

Privacy Policy

Company details

Last updated: 2025.09.24.

Cosplay Workshop (operated by Andr eka Anna E.V., registered in Hungary, Tax ID: 45700857-1-33, EU VAT: HU45700857, Registration No.: 58287394, address: 2360 Gy al, R ozsa u. 7, Hungary) ("we", "us", "our") respects your privacy and is committed to protecting your personal data in accordance with the EU General Data Protection Regulation (GDPR).

This Privacy Policy explains what information we collect, how we use it, and what rights you have. By using our website www.cosplayworkshop.eu, you agree to this Privacy Policy.

1. Data Controller

The data controller responsible for your personal data is:

Andr eka Anna E.V.

Address: 2360 Gy al, R ozsa u. 7, Hungary

Email: cosplayworkshop.eu@gmail.com

Contact page: https://cosplaymuhely.hu/shop_contact.php

No Data Protection Officer has been appointed.

2. Personal Data We Collect

We may collect and process the following personal data:

- Name and username
- Email address
- Billing and shipping address
- Telephone number
- Order and payment details (via secure third-party providers)
- Account registration details (if you create an account)
- Communication records with our customer service

We also use cookies and analytics tools (such as Google Analytics) to understand website usage and improve our services.

3. Purposes of Data Processing

We process your personal data for the following purposes:

- To fulfill and deliver your orders
- To issue invoices in compliance with legal obligations
- To provide customer service and respond to inquiries
- To send newsletters and promotional offers (only if you subscribe)
- To manage registered user accounts
- To ensure website security (e.g., SSL, reCAPTCHA)
- To conduct marketing activities, such as giveaways and contests (e.g., via Instagram)

4. Legal Basis for Processing

Our data processing is based on the following legal grounds under GDPR:

- **Contract performance** (Article 6(1)(b)) – processing necessary to fulfill your order
- **Legal obligations** (Article 6(1)(c)) – e.g., retention of invoices for accounting and tax purposes
- **Legitimate interests** (Article 6(1)(f)) – e.g., website operation and fraud prevention
- **Consent** (Article 6(1)(a)) – e.g., sending newsletters or participation in giveaways

5. Data Sharing and Third Parties

We only share your personal data with trusted service providers necessary for operating our webshop:

- **Web hosting:** UNAS Online Kft.
- **Billing and invoicing:** Billingo Technologies Kft.
- **Payment providers:** SimplePay, PayPal, Stripe
- **Shipping:** DPD

Some of these providers may be located outside the EU. In such cases, we ensure that appropriate safeguards are in place (e.g., Standard Contractual Clauses) to protect your data.

6. Data Retention

We store personal data only for as long as necessary:

- Invoices and accounting records: for the legally required retention period
- Marketing data: until you withdraw your consent or unsubscribe
- Account details: until you delete your account
- Contest/competition data: until the event is closed and prizes are delivered

7. Data Security

We take appropriate technical and organizational measures to protect your personal data, including:

- SSL encryption on our website

- reCAPTCHA verification for security
- Restricted access to personal data
- Secure handling of payments by certified providers

8. Cookies and Analytics

We use cookies to improve user experience, enable website functionality, and analyze traffic.

We also use **Google Analytics** to track website usage. You may refuse or disable cookies in your browser settings.

9. Your Rights Under GDPR

You have the following rights regarding your personal data:

- Right to access (obtain a copy of your data)
- Right to rectification (correct inaccurate data)
- Right to erasure ("right to be forgotten")
- Right to restriction of processing
- Right to data portability
- Right to object to certain processing (e.g., direct marketing)
- Right to withdraw consent at any time (e.g., unsubscribe from newsletters)

You may exercise these rights by contacting us at cosplayworkshop.eu@gmail.com.

If you believe your rights have been violated, you may lodge a complaint with your local supervisory authority. In Hungary, this is:

Hungarian National Authority for Data Protection and Freedom of Information (NAIH)

Website: <https://www.naih.hu>

10. Children's Privacy

Our webshop is open to customers under 18; however, purchases should be made with parental or guardian supervision if the buyer is a minor.

11. Marketing and Newsletters

If you subscribe to our newsletter, we will use your email address to send updates, promotions, and news about our products.

- Subscription is optional and requires your consent.
- Each email includes an **unsubscribe link** allowing you to opt out anytime.

12. Marketing and Advertising

In addition to newsletters, we also use online advertising platforms such as **Google Ads** and **Meta Ads (Facebook/Instagram)** to promote our products.

These platforms may use cookies, tracking pixels, and similar technologies to display personalized advertisements based on your interests and browsing behavior. This may include remarketing campaigns that show you ads after you have visited our website.

We do not share personal data (such as name or email) directly with these platforms unless you provide consent (e.g., when joining a giveaway via social media). However, anonymous or pseudonymized information may be collected through cookies and used for advertising purposes.

You can manage your preferences regarding targeted advertising by adjusting your browser settings, using cookie consent tools on our website, or through the following links:

- [Google Ads Settings](#)
- [Meta Ads Settings](#)

You may also withdraw your consent to marketing cookies at any time.

13. Contests and Giveaways

We may collect personal data (such as name, email, or social media account) for the purpose of organizing and managing contests or giveaways (e.g., via Instagram). Participation is voluntary, and data will only be processed for the specific event.

14. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on this page, and the "Last updated" date will be modified accordingly.