Privacy policy

We process your personal data only to the extent necessary to fulfil your order, to meet our legal obligations and — if you give us your consent — to send you news. This document explains what data we process, why, for how long, and what rights you have.

Processing is governed by Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and by Act No. 18/2018 Coll. on Personal Data Protection.

1. Controller

Business name: Care Centre s.r.o.
Registered office: Repašského 1947/3, 841 02 Bratislava – mestská časť Dúbravka, Slovakia
Company ID (IČO): 52253686
E-mail: info@carecentre.sk
Telephone: +421 911 111 473

We have not designated a data protection officer (DPO), as the law does not require us to do so. Please send any request concerning personal data to the e-mail address above.

2. What data we process and for what purpose

Order fulfilment

Data: first name and surname, billing and delivery address, e-mail, telephone number, data on the goods ordered and on the payment; for a business purchase the business name, company ID (IČO), tax ID (DIČ) and VAT ID (IČ DPH).
Legal basis: performance of a contract — without these data we cannot fulfil the order.
Retention period: for the duration of the contractual relationship and then for the limitation periods.

Accounting and tax obligations

Data: billing data and the sales data shown on the tax document.
Legal basis: compliance with a legal obligation under the accounting and value added tax regulations.

Retention period: 10 years following the year to which the document relates.

Customer account

Data: e-mail, password, which we keep only as a one-way security fingerprint (hash) from which it cannot be recovered, name, telephone number, saved addresses, order history and wishlist.
Legal basis: performance of a contract and our legitimate interest in administering the account.
Retention period: until the account is cancelled. You can cancel the account yourself at any time in the account settings; this deletes your login data, saved addresses, wishlist, reviews and consent to receiving news. We keep orders and tax documents, without a link to the account, for the period stated in the sections Order fulfilment and Accounting and tax obligations.

Product reviews

Data: first name and the initial letter of the surname, which are published with the review; e-mail and customer account, which are not published; the text of the review, the rating and the fact that you bought the product.
Legal basis: your consent, which you give by submitting the review.
Retention period: for as long as the review is published — until you withdraw your consent, request removal of the review or cancel your account.

Reporting a review

Data: name and e-mail of the reporter, the content of the report and the result of its assessment.
Legal basis: compliance with a legal obligation under Regulation (EU) 2022/2065 on digital services and our legitimate interest in reviews not containing unlawful content.
Retention period: for the time needed to handle the report and then for the limitation periods.

Complaints

Data: identification and contact data, data on the goods and a description of the defect.
Legal basis: compliance with a legal obligation when handling complaints (Section 622 of the Civil Code).
Retention period: 5 years from the handling of the complaint.

Withdrawal from the contract

Data: first name and surname, order number, e-mail, the goods the withdrawal concerns, where applicable the account number for refunding the payment, and the date and time the notice was sent.

Legal basis: compliance with a legal obligation under the Consumer Protection Act and performance of a contract.
Retention period: 3 years from the notice of withdrawal, which corresponds to the general limitation period (Section 101 of the Civil Code). After that we automatically remove the name, e-mail, description of the goods and account number from the withdrawal record, and the account number from the order; the order number and the date of the notice remain.

Sending news

Data: e-mail address and, where applicable, name.
Legal basis: your consent. You can withdraw your consent at any time using the link in the footer of every e-mail or by a message to our e-mail address. Withdrawal of consent does not affect the lawfulness of processing before its withdrawal.
Retention period: until consent is withdrawn.

Treatment booking

Data: name, e-mail, telephone number, the treatment chosen, the salon, the appointment and a note on the appointment, if you write one.
Legal basis: taking steps at your request prior to entering into a contract.
Retention period: 3 years from the appointment, which corresponds to the general limitation period (Section 101 of the Civil Code). After that we automatically remove the name, e-mail, telephone number and note from the booking.

Please do not write details of your state of health in the note, for example skin conditions, allergies or medication. We will talk about the condition of your skin in person at the salon.

Website operation and security

Data: IP address, time of access, address visited and type of device and browser in the server records; when an order is sent, the IP address and browser data; on an unsuccessful login attempt, only an unreadable fingerprint of the IP address.
Legal basis: our legitimate interest in the secure and functional operation of the website and in protection against misuse.
Retention period: server records for the time necessary to keep the website running and to investigate a possible security incident; order data together with the order.

Cookies and analytics

Data: data from cookies about the device, the browser and the pages visited. After you consent to analytical cookies, also the source of your visit (for example a search engine, a link or a campaign), which we store with your order or booking, and the data we send to measurement tools: products viewed and products added to the basket, on a purchase the order number, its value, the items and whether it is your first purchase, on a booking the chosen treatment and salon. We do not send your name, e-mail, telephone number or address to measurement tools.
Purpose: measuring visits and sales for analytical cookies; measuring the effectiveness of advertising and showing advertising for marketing cookies.
Legal basis: we store necessary cookies without consent because they are strictly necessary for the service you request (Section 109(8) of Act No. 452/2021 Coll. on Electronic Communications), and we process the data in them on the basis of our legitimate interest in a functional and secure shop; for analytical and marketing cookies the basis is your consent given in the consent banner.
Retention period: according to the type of cookie, at most for the period stated in the consent settings. We keep data in Google Analytics for 14 months.

Record of your cookie consent

Data: the consent identifier stored in the cc_cookie cookie, your choice (accepted and rejected categories), the version of the cookie list, the language and the time of your choice; we do not store your IP address or browser data with it.
Legal basis: compliance with the legal obligation to demonstrate consent (Article 6(1)(c) and Article 7(1) GDPR, Section 109(8) of Act No. 452/2021 Coll.).
Retention period: 13 months from the recording of your choice; the record is then deleted automatically.

3. To whom we provide data

We do not provide personal data to third parties for their own marketing purposes. We make them available only to recipients who are needed for the shop to work:

- **Packeta Slovakia s.r.o.**, company ID 48136999 — delivery of the parcel to a pick-up point or Z-BOX: name, telephone, e-mail, pick-up point and cash-on-delivery amount,
- **Direct Parcel Distribution SK s.r.o. (DPD)**, company ID 35834498 — delivery of the parcel by courier: name, telephone, e-mail, delivery address and cash-on-delivery amount,
- **GOPAY s.r.o.**, company ID 26046768, Czech Republic — processing of online payment by card, Apple Pay, Google Pay or bank transfer: name, e-mail, order and payment data; payment card data are obtained only by GoPay,

- **KROS a.s.**, company ID 31635903 — accounting and invoicing software in which we issue tax documents: billing data and order data,
- **an external accounting firm** — to the extent of the data on tax documents,
- **Websupport s.r.o.**, company ID 36421928 — web hosting and e-mail services on which the online shop and our mailboxes run,
- **Google Ireland Limited**, Ireland — only on the basis of your consent: Google Analytics for analytical cookies, for which Google is our processor, and Google Ads for marketing cookies, for which Google is an independent controller; the data listed under Cookies and analytics,
- **Meta Platforms Ireland Limited**, Ireland — only on the basis of your consent to marketing cookies: the Meta Pixel for measuring and showing advertising on Facebook and Instagram; the data listed under Cookies and analytics,
- **other providers of analytical and marketing tools** — only on the basis of your consent; the current list in the Cookie settings in the footer of the website shows which ones we use.

Some providers may also process data outside the European Economic Area. In that case we ensure the transfer on the basis of a European Commission adequacy decision or on the basis of standard contractual clauses. Google Ireland Limited and Meta Platforms Ireland Limited may transfer data to their parent companies Google LLC and Meta Platforms, Inc. in the USA. Both are listed under the EU-U.S. Data Privacy Framework, for which the European Commission adopted an adequacy decision on 10 July 2023.

We may also provide data to public authorities if a legal regulation requires us to do so.

4. Cookies

Cookies are small files that the website stores in your browser. Necessary cookies provide the basic functions — login, basket contents and security — and the shop does not work without them; the law does not require your consent for storing them.

We use analytical and marketing cookies **only after your consent** in the banner shown on your first visit; without consent, measurement and advertising tools are not loaded on the website at all. Rejecting them is as easy as accepting them, and until you decide we use only necessary cookies. Both consent and rejection are valid for 12 months. You can change or withdraw your choice at any time using the Cookie settings link in the footer of the website, where you will also find the current list of cookies, their purpose, duration and providers. When you withdraw consent, we delete the cookies of that category stored under our website's domain.

For the Meta Pixel we are joint controllers with Meta Platforms Ireland Limited for the collection of data on our website and its transmission to Meta (Article 26 GDPR). Its further processing is Meta's responsibility; you will find information about it in Meta's Privacy Policy, and you can exercise your rights under Articles 15 to 20 GDPR directly against Meta as well as with us.

You can also manage cookies in your browser settings. However, blocking necessary cookies makes purchasing impossible.

5. Automated decision-making

We do not use your personal data for automated decision-making or profiling that would have legal effects for you or similarly significantly affect you.

6. Your rights

In relation to your personal data you have the right:

- of **access** — to learn whether and what data we process about you and to obtain a copy of them,
- to **rectification** of inaccurate data and completion of incomplete data,
- to **erasure**, if the data are no longer needed, you have withdrawn consent or we have processed them unlawfully,
- to **restriction of processing** in the cases provided for by the GDPR,
- to **portability** of the data you have provided to us, in a structured and machine-readable format,
- to **object** to processing based on legitimate interest,
- to **withdraw consent** at any time, if the processing is based on consent.

The right to erasure cannot be exercised against data that we must keep to comply with a legal obligation — typically data on tax documents.

Send your request to info@carecentre.sk. We will reply within one month; in justified cases we may extend the period by two months, of which we will inform you.

7. Complaint

If you believe that we are infringing the law by processing your data, you have the right to lodge a complaint with the supervisory authority:

Office for Personal Data Protection of the Slovak Republic (Úrad na ochranu osobných údajov Slovenskej republiky), Galvaniho Business Centrum II, Galvaniho 7/B, 821 04 Bratislava, dataprotection.gov.sk

8. Changes

We may update this document, for example when the scope of services or the tools used change. The current wording is always available on this page.

Effective from 22 November 2026.