

Sylius Addons Marketplace

Privacy Policy

Last updated: 23/03/2026

1. Controller and Contact Details

The controller of your personal data is Sylius sp. z o.o., with its registered address at ul. Ostróżki 2/3, 86-005 Białe Błota, Poland, NIP (VAT ID) 7272867768, REGON 524874153, entered into the Register of Entrepreneurs of the National Court Register under KRS number 0001028152.

You can contact us regarding privacy matters at: hello@sylius.com

If we appoint a Data Protection Officer (DPO), their contact details will be published in this Privacy Policy or within the service.

2. Scope of This Policy and Role of Sylius

This Privacy Policy applies to the Sylius Addons Marketplace available at <https://addons.sylius.com> (the "Marketplace").

The Marketplace enables Users to:

- browse and access Products,
- purchase Sylius Products,
- interact with Vendors,
- submit inquiries (including "Request a Quote").

Depending on the context:

- For **Sylius Products**, Sylius acts as the controller of personal data related to the purchase and provision of such Products.
- For **Vendor Products**, Vendors act as independent controllers of personal data they receive from Users.
- For **Marketplace interactions** (such as Request a Quote), Sylius processes data to facilitate communication between Users and Vendors.

Sylius does not control and is not responsible for the processing of personal data carried out by Vendors.

3. Categories of Personal Data We Process

We process personal data that you provide directly, including:

- email address,
- first and last name,
- billing details,
- company name and VAT ID (if provided),
- content of messages and inquiries (including Request a Quote).

We also process:

- order and transaction data (including purchased Products, payment status),
- records of interactions with Vendors,
- records of user consents (including consent to immediate performance and withdrawal waiver),
- consent timestamps and related metadata.

We also process data generated automatically, including:

- IP address,
- device and browser information (user agent),
- timestamps,
- session identifiers,
- security and access logs.

4. Purposes and Legal Bases for Processing

We process personal data for the following purposes:

a) Providing Marketplace functionality

Including account handling, access to Products and general operation.

Legal basis: Article 6(1)(b) GDPR

b) Processing purchases of Sylius Products

Including billing, invoicing and delivery of digital Products.

Legal basis: Article 6(1)(b) GDPR

c) Providing access to digital Products

Digital Products are delivered by granting access to online platforms, resources or services immediately after purchase.

Legal basis: Article 6(1)(b) GDPR

d) Facilitating communication (Request a Quote)

Including forwarding your inquiry and contact details to a Vendor.

Legal basis:

- Article 6(1)(b) GDPR (pre-contractual request), or
- Article 6(1)(f) GDPR (legitimate interest)

e) Service communications

Including confirmations, transactional emails and support.

Legal basis: Article 6(1)(b) GDPR

f) Security and fraud prevention

Including logging, monitoring, abuse detection and incident response.

Legal basis: Article 6(1)(f) GDPR

g) Legal obligations

Including accounting, tax and compliance requirements.

Legal basis: Article 6(1)(c) GDPR

h) Consent-based processing

Where required, we rely on your consent.

Legal basis: Article 6(1)(a) GDPR

You may withdraw consent at any time.

5. Legitimate Interests

Where we rely on legitimate interests, these include:

- operating and improving the Marketplace,
- enabling communication between Users and Vendors,
- preventing fraud and abuse,
- ensuring system security and integrity.

We balance these interests against your rights and apply safeguards such as data minimization and access controls.

6. Recipients of Personal Data

Your personal data may be shared with:

a) Vendors

When you:

- submit a Request a Quote,
- contact a Vendor,
- interact with Vendor Products

your data (including email and message content) is shared with the relevant Vendor.

The Vendor acts as an **independent controller** and processes your data under its own privacy policy.

b) Payment providers

For payments relating to Sylius Products, we share necessary data with payment providers (such as Stripe), which act as independent controllers.

c) Service providers (processors)

Including:

- hosting providers,
- email services,
- monitoring and logging tools,
- security providers

These entities process data on our behalf under Article 28 GDPR agreements.

d) Public authorities

Where required by law or for legal claims.

7. International Transfers

We process data primarily within the EEA.

Some data may be transferred outside the EEA (e.g. to the United States), including for:

- payments,
- infrastructure,
- monitoring tools.

We ensure safeguards such as:

- Standard Contractual Clauses (SCCs),
- EU-U.S. Data Privacy Framework (where applicable).

8. Data Retention

We retain personal data:

- for as long as your account remains active,
- as necessary to provide services,
- as required by law,
- for defence of legal claims.

Typical retention periods:

- account data → until deletion + up to 30 days
- transaction data → as required by law
- security logs → up to 12 months
- communication data → as needed

9. Security

We implement appropriate technical and organizational measures, including:

- encryption (TLS/HTTPS),
- secure password hashing,

- access controls and least privilege,
- logging and monitoring,
- regular security updates.

10. Impersonation and Customer Support Access

In limited cases, authorized personnel of Sylius may access a Customer account in order to:

- provide technical support,
- resolve issues,
- investigate incidents,
- assist with Marketplace operations.

Such access may involve acting within the Customer account (impersonation).

This processing is:

- limited to what is necessary,
- performed by authorized personnel,
- subject to confidentiality obligations,
- logged and monitored.

The legal basis is our legitimate interest (Article 6(1)(f) GDPR).

Where appropriate, we may inform the Customer about such access.

11. Your Rights

You have the right to:

- access your data,
- rectify inaccurate data,
- request erasure,
- restrict processing,
- data portability,
- object to processing.

To exercise your rights, contact: **hello@sylius.com**

We respond within one month unless extended under GDPR.

12. Automated Decision-Making

We do not carry out automated decision-making or profiling producing legal effects.

13. Cookies and Similar Technologies

We use only strictly necessary cookies for:

- authentication,
- session management,
- security (e.g. CSRF protection).

These do not require consent.

14. Children

The Marketplace is not intended for individuals under 16.

We do not knowingly collect data from children.

15. Data Breach Notification

We will notify authorities and affected users in case of a breach, as required by GDPR.

16. Complaints

You may lodge a complaint with a supervisory authority.

In Poland:

Prezes UODO

<https://uodo.gov.pl>

17. Changes to This Policy

We may update this Policy.

If changes are material, we will notify you in advance (typically 30 days).