

PRIVACY POLICY

§ 1. General Provisions

This Privacy Policy defines the rules for processing and protecting the personal data of users using the website operating at <https://fixybag.com> (hereinafter referred to as the "**Website**").

The document reflects the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement such data, and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter referred to as "**GDPR**").

The owner of the Website and, at the same time, the Personal Data Controller is the company **Next Service Sp. z o. o.** with its registered office in Warsaw at Aleja Krakowska 264, 02-210 Warsaw, entered into the Register of Entrepreneurs of the National Court Register under KRS number: 0000584355, holding tax identification number NIP: 5223043546 (hereinafter referred to as the "**Controller**").

Contact with the Controller regarding privacy protection and the execution of user rights is possible via e-mail at info@fixybag.com or by post to the company's registered office address.

§ 2. Purposes and Legal Bases for Processing Personal Data

The Controller processes the personal data of Website users solely for specific, legally justified purposes:

- **Quote and service request handling:** We process data (name, e-mail address, phone number, and the submitted description of the defect along with photos of the suitcase damage) in order to prepare and present a luggage repair offer. The legal basis is the Controller's legitimate interest in efficiently responding to requests for quotes and building customer relationships (Art. 6(1)(f) GDPR).
- **Conclusion and performance of a repair contract:** If the quote is accepted and the suitcase repair begins, data is processed for the purpose of executing the contract, including logistics and billing handling (Art. 6(1)(b) GDPR).
- **Fulfillment of legal obligations:** Processing data (invoice details) to fulfill tax and accounting obligations resulting from Polish law (Art. 6(1)(c) GDPR).
- **Newsletter delivery:** If the user has given voluntary and explicit consent, their e-mail address is processed to send commercial information, promotions, and updates regarding FixyBag services (Art. 6(1)(a) GDPR).
- **Establishment, exercise, or defense of legal claims:** Based on the legitimate interest in protecting the rights and interests of the company (Art. 6(1)(f) GDPR).

§ 3. Personal Data Retention Period

Users' personal data will be stored only for the time necessary to achieve the purposes for which they were collected:

- **Data from quote and contact forms** – for the period of correspondence and request handling, no longer than 2 years from the last contact, unless a contract was concluded.
- **Data related to the performance of contracts (suitcase repairs and other leathercraft services)** – for the duration of the contract, and after its completion for the period required by tax regulations (5 years from the end of the tax year) and until the expiry of the statute of limitations for any potential claims arising from the performed service or warranty.
- **Data processed for marketing purposes (Newsletter)** – until the user withdraws consent or objects to the processing.

§ 4. Rights of Data Subjects

Every user of the FixyBag Website has the full right to control their personal data. To exercise these rights, simply send a message to: **info@fixybag.com**. The user has the right to:

- Access their data and receive a copy of it,
- Rectify (correct) their data if it is incorrect or incomplete,
- Erase data ("the right to be forgotten"), provided there are no other legal grounds requiring its further storage (e.g., tax matters),
- Restrict data processing,
- Data portability to another controller,
- Object to processing based on the Controller's legitimate interest (e.g., for statistical purposes or direct marketing),
- Withdraw consent at any time (in the case of the Newsletter), provided that the withdrawal does not affect the lawfulness of processing based on consent before its withdrawal.

If you believe that the processing of personal data violates the provisions of the GDPR, the user has the right to lodge a complaint with the supervisory authority – the President of the Personal Data Protection Office (ul. Stawki 2, 00-193 Warsaw).

§ 5. Recipients of Personal Data

In order to ensure the proper functioning of the Website and the efficient execution of repair services, the Controller may share personal data with external entities based on data processing agreements. These recipients include:

- Entities providing hosting and technical maintenance services for the Website's infrastructure,
- Providers of accounting, invoicing, and CRM software supporting customer service,
- Logistics operators and courier companies (to the extent necessary to collect the damaged luggage and return the repaired suitcase or bag to the Customer).

The Controller does not transfer personal data to third countries (outside the European Economic Area), and any use of global supporting tools (e.g., e-mail delivery systems) is based on EU standard contractual clauses guaranteeing a high level of protection.

§ 6. Final Provisions

Providing personal data in the Website forms is voluntary, but necessary to prepare a quote, contact you, or perform the repair service.

The Controller reserves the right to introduce changes to this Privacy Policy in the event of amendments to legal regulations or changes in the functioning of the Website. New versions will be published directly on this subpage.

Last update of the document: June 12, 2026.