

PRIVACY POLICY

Effective date: 11 August 2026

1. Data Controller

Name of Data Controller: Szilvia Varga, sole proprietor

Registered office: Horgász sor 17, 2338 Áporka, Hungary

E-mail:

Telephone:

Website:

The Data Controller processes personal data in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and applicable Hungarian data protection laws and regulations.

2. Purposes of Data Processing

The Service Provider processes personal data for the following purposes:

- processing and fulfilling webshop orders;
 - communicating with customers;
 - processing payments;
 - issuing invoices and fulfilling accounting and tax obligations;
 - arranging and completing deliveries;
 - providing data required for customs clearance;
 - handling complaints and exercising consumer rights;
 - establishing, exercising and defending legal claims;
 - complying with statutory and regulatory obligations;
 - ensuring the proper operation and security of the Webshop;
 - where the visitor has provided consent: sending newsletters and other marketing communications;
 - where the visitor has provided consent: using cookies for statistical and marketing purposes.
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3. Personal Data Processed

Depending on the nature of the order or interaction, the following personal data may be processed:

- name;
- e-mail address;

- telephone number;
- billing address;
- delivery address;
- order details;
- payment transaction data;
- billing and invoicing data;
- the content of communications with the customer;
- data necessary for handling a complaint or resolving a dispute.

The Service Provider does not store bank card details. Card payments are processed securely by the Stripe payment service provider.

4. Legal Bases for Data Processing

Depending on the purpose of the processing, personal data may be processed on the following legal bases:

Performance of a Contract

The processing of personal data necessary to process and fulfil an order is required for the performance of the contract between the customer and the Service Provider.

Compliance with a Legal Obligation

Personal data may be processed where such processing is necessary for compliance with legal obligations, including obligations relating to invoicing, accounting and taxation.

Legitimate Interests

The Service Provider may process personal data where this is necessary for the purposes of its legitimate interests, including establishing, exercising or defending legal claims, provided that such interests are not overridden by the rights and freedoms of the data subject.

Consent

Certain processing activities may be based on the data subject's consent, including sending newsletters and marketing communications or using non-essential statistical and marketing cookies.

Consent may be withdrawn at any time. The withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

5. Data Transfers

The Service Provider may transfer personal data necessary for the processing and fulfilment of orders to the following service providers.

Stripe

Stripe processes the data necessary to complete and process payments.

Service Provider:

Stripe Payments Europe Limited

Stripe's current privacy policy is available at:

<https://stripe.com/privacy>

DHL

The Service Provider may provide DHL with the personal data necessary to fulfil deliveries.

The data transferred may include, in particular:

- name;
- delivery address;
- telephone number;
- e-mail address;
- any other information necessary for the successful delivery of the order.

DHL's privacy policy:

<https://www.dhl.com/>

6. Invoicing and Data Retention

The Service Provider retains data relating to invoicing for the period required under applicable accounting and tax legislation.

During the statutory retention period applicable to invoices and accounting records, the Service Provider will also process the personal data contained in such documents.

7. Retention of Order Data

The Service Provider retains and processes order-related data for as long as necessary to perform the contract and to establish, exercise or defend any potential legal claims.

8. Newsletters and Marketing

Where a visitor has provided separate consent to receive marketing communications, the Service Provider may use the e-mail address provided for sending newsletters and other marketing communications.

Consent may be withdrawn at any time by using the unsubscribe option provided in the relevant e-mail or by sending a request to contact@sylvarafineart.com.

Newsletter service provider:

Brevo

<https://www.brevo.com/>

9. Cookies

The use of cookies that are strictly necessary for the operation of the Webshop may, where permitted by applicable law, take place without the visitor's consent.

For non-essential cookies, including cookies used for statistical or marketing purposes, the Webshop will request the visitor's consent in accordance with applicable data protection and ePrivacy requirements.

10. Rights of Data Subjects

Under the GDPR, data subjects have the right to:

- request information about the processing of their personal data;
- request access to their personal data;
- request the rectification of inaccurate or incomplete personal data;
- in certain circumstances, request the erasure of their personal data;
- in certain circumstances, request the restriction of processing;
- in certain circumstances, exercise the right to data portability;
- object to the processing of their personal data where the applicable legal conditions are met;
- where processing is based on consent, withdraw their consent at any time.

Requests relating to the exercise of data subject rights may be submitted to:

contact@sylvarafineart.com

11. Data Protection Complaints

Data subjects have the right to lodge a complaint with the competent data protection supervisory authority if they believe that the processing of their personal data infringes applicable data protection laws.

In Hungary, the competent supervisory authority is:

Hungarian National Authority for Data Protection and Freedom of Information (NAIH)

Address: 1055 Budapest, Falk Miksa utca 9–11.

Postal address: 1363 Budapest, Pf. 9.

Telephone: +36 (1) 391 1400
E-mail: ugyfelszolgalat@naih.hu
Website: <https://www.naih.hu/>

NAIH publishes official guidance, information and resources relating to data protection and privacy.

12. Data Security

The Service Provider implements appropriate technical and organizational measures designed to protect personal data against unauthorized access, alteration, accidental or unlawful destruction, loss or unauthorized disclosure or use.

13. Personal Data Breaches

If the Service Provider becomes aware of a personal data breach that is subject to a notification obligation under the GDPR, the Service Provider will take the measures required by applicable law, including notifying the competent supervisory authority and, where required, affected data subjects.

14. Amendments to this Privacy Policy

The Service Provider reserves the right to amend this Privacy Policy from time to time, in particular where necessary to reflect changes in applicable legislation, the services provided or the operation of the Webshop.

The current version of this Privacy Policy will be made continuously available through the Webshop.

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