

Privacy Policy

Last updated: [DD Month YYYY]

This Privacy Policy explains how Trygons S.A. (“we”, “us”, “our”) collects, uses, and protects personal data when you visit [trygons.com] (the “Site”) or make a purchase from us. We are committed to handling your data in line with the EU General Data Protection Regulation (GDPR) and, for visitors in the United Kingdom, the UK GDPR.

If you have questions about this policy, contact us at:

contact@trygons.com · Trygons S.A., Epicheirimatiko Parko (EP.PA) Kerateas, oikodomiko tetragono 1031, Lavreotikis / Anatolikis Attikis, 19001, Greece

1. Who We Are

Trygons S.A. is the data controller responsible for your personal data. VAT/Tax ID: EL998537832.

2. What Data We Collect

We collect the following categories of personal data:

a) Information you give us directly

- Name, billing and (if different) delivery address
- Email address and phone number
- Order details and purchase history

b) Payment information

We do not store your full card details on our servers. Payments are processed securely by our payment processor, **Stripe**, who handles your card data directly under its own privacy and security terms. We retain only transaction records needed for accounting and order fulfilment (e.g. amount, date, order reference).

c) Technical and usage data

- IP address, browser type, device type, operating system
- Pages visited, time on page, referring website
- Approximate location derived from IP address

d) Cookies and tracking data

See Section 5 below.

3. How We Use Your Data and Our Legal Basis

Purpose	Data used	Legal basis (GDPR Art. 6)
Processing and fulfilling your order	Contact, order, payment reference data	Performance of a contract
Customer service and order queries	Contact, order data	Performance of a contract
Accounting, tax, and legal records	Transaction data	Legal obligation
Preventing fraud and securing the Site	Technical data	Legitimate interests
Understanding how visitors use the Site (analytics)	Cookies, usage data	Consent
Showing relevant ads and measuring ad performance	Cookies, usage data	Consent

Where we rely on **consent** (analytics and advertising cookies), you can withdraw that consent at any time via the “Cookie Settings” link in the site footer, with no effect on the lawfulness of processing before withdrawal.

4. Who We Share Data With

We share personal data only with third parties who need it to help us run the Site and our business:

- **Payment processor** — Stripe (to process transactions)
- **Analytics provider** — Google Analytics (to understand site usage)
- **Advertising partners** — Google Ads and Meta Ads / Meta Pixel (to show and measure ads)
- **Hosting/infrastructure provider** — [Hosting Provider Name]
- **Delivery/courier partners**, where applicable

We do not sell your personal data.

Some of these providers may process data outside the UK/EEA (e.g. in the US). Where this happens, we rely on appropriate safeguards such as the EU Standard Contractual Clauses or an equivalent adequacy mechanism.

5. Cookies

We use cookies and similar technologies in three categories:

- **Strictly necessary** — required for the Site to function (e.g. remembering items in your cart, security). These cannot be switched off.

- **Analytics** — help us understand how visitors use the Site, so we can improve it. Only set with your consent.
- **Advertising/marketing** — used to show you relevant ads and measure their performance, including on other sites. Only set with your consent.

You choose which categories to allow via the cookie banner shown on your first visit, and you can change your choice at any time using the **Cookie Settings** link in the footer.

6. How Long We Keep Data

- Order and transaction records: [e.g. 6 years, to meet UK tax record-keeping requirements]
- Customer service correspondence: [e.g. 2 years after resolution]
- Analytics data: [e.g. 14–26 months, per your analytics tool's settings]
- Marketing/advertising cookie data: [per the retention period set by the ad platform, typically up to 13 months]

7. Your Rights

Under the GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate data
- Request erasure of your data (“right to be forgotten”)
- Restrict or object to certain processing
- Receive your data in a portable format
- Withdraw consent at any time (this won't affect processing carried out before withdrawal)
- Lodge a complaint with a supervisory authority — as a Greek company, we are supervised by the Hellenic Data Protection Authority (Ellinikí Archî Prostrasías Dedoménon Prosopikú Charáktira, dpa.gr). If you are based in another EU/EEA country or the UK, you may instead complain to your own local supervisory authority.

To exercise any of these rights, email us at contact@trygons.com.

8. Children's Privacy

The Site is not directed at children under 16, and we do not knowingly collect personal data from them.

9. Security

We use appropriate technical and organisational measures (such as encrypted connections and restricted access to data) to protect your personal data. No method of transmission or storage is 100% secure, but we work to protect your information to industry standards.

10. Changes to This Policy

We may update this policy from time to time. The “Last updated” date at the top will reflect the most recent revision. Material changes will be highlighted on the Site.

11. Contact Us

Trygons S.A.

Epicheirimatiko Parko (EP.PA) Kerateas, oikodomiko tetragono 1031

Lavreotikis / Anatolikis Attikis, 19001, Greece

contact@trygons.com