Privacy Policy

1. Who we are

Side Quest Studio is responsible for the processing of personal data as described in this Privacy Policy. Our contact details can be found on our website.

2. Personal data we collect

Side Quest Studio may collect and process the following personal data:

2.1 When you visit the website

- IP address
- Browser type and device information
- Location data (based on IP address)
- Pages visited and products viewed

This information is used to improve website functionality, calculate taxes and shipping costs, and prevent fraud.

2.2 When you place an order or request a quotation

- First and last name
- Billing address
- Shipping address
- Email address
- Telephone number
- Payment details (processed by third-party payment providers)
- Order details and order history

2.3 When you contact Side Quest Studio

- Name
- Email address
- Any information you voluntarily provide in messages or emails

2.4 Accounts

- If you create an account, your name, address, email address, and phone number are stored to simplify future orders.

3. Purpose and legal basis for processing

Side Quest Studio processes personal data for the following purposes:

- To process orders and deliver products
- To send order confirmations and updates
- To respond to questions, complaints, or refund requests
- To process payments and prevent fraud
- To comply with legal and tax obligations
- To improve our webshop and services
- To send marketing communications, only if you have given explicit consent

4. Cookies

Side Quest Studio uses cookies and similar technologies to ensure the proper functioning of the website.

4.1 Functional cookies

- These cookies are necessary for the website to function properly, such as saving items in your shopping cart.

4.2 Analytical cookies

- These cookies help us understand how visitors use the website, allowing us to improve user experience.

4.3 Embedded content

- Pages on this website may include embedded content (such as videos or images). Embedded content from other websites behaves in the same way as if you visited those websites directly. These third parties may collect data, use cookies, and monitor interactions.

5. Comments and reviews

- If you leave a comment or review, we collect the information shown in the form, your IP address, and browser user agent to help detect spam.
- An anonymised string (hash) created from your email address may be shared with services such as Gravatar to display a profile image.

6. Data retention

Side Quest Studio does not store personal data longer than necessary.

- Order and billing information is retained for 7 years for tax and accounting purposes.
- Account information is retained until you request deletion.
- Comments and reviews may be stored indefinitely.

7. Sharing personal data with third parties

Side Quest Studio only shares personal data with third parties when necessary for:

- Payment processing (e.g. PayPal, Klarna)
- Shipping and logistics (e.g. postal and courier services)
- IT and hosting services

Third parties only receive the data necessary to perform their services and are required to protect your data.

8. Payments

Payments are processed by external payment providers such as PayPal and Klarna. Side Quest Studio does not store full payment details. These providers process personal data in accordance with their own privacy policies.

9. Your rights

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to data processing
- Withdraw consent for marketing communications
- Lodge a complaint with a supervisory authority

Requests can be submitted via the contact details listed on our website.

10. Data security

Side Quest Studio takes appropriate technical and organisational measures to protect personal data against loss, misuse, and unauthorised access.

11. Changes to this Privacy Policy

Side Quest Studio reserves the right to update this Privacy Policy. The most recent version will always be published on the website.

12. Contact

For questions about this Privacy Policy or the processing of your personal data, please contact Side Quest Studio via the contact details provided on the website.