

PRIVACY POLICY

How we use information when you visit the store or contact us.

Before orders open: add the seller's legal identity and address, and check this text against the actual checkout, cookies and service providers.

1. Who is responsible

SOPSA is responsible for the personal information described here. For privacy questions or requests, contact info@shopsopsa.com. The seller's full legal identity and business address will be shown on this website before orders are accepted.

2. Information we use

When you contact us or place an order, we may process your name, email, phone number, delivery and billing information, items purchased and messages. The website may also collect technical data needed to operate and secure it.

A payment provider handles card payments. SOPSA receives the information needed to identify and manage the payment, rather than your full card number.

3. Why we use it

We use order and contact information to handle purchases, delivery, customer service, returns and refunds (performance of a contract); keep necessary accounting and tax records (legal obligation); and maintain security and prevent abuse (legitimate interests, subject to your rights).

We only send optional marketing or enable non-essential tracking where the required consent or another valid legal basis is in place. You can withdraw consent at any time.

4. Who receives information

Only where needed, information may be shared with payment providers, delivery companies and providers that host the shop or help us send order messages. We may also disclose information where required by law. We do not sell customer information.

5. Transfers and retention

Some service providers may process information outside the European Economic Area. When this happens, we use the protections required by applicable data protection law.

We retain information only as long as needed for the purposes above, including applicable tax and accounting periods or resolving a claim, then delete or anonymise it where possible.

6. Cookies

The website may use technologies needed for functions such as the shopping cart and security. If we add optional analytics or advertising cookies, we will explain them and request consent where required before using them.

7. Your choices and rights

Where applicable, you may request access, correction, deletion, restriction or portability of your data, object to certain processing, and withdraw consent. Email info@shopsopsa.com with your request. You may also complain to your data protection authority, including the CNPD in Portugal.

8. Updates

We may update this policy as the shop or its providers change. The date at the bottom shows the version in effect.