

Privacy Policy

Privacy policy for customers and registered users

MAMA media s.r.o. respects the personal-data protection requirements set out in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data (GDPR) and Slovak Act No. 18/2018 Coll. on the protection of personal data. The authoritative version of this policy is the Slovak version available at /sk/gdpr.

1. Who processes your personal data?

The data controller is MAMA media s.r.o., registered office Na Hrebienku 1, 811 02 Bratislava, Slovak Republic, Company ID: 36 767 549, registered in the Commercial Register of the Bratislava III Municipal Court, Section Sro, File No. 45585/B.

- Email: info@vexioncards.one
- Phone: +421 948 777 490

2. What personal data we process

We process the following categories of personal data:

- Email addresses (login identifier)
- Password
- First and last name / company name
- Address / registered office
- Contact email
- Company ID, VAT ID
- Contact person's name
- Phone number

- Records of services provided
- Any other data necessary for providing our services

3. Why we process your data and the legal basis

Contract negotiation and performance: for drafting and executing contracts. Legal basis: Art. 6(1) (a) GDPR (performance of a contract including pre-contractual steps).

Accounting and tax obligations: to comply with statutory obligations including accounting, VAT and income tax. Legal basis: Art. 6(1) (c) GDPR.

Direct marketing: on the legal basis of our legitimate interest under Art. 6(1) (f) GDPR. You can object at any time.

Contacting prospects: processing of data submitted via the contact form for communication purposes. Legal basis: Art. 6(1) (a) GDPR (consent).

CRM database: legitimate interest assessed via a balancing test.

4. Where your data is processed

Data is processed within the EU and countries offering an adequate level of protection. We prioritise EU-based cloud providers. Any transfers outside the EU/EEA are carried out under the EU standard contractual clauses and European Commission adequacy decisions.

5. Who your data is shared with

Your data may be shared with the following categories of recipients:

- Supervisory, oversight and public authorities (courts, law enforcement)
- Legal and expert advisers
- IT service providers
- Accounting firms
- Courier companies
- Payment gateways

- Hosting and cloud providers

6. Shopify integration

For merchants who connect VEXiON cards to their Shopify store, we process data about the merchant's customers on the merchant's behalf, acting as a data processor.

We store the customer's Shopify customer ID, email address, name, and the order totals and refund amounts needed to calculate loyalty points and rewards.

We do not collect phone numbers or postal addresses through the Shopify integration.

This data is processed on servers located in the European Union.

If a merchant asks us to delete this data, or if Shopify sends a data erasure request through its customers/redact, shop/redact, or customers/data_request webhooks, we delete the corresponding customer data.

For any request about data processed through the Shopify integration, contact us at info@vexioncards.one.

7. How long your data is retained

Retention periods depend on the processing purpose:

- Contract and accounting: 10 years after contract termination
- Marketing: 5 years after the end of the business relationship
- CRM: 5 years after the end of the business relationship
- Consent: for the duration stated in the specific consent

8. Automated decision-making

Your data is not used for profiling or automated decision-making.

9. Is providing your data mandatory?

Yes. Providing the data is a statutory or contractual requirement; without it, we cannot enter into a contract or provide our services.

10. Your rights as a data subject

Under GDPR and Slovak Act No. 18/2018 Coll. you have the following rights:

Right of access – request information about processing purposes, data categories, recipients and retention; obtain a copy of your data.

Right to rectification – request correction of inaccurate or incomplete data.

Right to erasure – request deletion of data no longer needed for the stated purposes.

Right to restriction of processing – request temporary suspension or preservation.

Right to withdraw consent – where processing is based on your consent.

Right to data portability – receive your data in a structured, commonly used, machine-readable format.

Right not to be subject to automated decision-making.

Right to object to direct marketing.

Right to lodge a complaint with the Office for Personal Data Protection of the Slovak Republic.

11. Supervisory authority

Office for Personal Data Protection of the Slovak Republic

- Address: Galvaniho Business Centrum II, Galvaniho 7/B, 821 04 Bratislava, Slovak Republic
- Email: statny.dozor@pdp.gov.sk
- Phone: +421 2 3231 3214

12. How to contact us

For any data-protection matter you can reach us:

- In writing: MAMA media s.r.o., Na Hrebienku 1, 811 02 Bratislava
- Email: info@vexioncards.one

13. Updates to this policy

This policy may be amended or updated from time to time based on legislative or operational changes.

Last updated: 5 November 2024.