**Sample GDPR Privacy Policy Template**

**How to Use the Template**
This template can be used to help you write your own Privacy Policy

1. **Fill in company/Site and Contact Details:** Before publishing, fill in all [brackets] with your company/site info and contact details. Remember also to add the effective date.
2. **Customize Data Processing:** The template simply provides examples of data collection. Customize the following sections:
	1. “Data Collection” → list all user data you collect and how you collect it. Remember to also list any third-party services you use to process user data;
	2. “Purposes of Processing“ → explain why you collected user data and how you use them.
	3. “Legal basis” → specify the legal basis on which you rely to process the data
	4. “Security” → list all the security measures you put in place to protect data
	5. “Data transfer” → If you transfer data outside of the EU, your privacy policy should clearly outline the circumstances under which data will be transferred, the parties to whom it may be transferred, and the safeguards in place to protect it during the transfer process.
	6. “Data retention” → specify how long you will keep the data.
3. **Use of Cookies and Other Trackers.** Add information about the cookies you use or a link to your complete cookie policy.
4. **Address Legal Obligations:** The template includes provisions for GDPR regulations. Check which privacy laws apply to you and customize your privacy policy according to your location and your users’ locations to meet legal requirements.

**Privacy Policy of [Your Company Name]**

**Effective Date**: [Insert Date]

**Introduction**

[Your Company Name] is committed to protecting the privacy of our users and customers. This privacy policy explains how we collect, use, share, and protect personal information in accordance with the General Data Protection Regulation (GDPR).

**Data Controller, DPO, and Contact**

[Insert here the contact detail of whoever is responsible for the collection and processing of user personal data at your company.]

* **Data Controller**: [Your Company Name]
* **Data Protection Officer (DPO)**: [Name and Contact Information, if applicable]
* **Address**: [Your Business Address]
* **Email**: [Email Address]
* **Phone Number**: [Phone Number]

**Data Collection**

We collect personal data when you visit our website, use our services, or interact with us. This may include:

1. **Name and contact information**
*Example*: When you create an account with us or sign up for our newsletter, we collect your name and email address to communicate with you.
2. **Payment details (for customers)**
*Example*: During the checkout process, we collect your credit card details and billing address to process payments securely.
3. **Preferences and user feedback**
*Example*: We collect feedback from surveys or product reviews that you provide to help us improve our products and services.
4. **Usage data and cookies**
*Example*: We use cookies to track how you navigate our site, which helps us improve your browsing experience. We collect information about your IP address, browser type, and pages visited.

This document was generated with the use of the [GDPR privacy policy template](https://www.iubenda.com/en/help/45520).

**Purpose of Processing**

Your data is processed for the following purposes:

1. **To provide and improve our services**
*Example*: We use your data to manage your account, process orders, and enhance our website features. If you sign up for an account, we use your data to personalize your shopping experience and ensure faster checkout.
2. **For customer support and communication**
*Example*: If you contact customer support, we use your data to respond to your inquiries, resolve issues, and keep you updated on the status of your support requests.
3. **To comply with legal obligations**
*Example*: We store your personal information for tax and accounting purposes, and comply with laws such as the EU VAT regulations.
4. **For marketing purposes, with your consent**
*Example*: We may send you promotional emails about new products or discounts if you have opted in to receive marketing communications. You can withdraw your consent at any time.

**Legal Basis for Processing**

We process your personal data based on the following legal grounds:

1. **Your consent**
*Example*: If you subscribe to our newsletter, we process your email address based on your consent. You can withdraw consent at any time by unsubscribing.
2. **The need to fulfill a contract with you**
*Example*: When you place an order on our website, we process your name, address, and payment information to fulfill the contract of sale.
3. **Our legitimate business interests**
*Example*: We may process your data to analyze customer behavior and improve our product offerings or website performance. This helps us provide you with better services and tailor our marketing efforts.
4. **Legal requirements**
*Example*: We may process your data to comply with obligations such as tax reporting, audits, or responding to legal requests for information.

**Data Transfer Outside the EU**

In some cases, we may need to transfer your personal data to countries outside the European Union (EU) or the European Economic Area (EEA). These transfers may occur when our service providers or partners are located in countries outside of the EU/EEA or when we need to store or process data in global data centers. We ensure that any such transfer of your personal data is carried out in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR). To safeguard your data during these transfers, we rely on standard contractual clauses or other appropriate safeguards, ensuring that your data is protected in accordance with GDPR standards.

**Use of Cookies and Other Trackers**

Our website uses cookies and similar tracking technologies to improve your browsing experience, understand how you use our site, and show you personalized advertising. You can manage your cookie preferences through your browser settings.

*Example*: We use cookies to remember items in your cart, so you don't lose them while browsing other parts of the site.

You can access our full cookie policy [here].

**Data Subject Rights**

Under GDPR, you have the right to:

1. **Access your personal data**
*Example*: You can request a copy of all the personal information we hold about you, such as your account details, order history, and preferences.
2. **Rectify incorrect data**
*Example*: If you notice an error in your personal details (like a misspelled name or incorrect address), you can request that we correct it.
3. **Erase your data in certain circumstances**
*Example*: You can request the deletion of your account data if you no longer wish to use our services or if your data is no longer necessary for the purposes it was collected.
4. **Restrict or object to processing**
*Example*: If you believe your data is being processed unlawfully or if you no longer wish to receive marketing emails, you can request that we restrict or stop processing your personal data.
5. **Data portability**
*Example*: You can request a copy of your data in a machine-readable format, which can be transferred to another service provider.

**Data Security**

We take appropriate measures to ensure data security, protect against unauthorized access, and comply with GDPR.

1. **Technical Measures**
*Example*: We use encryption for payment transactions and secure your personal account data with multi-factor authentication.
2. **Organizational Measures**
*Example*: Our employees and contractors are trained on GDPR requirements, and access to your personal data is restricted to those who need it to perform their roles.

**Data Retention**

Personal data is retained as long as necessary for the purposes stated, unless a longer retention period is required or permitted by law.

*Example*: We store your order history for a period of 7 years for tax and auditing purposes, after which it will be anonymized or deleted.

**Changes to this Policy**

We may update this policy. We will notify you of significant changes and update the “last updated” date at the top of the policy.

*Example*: If we introduce new features on our website that require additional data collection or processing, we will update this policy and inform you about the changes.

**Contact Us**

For questions or to exercise your data protection rights, please contact us at:

* **Data Controller**: [Your Company Name]
* **Address**: [Your Full Address]
* **Email**: [Email Address]
* **Phone Number**: [Phone Number]

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