

# Privacy Policy

**Last Updated:** April 2025

## ABOUT JE INSPI

JE INSPI is a brand owned and marketed by SHREEJI GEMS and SHREEJI GEMS Zweigniederlassung Österreich. At JE INSPI, we deeply value our relationship with you. We are dedicated to providing you with relevant services and a positive experience, which we achieve by handling your personal information with utmost care and diligence. We are committed to complying with the GDPR and other applicable data protection laws.

SHREEJI GEMS has its head office at 4TH FLOOR, OFFICE NO-A, 401, PRAMUKH BUILDING, NANDU DOSHINI WADI, KATARGAM, SURAT, GUJARAT, 395004, INDIA.

SHREEJI GEMS Zweigniederlassung Österreich is responsible for operating and managing the website, [www.je-inspi.com](http://www.je-inspi.com), and handles the JE INSPI brand.

SHREEJI GEMS Zweigniederlassung Österreich ("JE INSPI," "we," "us," and "our"), located at Promenade 23, 4020, Linz, Austria, is the data controller for the purposes of relevant data protection laws and regulations, including the General Data Protection Regulation (GDPR).

Additional details of SHREEJI GEMS Zweigniederlassung Österreich:

- Firmenbuch-Nr: 632291 s
- VAT/UID NO: ATU81189526
- EUID: ATBRA.632291-001
- EORI: ATEOS1000152756
- Steuernummer: 46 584/5600

## PRIVACY STATEMENT

Your personal data (such as name, birth date, address, phone number, and email) collected (i) when you place an order or (ii) when you complete our Customer Data Form, is used to process your order and deliver our services, forming a necessary part of the contract according to GDPR Article 6 Para 1 lit b, provided by SHREEJI GEMS Zweigniederlassung Österreich. This data will not be shared with or sold to external parties, except in specific cases detailed in subsequent provisions. To identify you as a registered customer, the aforementioned data will be accessible.

If you grant consent per GDPR Article 6 Para 1 lit a by ticking the appropriate box, we will additionally use your data at [www.je-inspi.com](http://www.je-inspi.com) for:

- **Newsletter distribution:** By opting to subscribe, you agree that your provided personal data can be used by JE INSPI for (i) surveys on service and consultation satisfaction, (ii) distributing invitations to events, vouchers, and discount promotions, (iii) sending reminders for incomplete online shopping carts, (iv) communicating product availability, and (v) delivering marketing and product information about goods and services from JE INSPI (via email, SMS, or phone). You can withdraw this consent for specific or all purposes by contacting JE INSPI (e.g., via email).
- **Use of contact numbers:** According to Art. 6 para. 1 lit. a GDPR, personal data (surname and first name, telephone number, messenger ID, IP address, profile picture and message history) will be stored, processed and used with your agreement when you use WhatsApp, SMS or other messenger services, to send you messages. Usage of the Messenger service requires an active account with the respective provider. You can revoke your consent to this data processing at any time by notifying our support.

We retain your personal data for a maximum of seven years following contract completion, as required by company and tax law. If you only subscribed to the newsletter and are not a JE INSPI customer, your data is stored until you revoke your consent, or for a maximum of three years after your last interaction with us.

You can request details of your stored personal data at any time. Additionally, you can request the correction or deletion of your data under certain conditions. You also have the right to limit data processing, object to processing, and receive your data in a structured, commonly used, machine-readable format. You can contact us before file a complaint with a data protection supervisory authority.

## OUR COMMITMENT TO PRIVACY PRINCIPLES

This Privacy Policy is built upon the following fundamental privacy tenets:

- **Tenet 1: Clarity and Assurance:** We embed privacy into the design and standard settings of all our offerings. We value the trust you place in us when you share your personal details. We are committed to being fully transparent with you about why we use your personal information and will only use it for those specific reasons when we have a lawful basis to do so. This includes obtaining your express permission where required. You will be notified of any significant changes to how we handle your personal information.
- **Tenet 2: Safeguarding Your Personal Data:** We pledge to uphold strong data protection, privacy, and security measures to ensure your personal information remains secure. If an incident affects your personal information, we are committed to informing you and relevant regulatory bodies, adhering to data breach notification obligations, including those under the GDPR. Your personal information will be afforded the same

level of protection when shared with external parties or transferred across international borders. We will keep your personal information only as long as necessary or as mandated by law.

- **Tenet 3: Honoring Your Entitlements:** We are dedicated to honoring the choices you make regarding your personal information. We will support your legal rights to access, correct, and erase the personal information we hold about you, in addition to your rights under the GDPR, such as the right to data portability and the right to limit processing. Furthermore, we will respect your options concerning objecting to how we process your personal information and will provide channels for you to contact us with inquiries or complaints.

## **THIS PRIVACY POLICY AND AMENDMENTS**

This Privacy Policy, in conjunction with our [Cookie Policy](#), furnishes details on how we gather, utilize, reveal, and transfer your personal information across various interactions, including our website ([www.je-inspi.com](http://www.je-inspi.com)), and other digital interfaces, when you visit our store or events, interact with us via email, telephone, or online chat, or engage with us on social media or other marketing and advertising channels. Our Cookie Policy elucidates our utilization of cookies and similar technologies to amass information when you use our Platforms.

When you procure products online or via telephone, please consult our [Conditions of Sale](#), as they govern such transactions. Additional terms and conditions, such as our [Terms of Use](#), may also govern services we render.

We may revise this Privacy Policy periodically. Modifications will be posted on our website.

## **DATA PROCESSING RESPONSIBILITY**

SHREEJI GEMS Zweigniederlassung Österreich is the data controller accountable for decisions regarding how your personal data is utilized.

## **INFORMATION WE GATHER**

We gather various categories of personal information, including:

- **General Personal and User Account Information:** To avail yourself of our products, services, events, store appointments, and/or other client programs, you might need to furnish contact details or establish an account. This information may encompass your name, address, date of birth, email address, telephone number, marital status, nationality, and gender. Your account might store details such as your purchase history, account ID, username, password, time zone, and communication history. We may also amass data concerning your behavior, interests, preferences, wish lists, hobbies, client interactions,

marketing campaign activities, opinions, reviews, demographics, habits, and purchasing tendencies.

- **Transactional and Payment Information:** When you finalize purchases of products and/or services, we gather supplementary information, such as your shipping address, proof of delivery, billing address, and pertinent payment information.
- **Identification Information:** We may gather identification information from you, such as passport data or national ID data, in instances where we necessitate this to furnish products and/or services to you.
- **Correspondence, Call Recordings, Online or Video Chat:** We gather personal information from you when you correspond with us (for example, if you contact us with a query about one of our products and/or services), when you provide your details when you visit our store, contact us or our Care Center by e-mail, telephone, contact form, or participate in online or video chat. Please note that phone calls, online or video chat, or other correspondence will on occasion be recorded for security, evidence, training, quality control, analysis, and development purposes.
- **Social Media Platforms Data:** Should you opt to interact with us via a social media platform or other third-party service, we will gather the information you have supplied to us through that platform, which may include behavioral data such as your browsing records and purchase history on that platform. Furthermore, you may grant us access to specific data from your social media profiles for social log-in purposes.
- **Cookie Data:** We additionally amass certain information automatically about visitors to our Platforms, detailed in our [Cookie Policy](#). This may encompass data pertaining to advertising IDs, pixel tags, or your unique online personal identifier.
- **Location Data:** We will gather information about your location to the extent that we render any location services.
- **CCTV, Video Surveillance Data & Wi-Fi Data:** Within our retail store, corporate premises, or other areas, we gather data utilizing CCTV or other video surveillance technology. If you enroll for our complimentary Wi-Fi service at our stores, events, or other premises, we may gather specific information about your device, including device or IP address, connection date and time, and the location(s) at which you connected to our Wi-Fi service.
- **Photos & Video Recordings:** Certain of our technology products, including connected mirrors, augmented reality technologies, or photo booths, gather photographs or video recordings from you. This data may also enable us to take measurements from you necessitated for our products and/or services. We may also capture photographs or make video or voice recordings of you at one of our events.
- **Surveys and Market Research:** We conduct surveys and market research, and we will gather your response data.
- **Information You Provide About Third Parties:** You may furnish personal information about another individual (such as your partner or child), including name and address, date

of birth, email address, telephone number, marital status, wish list, hobbies, and preferences.

- **Information We Collect from Third Parties About You:** We also may collect any of the aforementioned information about you from third parties, including our authorized dealers, social media platforms, advertising and marketing partners, analytics providers, and third parties that extend technical or strategic data services to us, and we may collate such information with other information that we possess. We may also collect personal information about you from publicly accessible sources.
- **Sensitive or Special Categories of Data:** We may solicit you to provide sensitive or special categories of data (for example, allergens or accessibility requirements for events), in which instance we will furnish you with enhanced privacy information and request your explicit consent at the time of our request. Otherwise, if you provide such data to us without us asking you for it, we will interpret the fact you have provided such data as your explicit consent for us to process it.

## **PURPOSES OF PROCESSING AND OUR LEGAL JUSTIFICATION FOR PROCESSING**

We may handle your personal data for the purposes detailed below, in accordance with the following legal grounds:

- **Consent:** This is the lawful basis when you have freely and explicitly given us permission to handle your personal data (e.g., when you opt to receive marketing communications).
- **Contractual Necessity:** The handling of data is essential for fulfilling a contract we are about to enter into or have entered into with you (including compliance with our Terms of Use), or because you have specifically requested us to take preliminary steps before entering into a contract (e.g., handling your contact details to finalize a purchase and arrange delivery).
- **Legitimate Interests:** The handling of data is essential for our justified business interests or the justified interests of a third party (e.g., for efficient business operations, fraud prevention, ensuring platform security, and personalizing user experience), unless there is a compelling reason to protect your personal data that overrides those justified interests.
- **Legal Obligation:** The handling of data is essential for us to adhere to applicable laws and regulations (e.g., in response to a court order or to comply with GDPR).
- **Other Lawful Grounds:** Data handling may occasionally be required for other lawful reasons, such as crime prevention and detection, protection of an individual's fundamental interests, or when the handling is otherwise carried out in the public interest.

**The purposes for which we handle data and the legal justifications are as follows:**

**Service-Related Data Handling:** We handle your personal data for a variety of service-related functions. These include, but are not limited to:

- Product reservations and sales transactions
- Service-related communications (e.g., order updates)
- Program updates and announcements
- Administrative notifications (e.g., order and shipment confirmations or changes, event or appointment booking confirmations or changes, and repair notifications)
- Informing you about changes to our terms or privacy policy
- Sending you service-related messages if you abandon your online shopping cart or browsing session

Our primary justification for this handling is contractual necessity, as it is essential for providing you with the services you request. However, we may also depend on legitimate interests (e.g., to optimize your interaction, ensure efficient service provision, and maintain customer satisfaction), legal obligation (e.g., for record-keeping), or consent (e.g., for specific optional services).

**Marketing Communications and Digital Advertising:** We handle your personal data for various marketing-related functions, including:

- Distributing marketing communications through a range of channels (e.g., phone, email, mail, electronic or text messages, including WhatsApp or other direct messaging platforms)
- Delivering tailored messages or advertisements on social media and other digital platforms
- Conducting marketing research and analysis to improve our marketing strategies and tailor your experience
- Managing your marketing preferences

Our legal basis for this handling is primarily consent (e.g., when you subscribe to our newsletter or agree to receive tailored ads). However, we may also depend on legitimate interests (e.g., to promote our products and services, personalize marketing communications, and target relevant audiences) or, in certain circumstances, contractual necessity (e.g., if marketing communications are a required component of a service you have requested).

**Account Administration:** We handle your personal data for functions related to the management of your user account on our platforms, including:

- Account creation and maintenance procedures
- Login credential management and account security measures

- Transaction history and preference management
- Communication with you concerning your account

The legal basis for this handling is primarily contractual necessity (as it is required to provide you with account services) or legitimate interests (e.g., for account security and efficient account management).

**Website and Platform Operation and Enhancement:** We handle personal data to operate, maintain, and enhance our website and other digital platforms, including:

- Ensuring website functionality and security protocols
- Analyzing website usage patterns and trends
- Tailoring your browsing experience
- Developing new features and functionalities
- Conducting testing and research activities

The legal basis for this handling is primarily legitimate interests (e.g., to ensure the proper functioning of our platforms, improve user interaction, and optimize our service offerings).

**Order Processing and Fulfillment:** We handle personal data to facilitate your orders, including:

- Order placement and confirmation processes
- Payment processing procedures
- Shipping and delivery logistics
- Managing returns and exchanges
- Providing customer support related to your orders

The legal basis for this handling is primarily contractual necessity (as it is required to fulfill your orders) or legal obligation (e.g., for tax and accounting purposes).

**Customer Service and Support:** We handle personal data to provide customer service and support assistance, including:

- Responding to your inquiries and requests
- Addressing complaints and resolving issues
- Providing assistance with product information or services
- Managing customer feedback

The legal basis for this handling is primarily contractual necessity (if the support is related to a contract with you) or legitimate interests (e.g., to provide efficient customer service and resolve issues).

**Legal Compliance and Protection:** We handle personal data to comply with applicable laws and regulations, and to protect our legal rights and interests, including:

- Complying with tax, accounting, and other legal obligations
- Responding to legal demands and court orders
- Preventing fraud and illegal activities
- Enforcing our terms and conditions
- Protecting our business operations and assets

The legal basis for this handling is primarily legal obligation or legitimate interests (e.g., to protect our business and legal rights).

**Managing User Accounts:** We handle your personal data for the administration of your user accounts and our internal records. This processing is fundamentally tied to our contractual obligations, but may also occur based on your consent, our essential business needs (such as for security), or our need to adhere to legal mandates.

**Purchase Processing and Order Fulfillment:** We handle your personal data to facilitate purchases, including gift orders, coordinate repairs, process returns, manage communication preferences related to after-sales care, arrange deliveries, and administer post-sale services. This is primarily carried out to fulfill our agreement with you, but might also be justified by our legitimate interests (like ensuring effective payment procedures), legal duties, or your agreement.

**Handling Customer Queries:** We handle your personal data to address your inquiries, respond to your requests, and deliver client support services. While this is often required to meet our contractual responsibilities, it may also be necessary for our essential business purposes (like providing effective customer service) or with your permission.

**Event Coordination and Community Engagement:** We handle your personal data to organize and operate events, schedule appointments at our stores, and administer community memberships. This includes actions such as registering members, tracking attendance, managing speakers, and documenting health and safety incidents. We may also capture photos or videos during our events for promotional activities. This handling may occur due to contractual obligations, your consent, our essential business needs (such as event management), or legal requirements.

**Administering Promotions:** We handle your personal data to run contests, prize draws, and other promotional activities. This involves the collection of necessary details from you for the operation of these promotions. Our justification for this can stem from contract execution, our essential business needs (like analyzing customer engagement), legal obligations, or your agreement.



**Ensuring Compliance, Security, and Preventing Prohibited Actions:** We handle your personal data to meet legal and regulatory obligations concerning anti-money laundering, international sanctions, credit evaluations, fraud prevention, and other prohibited or illegal activities. This is integral to our efforts to maintain the security of our platforms and services, as well as to respond to lawful demands from authorities (e.g., regulatory bodies, law enforcement, or financial institutions). This handling is chiefly justified by our essential business needs (e.g., preventing fraud), but may also be due to legal duties or your consent. We reserve the right to decline to provide products or services when we possess a lawful and legitimate reason to do so.

**Data Processing with Automated Systems:** We utilize innovative technologies, encompassing profiling, artificial intelligence, machine learning, and advanced algorithms, to analyze your data. This helps us identify and anticipate products, diagnostics, services, or information that might appeal to you, based on what you provide or what we obtain from other sources (as detailed in the section "Information We Collect from Third Parties About You"). This analysis may lead to automated decision-making. These decisions could relate to our offerings, such as products, services, event invitations, or customer benefits. This processing aims to enhance your interaction with our products and services by presenting you with tailored options and responding efficiently to your input. For example, this can involve techniques like data clustering, data mining, data fusion, or other data analysis methods to derive insights from your personal information. These processes may be fully automated (e.g., for complaint escalation) or involve human review. When your personal information is used for automated decision-making or profiling, we are committed to transparency, fairness, and unbiased decisions. We implement appropriate safeguards to protect your personal information. Where applicable, you will be offered the chance to opt out of automated decisions or profiling. Our justification for this processing includes our legitimate interests (e.g., improving our customer support) and your consent.

**Market Research and Client Interaction Improvement:** We handle your personal information to conduct market research (including surveys) and analyze data to improve customer interaction. This is based on client feedback, comments, preferences, and your usage of our platforms, products, or services. This enables us to continuously refine our offerings and the products and services we provide to you. Our justification for this processing is our legitimate interests (e.g., enhancing our platforms) and, where applicable, your consent.

**Location-Based Services:** When we offer location-based services, we handle your location information to provide those services. These services, typically available on mobile devices or applications, may require your consent to use location data. This data could be derived from sources like GPS, sensors, beacons, or Wi-Fi access points, allowing for a more personalized experience. Your device settings will allow you to disable these services if desired. Our justification for this processing is your consent.

**Security Monitoring with Technology:** We handle personal information obtained through CCTV, video surveillance, and Wi-Fi data to prevent and detect crime, support law enforcement in investigations, ensure the safety of our staff, visitors, and property, and, in some cases, to monitor activity within our stores or Wi-Fi usage. Our justification for this processing is our legitimate interests (e.g., securing our premises) and legal obligations, and we may also rely on your consent.

**Use of Advanced Retail Technologies:** We may handle your personal information to facilitate your use of new retail technologies that enhance your experience, both in-store and online. These may include virtual try-ons, augmented reality, and product customization tools. For instance, we might use images or videos of your hand to generate and send you a photo or video showing a product on your hand. Our justification for this processing is our legitimate interests (e.g., monitoring customer interaction with new technologies) and your consent.

**Platform Maintenance, Support, and Protection:** We handle your personal information for the administration and protection of our business and platforms. This includes activities such as troubleshooting, error resolution, data analysis, testing, system maintenance, support, reporting, and data hosting. Our justification for this processing is our legitimate interests (e.g., ensuring platform functionality and security), and we may also rely on legal obligations or your consent.

**Acquiring Products and Services from Suppliers:** When you or your organization provide products or services to us, we handle your personal information to receive those products or services. Our justification for this processing is the performance of a contract, but we may also rely on our legitimate interests (e.g., to facilitate the receipt of services) or your consent.

**Sharing Data with Authorized Dealers:** To provide you with a consistent customer experience across our authorized dealer network, we may handle your personal information to enable data sharing. You can choose to allow your account data, including contact details and transaction history, to be shared within our network, between our authorized dealers and our stores, to enhance your experience when you visit our sales locations. Our justification for this processing is your consent.

**Business Operations and Legal Adherence:** We handle your personal information for the management of our business operations and to comply with our legal responsibilities. Our primary justification is legal obligation, but we may also rely on our legitimate interests (e.g., maintaining records) or your consent.

**Corporate Restructuring:** In the context of a merger, acquisition, or similar corporate restructuring, we handle your personal information and may disclose it to a third party involved in the transaction, such as a purchaser or entity to which we transfer our assets and business. Our primary justification is our legitimate interests (e.g., to facilitate discussions with stakeholders), but we may also rely on legal obligations or your consent.

**Data Handling via Cookies and Automated Tools:** We handle your personal information in accordance with our Cookie Policy. Our primary justification is consent, performance of a contract, and our legitimate interests (e.g., for essential cookies).

**Informing You of Significant Changes:** If we make substantial changes to how we handle your personal information, or if we decide to use your information for a new purpose not previously disclosed, we will take appropriate steps as required by law, which may include notifying you via email or other suitable methods.

**Our Cookie Usage Policy:** This website uses cookies as described in our [Cookie Policy](#). The Cookie Policy is accessible to users on every page of the website linked to this Privacy Policy and within cookie information banners.

## **ENSURING THE SECURITY OF YOUR DATA**

We want you to feel secure when entrusting your personal details to us. Therefore, we are dedicated to safeguarding the personal data we collect by employing robust data protection, privacy, and security measures. Access to your personal information is limited to personnel with a legitimate need to view it, whether to deliver products or services to you or to fulfill their job responsibilities. We maintain suitable technical, organizational, physical, electronic, and procedural safeguards to shield the personal information you provide from unauthorized or unlawful handling, as well as from accidental loss, damage, or destruction. However, if you are required to set a password to access specific areas of our platforms, you are responsible for choosing a strong password and keeping it confidential. It is your responsibility to select a password that you do not use on any other site, and you must not disclose it to anyone.

## **DISCLOSING YOUR PERSONAL INFORMATION**

We only disclose personal information to other parties when legally permissible. When we disclose personal information, we implement contractual agreements and security measures to protect the shared data and to adhere to our data protection, confidentiality, and security standards and obligations. We share your personal information with other parties under the following circumstances:

- **Our Corporate Affiliates:** We might share your personal information with our corporate affiliates for the purposes detailed earlier, where we are legally allowed to do so (including when there's a lawful basis).
- **Service Providers (including Data Processors):** We will share your personal information with designated third-party service providers (who may handle your personal information as data processors on our behalf), for purposes such as facilitating online and other payment transactions, managing credit checks and fraud prevention, arranging product shipment, providing cloud storage, and any other services necessary for us to

utilize your personal information for the purposes outlined in this Privacy Policy. In some situations, particular fraud prevention service providers act as independent data controllers.

- **Disclosures to Regulatory Bodies, Authorities, and Other Third Parties:** We will disclose your personal information to any law enforcement agency, court, police, regulator, government body, or any other third party, including relevant financial institutions, if we believe it's necessary to comply with a legal or regulatory requirement, to protect our rights or the rights of another party, or if it's in the public interest or our legitimate interests or those of another party (for example, to fulfill a third-party request to reveal personal information to investigate a suspected crime, to verify our adherence to applicable laws and regulations, or to establish, exercise, or defend legal claims). Furthermore, we may share your data with insurance providers or organizations dealing with lost or stolen property to aid in the recovery of any missing or stolen items.
- **Payment Financing Providers:** To offer you various payment solutions (where they are available), we will share your personal information with financial service providers. This includes details such as your contact and order information, which they need to assess your eligibility for different payment options and to present suitable payment choices to you. For Klarna solutions, your personal information is handled according to relevant data protection law and in line with Klarna's privacy policy, which you can access via the links provided on the official Klarna website.
- **Authorized Dealers:** When you engage with our authorized dealer network, we may seek your consent to share your personal information with an authorized dealer periodically, to: (i) deliver services you've requested; (ii) enhance your customer journey and experience within our stores when interacting with our products, services, or authorized dealers; (iii) ensure the accuracy and currency of the information we have about you, including purchase registrations, warranty extensions, and other transactions, as well as your marketing preferences; and (iv) manage customer and vendor relationships to improve cooperation with our authorized dealers and offer you personalized customer experiences. In situations where an authorized dealer needs access to your information, we will request your permission before granting that access. If you permit us to share your personal information with an authorized dealer, we will maintain industry-leading security measures to protect your information's ongoing security. When your personal information is shared with an authorized dealer, both the dealer and we may be acting as independent data controllers or data processors regarding your personal information, depending on how we or our authorized dealer are interacting with you.
- **Mergers and Acquisitions:** We will disclose your personal information to any third party that acquires, or to which we transfer, all or a substantial portion of our assets and business. If such a sale or transfer occurs, we will make reasonable efforts to ensure that the entity receiving your personal information uses it in a manner consistent with this Privacy Policy.

- **Social Media Platforms and Other Third-Party Digital Vendors:** We might share your personal information with social media platforms as described earlier or in the [Cookie Policy](#).

## **International Data Transfers**

We may share your personal information with:

- Affiliates and subsidiaries
- Service providers
- Business partners
- Legal authorities

If we transfer your data internationally, we will institute appropriate safeguards to protect your information, in compliance with GDPR requirements for international data transfers. If we transfer your personal information to a country that doesn't offer an adequate level of data protection, we've implemented standard contractual clauses to ensure appropriate safeguards are in place for the protection of your personal information when it's transferred to our affiliated companies, stores, or third-party service providers in territories outside the European Economic Area, the United Kingdom, and Switzerland. While other territories may have different data protection standards compared to your home country, we will continue to protect the personal information we transfer according to this Privacy Policy.

## **Privacy Risk Assessments**

We may periodically perform risk evaluations related to the handling of your personal information, especially when introducing new technologies or functionalities. In some cases, these new technologies or functionalities might require us to provide updated privacy notices or consent forms to ensure we continue to meet our privacy commitments to you.

## **Retention of Your Personal Information**

We retain your personal information only as long as necessary for our processing purposes, particularly to defend ourselves in the event of a legal claim (for example, information related to a contract with you will be kept for the contract's duration and for up to ten years afterward) and to comply with legal retention obligations. After this period, it will be deleted or, in some instances, anonymized. If you've given us consent to handle your personal information and we have no other legal basis to continue that handling, we will delete your personal information if you later withdraw your consent. If you ask us to stop sending you direct marketing communications or if you exercise your right to be forgotten, we will keep a record of your request and contact details to ensure that your request is honored.

## **UPHOLDING YOUR ENTITLEMENTS**

We pledge to uphold your entitlements with the utmost diligence. Should you wish to exercise any of the rights detailed below, which are granted to you by applicable law, we invite you to communicate with us at the address provided.

### **Access Right**

You possess the entitlement to request access to any personal data that is undergoing processing by us.

### **Deletion/Processing Limitations**

Under certain conditions, you hold the entitlement to seek the deletion of your personal data or to impose restrictions on how we utilize it.

### **Revision or Rectification**

You are entitled to instruct us to rectify any imprecise personal data and to revise any outdated personal data.

### **Right to Contest**

In specific scenarios, you are vested with the right to contest, based on grounds related to your particular situation, the processing of personal data concerning you, especially when such processing is founded on legitimate interests or serves the public interest. Furthermore, you have the absolute right to contest the use of your personal data for direct marketing purposes.

### **Data Portability Privilege**

In select circumstances, you are privileged to request that we furnish you with the personal data you have entrusted to us, presented in a structured, commonly used, and machine-readable format.

### **Consent Withdrawal Option**

If you have granted us consent to process your personal data, you retain the power to retract this consent at any moment, effective prospectively. Such a retraction does not invalidate the lawfulness of the processing executed based on this consent before its withdrawal.

## **Complaint Procedure**

If you harbor any concerns about our handling of your personal data, we urge you, as a preliminary step, to reach out to us using the contact details provided below. We will commit our best efforts to address and resolve your concern. Following a thorough investigation of your concern, we will furnish you with a written response within a reasonable timeframe, outlining our proposed remedial actions.

## **Right to Object to Advertising via Electronic Mail**

In the event that we have obtained your electronic mail address in connection with a product and/or service transaction and utilize your electronic mail address for direct advertising of our own analogous products and/or services, you are empowered to object to such utilization of your electronic mail address at any juncture, effective for the future, by dispatching an electronic mail to the address indicated below in the section titled “Contact us” or by selecting the ‘unsubscribe’ link embedded in any of our marketing electronic mails. However, it is important to note that we may continue to transmit service-related communications to you (i.e., non-marketing communications), including electronic mail updates pertaining to your order status.

## **Children**

Our Platforms are not designed for or directed at individuals whom we know to be children in the relevant country from which data is collected (e.g., in the United States, this age is under 13, and in certain European countries, it is under 16). Furthermore, we do not intentionally collect any personal information from anyone whom we know to be a child, unless we have obtained consent from a parent or guardian. Children must not utilize the Platforms, nor should they submit any personal information to us without the explicit consent of a parent or guardian.

## **CONTACT US**

If you have any inquiries, concerns, or requests concerning this Privacy Policy or our data practices, please contact us at:

SHREEJI GEMS Zweigniederlassung Österreich

Promenade 23, 4020, Linz, Austria.

Email: [contact@je-inspi.com](mailto:contact@je-inspi.com)

Contact no.: +4306703593935