

This Privacy Policy is an integral part of the Website Terms of Use and the Terms and Conditions and regulates the collection and processing of personal data provided by you as a user of our website or online store (hereinafter "Site" or "Online Store").

1. What is personal data?

Personal data is any information relating to an identified or identifiable natural person. A person is considered identifiable when he can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, among others, but also by reference to one or more specific elements of physical identity, physiological, genetic, among others.

2. Who is responsible for the processing of your personal data?

Ventosa & Montez Lda., Headquartered at Rua Augusto Lopes de Andrade, 726, 2810-293 Almada, with tax identification number 516 137 535 is the entity responsible for the processing of your personal data (hereinafter "Literall") . Literall may use subcontracting entities, such as WooCommerce (the company responsible for the development of the Site) and transport companies, for the treatment of your personal data, having concluded contracts with each one of them in order to ensure confidentiality and the correct treatment of data. your personal data.

3. What personal data do we process?

The visit to our Site, by itself, does not imply the registration, automatically, of any personal data that identifies you. However, some information about you may be collected, even anonymously, through automatic processes (such as cookies) as described below.

To order our products, as well as to use certain features of the Site, you must necessarily provide personal data.

Thus, depending on the desired functionality or service, the following personal data may be collected: name, email, telephone, TIN, delivery address and billing address. Additionally, with your consent, we may have access to your purchase history. Literall does not have access to the data related to your financial transactions (namely credit card number, this information being made available directly to the online payment company that you have chosen to process the payment), however, if necessary to confirm the payment of the order or resolve any issues that result, we may have to access that data.

Literall assumes that the data collected were entered by the respective holder and / or that their insertion was authorized by the same, being the same true, current and accurate.

4. When do we process your personal data and on what grounds?

You can freely browse the Online Store and start processing an order. To proceed with the purchase, it is not necessary to create a Personal Account. However, in order to process your order, you will, however, have to provide us with some personal data. Your contact details may also be used to respond to contact requests or requests.

Additionally, you can create a Personal Account through which you can access your order history, namely our products (type and quantity) that you have purchased in previous orders. To create the Personal Account, you must previously register, as described in the Terms and Conditions of Use of the Site, which implies the provision of some more personal data in addition to those already mentioned above, namely username and password, being applicable to these given the WooCommerce regulations, which you can access through the link on the Site.

Upon your consent, we may also process your data to send you communications about new products and news that may be of interest to you.

Thus, and as mentioned, Literall may process your data for the following purposes, which it does for the following reasons:

personal data	Goal	Basis of Lawfulness
name, email, phone number, TIN, delivery address and billing address	Order processing	Contractual execution
Name, TIN and billing address	Issuing invoices	Contractual execution / compliance with legal obligations
Name, contacts, user profile	Processing of contact requests or requests	Legitimate interest / compliance with legal obligations
Data collected through cookies	Management and use of the features available on the Site	Legitimate interest / consent

All previously mentioned plus username and password	Personal Account Management	Consent
Name, contacts, user profile	Sending marketing communications	Consent
All of the above	Compliance with legal obligations	Compliance with legal obligations

5. To whom do we communicate your personal data?

Literall may communicate your personal data to subcontracting entities, under the terms of the contracts concluded with them, or even to third parties, with respect to the latter only if, for this purpose, we have your consent or when the transmission is carried out within the scope of compliance with a legal obligation, a resolution of the National Data Protection Commission or a court order.

6. How long do we keep your personal data?

Literall will retain your personal data depending on the purpose for which it is processed. Thus, we will keep your personal data in the following terms:

Goal	Shelf life
Order processing	Warranty period for product ordered - 3 years
Issuing invoices	10 years
Processing of contact requests or requests	Warranty period for the ordered product - 3 years; If no order has been placed - 1 year

Data collected through cookies	Management and use of the features available on the Site
Management and use of the features available on the Site	Deadlines applicable to cookies
Personal Account Management	60 days after the cancellation or termination, in any way, of the Personal Account
Sending marketing communications	Until consent is withdrawn
Compliance with legal obligations	For the period defined in the applicable legislation

7. What are your rights in this matter?

Under the terms of the law, you can, at any time, exercise your rights of access, rectification, elimination and limitation of the treatment of your personal data, as well as the right to oppose the treatment of them and their portability, upon written request. addressed to Literall at the email address geral@literallbrand.com

You can also obtain confirmation that your personal data is being processed. If required, a copy of the data being processed will be made available. Under the terms of the law, you have the right, through the contact mentioned above, to withdraw your consent, when it is the basis for the processing of your data, at any time, without prejudice to the treatment carried out until that date remains entirely valid. date, based on the consent previously given.

Without prejudice to any other administrative or judicial remedy, you also have the right to file a complaint with the National Data Protection Commission or other competent supervisory authority under the law, if you believe that the processing of your data by Literall violates the legal regime in force.

8. What security measures do we implement to protect your data?

Literall makes its best efforts to protect your personal data from unauthorized access over the Internet. To this end, it uses security systems, rules and other procedures, in order to guarantee the protection of your personal data, namely to prevent unauthorized access to the data, its improper use, its disclosure, loss or destruction.

In particular, Literall guarantees privacy and security in the transmission of your data using SSL (Secure Sockets Layer) encryption of all information exchanged with Literall via the internet. However, we warn that, whenever data collection is carried out on open networks, such as the Internet, although in rare cases, your data may circulate without security conditions, with the risk of being seen and used by non-Literall third parties. Literall affirms, for this purpose, that it has and will keep in operation all the technical means at its disposal to avoid the loss, misuse, alteration, unauthorized access and improper appropriation of the personal data provided or transmitted. Whenever payments are made through the Site's server,

However, it is your responsibility to ensure and ensure that the computer / device you are using is adequately protected against harmful software, computer viruses and worms. Additionally, you should be aware that, without the adoption of adequate security measures, the risk of personal data and passwords being accessed by third parties, without authorization to do so, is aggravated.

9. What are Cookies?

In order to provide a more personalized service that meets your expectations, Literall uses its own and third-party cookies to collect and store information. The Cookie is an information file that is automatically placed on the hard drives of users' computers, when they access certain websites. The cookie identifies the navigation program on the server, enabling the storage of information, in order to improve the users' experience, as well as to analyze and review the website's performance.

There are different types of cookies, such as:

- Session "cookies": these are a type of "cookies" created to record and store data while accessing a website and are deleted as soon as you leave the page and close the browser.
- Persistent "cookies": these are "cookies" that remain on your computer / device after visiting a website. These "cookies" retain information under a randomly generated number. In addition, cookies have different purposes and objectives, which can be functional, analytical, personalization or advertising.

In addition, cookies have different purposes and objectives, which can be functional, analytical, personalization or advertising.

10. What type of cookies do we use and for what purposes?

Cookies and other immediate tracking technologies do not automatically collect personal data about you. Each User corresponds to an individual cookie, thus ensuring privacy and

data security. In turn, the presentation of data in a statistical way is done in an aggregated and not individual way, not allowing the identification of the User. When using cookies, it is possible for us to evaluate the performance of the Site, in a perspective of constant updating and improvement, in order to correspond to your tastes and your needs. Literall uses cookies in accordance with and under the terms defined in WooCommerce's cookie policy, which you can consult at any time at <https://docs.woocommerce.com/document/woocommerce-cookies/>.

Internet browsers allow you to manage your cookies. You can previously define that your device accepts all cookies, know when a cookie is set or never receive cookies. You can disable the cookies function at any time. Although the parameterization of each browser is different, it is usual for cookies to be configured in the "Preferences" or "Tools" menu. For more details on the configuration in your browser, consult the "Help" menu.

We draw your attention to the fact that, when you disable cookies completely, certain personalized features will not be sent to you and, therefore, all features of the Site may no longer be available.

11. When can we change these Policies?

Literall reserves the right, at any time, without prior notice and with immediate effect, to change, add or revoke, partially or totally, these Privacy Policy and Cookie Policy.

Any changes will be immediately posted on this same online page, so we advise you to consult this page regularly to keep you updated.

12. How can you communicate with us?

If you have any questions or concerns about how Literall handles your personal data, please send us your request for clarification via email geral@literallbrand.com

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