operate our business:

- **Payment Processor:** Stripe, Inc., for secure payment processing. Stripe may collect transaction information such as payment method, purchase amount and date. See [Stripe's privacy policy](#) for more details.
- **Shipping Services:** We use the Furgonetka platform (Furgonetka.pl) to arrange delivery with carriers such as DHL, InPost, UPS, FedEx, GLS, DPD and others. These carriers receive your name, delivery address and phone number in order to deliver your package. For more information about Furgonetka and its carriers, please visit [furgonetka.pl](#).
- **Analytics:** Google LLC (Google Analytics 4) to analyse website traffic and usage patterns. Google uses cookies (such as _ga, _ga_* and _gid) to collect aggregated statistics. For more information, see [Google's privacy policy](#).
- **Advertising:** Meta Platforms Ireland Ltd. (Meta Pixel) to measure the effectiveness of our advertising and create custom audiences. Meta collects data via cookies (_fbp, fr) and may associate it with your Facebook or Instagram profile. See [Meta's privacy policy](#).
- **Additional marketing partners:** We may use other social networks to run marketing campaigns, including TikTok Technology Limited (TikTok Pixel), Twitter International Unlimited Company (Twitter Pixel) and Google LLC (YouTube embedded videos). These partners collect device and browsing data via cookies or pixels and may combine it with information from your profile on their platforms. See their privacy policies: [TikTok Privacy Policy](#), [Twitter Privacy Policy](#) and [Google Privacy Policy](#).
- **Email service provider:** Resend, Inc. to send transactional and marketing emails. Resend processes your email address, name and email content. See [Resend's privacy policy](#).
- **Hosting and database:** Supabase Inc. hosts our database and back-end infrastructure. Supabase stores your account information and authentication tokens in secure servers located in the EU. See [Supabase's privacy policy](#).
- **Website hosting:** Hostinger International Ltd. provides the infrastructure for our website. Hostinger may process anonymised usage data to ensure site functionality. See [Hostinger's](#)

privacy policy.

We require all third-party service providers to respect the security of your personal data and to treat it in accordance with the law. We do not allow our service providers to use your personal data for their own purposes.

6. International Data Transfers

Some of our service providers (e.g. Stripe, Google, Meta, Supabase, Resend) may be located outside the European Economic Area (EEA). Where we transfer personal data outside the EEA, we ensure appropriate safeguards are in place, such as the European Commission's Standard Contractual Clauses or adequacy decisions.

7. Data Retention

We retain your personal data only for as long as necessary:

- Account data: until your account is deleted plus 30 days.
- Order data: six years for tax and legal purposes.
- Marketing data: until you withdraw your consent.
- Cookie consent: 12 months or shorter as required by law.

8. Your Rights Under GDPR

Under the GDPR you have the right to:

- **Access:** obtain a copy of your personal data.
- **Rectification:** correct inaccurate or incomplete data.
- **Erasure:** request deletion of your data ("right to be forgotten"), subject to legal restrictions.
- **Restriction:** request restriction of processing.
- **Data Portability:** receive your data in a structured, commonly used and machine-readable format.
- **Object:** object to processing based on our legitimate interests.
- **Withdraw Consent:** withdraw your consent at any time without affecting the lawfulness of prior processing.
- **Not to be subject to automated decision-making:** we do not carry out automated decision-making that produces legal or similarly significant effects for you. You have the right to object to profiling used for direct marketing.

To exercise these rights, please submit a request through our [Data Request Form](#) or contact us at m5moffice@proton.me. We will respond within one month.

9. Security

We implement appropriate technical and organisational measures to protect your personal data, including encryption, secure servers, access controls and regular security audits. However, no system is completely secure; we cannot guarantee absolute security.

10. Children's Privacy

Our services are not directed to individuals under 16 years of age. We do not knowingly collect personal data from children. If you learn that a child has provided us with personal data, please contact us and we will delete it.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Significant changes will be announced on our website or by email. Please refer to the “Last Updated” date at the top of this policy.

12. Contact Us

If you have questions about this Privacy Policy or wish to exercise your rights:

Email: m5moffice@proton.me

Phone: +48 729 877 557

Address: Grzybowska 2/31, 00-131 Warszawa, Poland

13. Supervisory Authority

You have the right to lodge a complaint with the Polish Data Protection Authority (UODO) if you believe your data protection rights have been violated.