

Privacy Policy

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Recenio is a web application that provides a review collection and display solution (the “**Application**”) for merchants who use the Shopify platform. (the “**Merchants**”).

Personal data we process

When you install the Application through the Shopify app store, we obtain your name, address, e-mail address and cell phone number from Shopify.

Information we obtain from Shopify. The Application is available only to Merchants who own a Shopify store. When you install the Application through the Shopify app store, we automatically gain access to the following information from your Shopify account: your full name, address, e-mail address and cell phone number. We also obtain details of your Shopify store.

While you use the Application, we collect information on your Shopify store customers, such as name, email address, address, and order history.

Customers Information. While using the Application, we gain access to the following information about your Shopify store customers: full name, address, email address, purchase amount, purchase date, and the item purchased.

Review Information. If your customer chooses to submit a review, we will collect any information your customer chooses to provide us with the review, including photos, videos, ratings, review text, review title and responses to other questions that you may present in the submission form.

How we process and use personal data

We process your data for the following purposes:

To operate the Application and provide its features and functionality.

We process the Information we obtain from Shopify to operate the Application and provide you with its features and functionality.

To provide you with technical support and assistance

We process the Information we obtain from Shopify to send you updates and other communications related to the Application.

Subject to your consent, we use your Information for marketing purposes.

If you indicate your explicit consent, we will use your Information to send you marketing communications about our services, including updates about new services that we believe may be suitable for you.

You may opt out of our marketing communications

You may 'opt out' of using your information for marketing communications by emailing support@recenio.com or as otherwise provided in our marketing communications. By doing so, we will only delete or stop processing the information which is required to contact you for marketing communications, while the rest of the Information which is necessary to provide you with the Service will continue to be processed and used.

For security and monitoring purposes.

We process Meta Data for security and monitoring purposes.

To develop and improve the Service.

We process your Analytics Information to understand how users interact with the Application so that we can personalize, develop and improve it.

When is your personal data shared with others

We do not sell your personal information to third parties.

We will not share your information with third parties, except in the events listed below or when you provide us with your explicit and informed consent.

We will share your information with our service providers helping us to operate the Application.

We will share your personal information with service providers, who assist us with the internal operations of the Application. These companies are authorized to use your personal information only as necessary to provide their services to us and not for their own purposes.

We will share your information with competent authorities if you violate the law.

If you violate any applicable law, your information will be shared with competent authorities and with third parties (such as legal counsels and advisors), for the purpose of handling the violation.

We will share your information if we are legally required.

If we are required to disclose your information by a judicial, governmental or regulatory authority.

Security and data retention

We retain your personal data as long as the Application is installed in your Shopify store, and thereafter for compliance and legal purposes.

We retain your personal data as long as the Application is installed in your Shopify store.

Thereafter, we will continue to retain your personal information as necessary to comply with our legal obligations, resolve disputes, establish and defend legal claims.

We implement measures to secure your Information.

We implement measures to reduce the risks of damage, loss of information and unauthorized access or use of information. However, these measures do not provide absolute security. Therefore, although efforts are made to secure your personal information, it is not guaranteed, and you cannot expect, that the Service will be immune from information security risks.

Your EU rights

You have the right to access, update or delete your Information and obtain a copy of your Information.

If you are an individual in the EU, you have the following rights:

Right to Access your personal data that we process and receive a copy of it.

Right to Rectify inaccurate personal data we have concerning you and to have incomplete personal data completed.

Right to Data Portability is to receive the personal data you provided to us in a structured, commonly used and machine-readable format. You have the right to transmit this data to another service provider. Where technically feasible, you have the right to transmit your personal data directly from us to the service provider you designate.

If the legal basis for processing your personal information is your consent, you may **Withdraw Your Consent** at any time. If you do that, we will still process certain information on a legal basis other than consent, as described in this Notice. Withdrawing your consent will not affect the lawfulness of the data processing we carried out based on your consent before such withdrawal.

Right to Object, based on your particular situation, to use your personal data on the basis of our legitimate interest. However, we may override the objection if we demonstrate compelling legitimate grounds, or for the establishment and exercise of defence of legal claims. You may also object at any time to the use of your personal data for direct marketing purposes.

Right to Restrict processing your personal data (except for storing it) if you contest the accuracy of your personal data, for a period enabling us to verify its accuracy; if you believe that the processing is unlawful and you oppose the erasure of the personal data and requests

instead to restrict its use; if we no longer need the personal data for the purposes outlined in this Policy, but you require them to establish, exercise or defence relating to legal claims, or if you object to processing, pending the verification whether our legitimate grounds for processing override yours.

Right to be Forgotten. Under certain circumstances, such as when you withdraw your consent, you have the right to ask us to erase your personal data. However, we may still process your personal data if it is necessary to comply with a legal obligation we are subject to under laws in the EU Member States or for the establishment, exercise or defence of legal claims.

If you wish to exercise any of these rights, contact us at support@recenio.com.

We reserve the right to ask for reasonable evidence to verify your identity before we provide you with information. If we are not able to provide you with the information that you have asked for, we will explain the reason for this.

You have a right to submit a complaint to the relevant supervisory data protection authority.

Subject to applicable law, you have the right to lodge a complaint with your local data protection authority. If you are in the EU, you can lodge a complaint to the supervisory authority, particularly in the Member State of your residence, place of work or an alleged infringement of the GDPR. For a list of supervisory authorities in the EU, click [here](#).

Minors

Our Services are not intended for use by children under the age of 13 (“Children”).

We do not knowingly collect personally identifiable information from Children under 13. If you become aware that a Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from Children without verification of parental consent, we take steps to remove that information from our servers.

Changes to this privacy policy

If we change this Policy, we will provide notice of the change.

From time to time, we may change this Policy, in which case we will notify you of the updated Policy by email. The latest version of the Policy will always be accessible on the Application.

Data controller and processor

We are the data controller of your personal data we collect through the Application.

Recenio is the data controller of your personal data we collect and process through the Application.

We are the data processor of your Customers Information we collect through the Application.

Recenio is the data processor of your Customers Information we collect and process through the Application.

Contact us

If you have any questions about this privacy policy you can contact us at support@recenio.com