

Privacy Policy

Last Updated: 07/01/2025

M5M Limited sp. z o.o. oddział w Polsce (“we”, “our”, or “SPIRIT CANDLES”) 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), the Polish Act on Personal Data Protection and other applicable laws.

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 the following categories of personal data:

- **Account Data:** name, email address, username, encrypted password, billing and shipping addresses and language preference.
- **Order Data:** order history, shipping address, phone number, payment amount and currency. Payment details are processed by *Stripe*; we never store your full card data.
- **Technical Data:** IP address, browser type and version, device information, log files and approximate location (based on IP), cookies and consent preferences.
- **Communications:** emails, messages via our contact forms and requests submitted through the Data Request Form.
- **Marketing Data:** preferences for receiving marketing communications and interactions with our newsletters and advertisements.

3. Legal Bases for Processing

We process your personal data on the following lawful bases:

- **Contract:** to fulfil orders, provide our services and manage customer accounts.
- **Legal Obligation:** to comply with tax and accounting obligations and respond to lawful requests by public authorities.
- **Legitimate Interests:** to prevent fraud, secure our systems, perform website analytics, improve our services and resolve disputes. We only rely on this basis where your interests and fundamental rights do not override ours.
- **Consent:** for optional activities such as sending marketing communications or storing cookies for analytics and advertising. You can withdraw your consent at any time.

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 inquiries.
- To maintain and improve our website, products and services.
- To send marketing communications (where you have consented) and personalise your experience.

- To prevent fraud 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 Limited (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 profile. See [Meta's 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 Platform:** Lovable powers the front-end of our online store. Lovable may process anonymised usage data to ensure site functionality.

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.

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.