# **Sample E-commerce 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. “Type of Data We Collect” → 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. “Why We Collect These Data“ → 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. “Data Storage, Erasure, and Security” → list all the security measures you put in place to protect data and specify how long you will keep the 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.
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 E-commerce Store Name]**

**Effective Date**: [Insert Date]

We are committed to protecting the privacy and security of our customers and site visitors. This Privacy Policy outlines how we collect, use, share, and safeguard your personal information when you visit our website, [Insert your website URL], and use our services.

### **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. E.g.

* **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]

### **Types of Data We Collect**

We collect personal information that you provide to us when you use our services or interact with us. This includes:

1. **Personal Identification Information**: Name, email address, physical address, and telephone number.
*Example*: When you register an account with us or make a purchase, we ask for your full name, email address, and delivery address to complete your order.
2. **Account Details**: Username, password, and purchase history.
*Example*: When you create an account to save your preferences or view previous orders, we store your account username and password securely.
3. **Payment Information**: Credit/debit card details, billing address, and other payment-related information.
*Example*: During checkout, we collect your credit card information (processed through our secure payment provider) to process the transaction.
4. **Technical Data**: IP address, browser type and version, time zone setting, location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
*Example*: We collect information about your device and browser, such as the IP address and device type, to enhance user experience and for website analytics.
5. **Usage Data**: Information about how you use our website, products, and services.
*Example*: We collect data on which pages you visit on our site, what items you add to your cart, and how often you make purchases to improve our recommendations and marketing.

### **Why We Collect This Data**

We collect your data to:

* **Process your orders and manage your account**:
*Example*: We need your name, address, and payment details to fulfill your purchase and ship your order.
* **Improve and personalize your shopping experience**:
*Example*: We use your past browsing and purchase data to recommend products tailored to your preferences.
* **Communicate with you about our products, services, and promotional offers**:
*Example*: We send email newsletters with promotions or new product launches, provided you have opted in to receive them.
* **Conduct market research and analysis**:
*Example*: We may analyze purchasing patterns to better stock our inventory or develop new product lines based on customer demand.

This document was generated with the use of the [e-commerce privacy policy template](https://www.iubenda.com/en/help/26095).

### **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 Storage, Erasure, and Security**

We and our service providers store personal data in accordance with applicable data protection laws to the extent necessary for the processing purposes outlined in this privacy policy document.

* **[Data Retention**:
*Example*: We will retain your order history for a minimum of 2 years to comply with warranty claims and tax purposes.]

We will delete personal data [in accordance with our data retention and deletion policy] or take steps to properly render the data anonymous unless we are legally obliged or permitted to keep it longer.
We ensure the security of your personal information by employing both technical and organizational measures. These measures are put in place to reduce the risks related to data loss, misuse, unauthorized access, disclosure, or alteration.

* **[Example of Security Measures**:
We use Secure Sockets Layer (SSL) encryption for all credit card transactions and protect your password data with encryption algorithms.]

### **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].

### **Your Rights**

You have the right to access, correct, delete, or restrict the use of your personal information. You can also object to the processing of your data in certain circumstances, including for marketing purposes.

* **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.
* **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.
* **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.
* **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.
* **Data portability**
*Example*: You can request a copy of your data in a machine-readable format, which can be transferred to another service provider.

To exercise these rights, please contact us using the details below.

### **Contact Information**

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

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

We reserve the right to make changes to this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date.

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