

Merchant Privacy Policy

B2B accounts, administration panel, billing, security and support

1. Controller and scope

The Merchant-account controller is Qoder Sp. z o.o., ul. Turzycowa 47/4, 80-174 Gdańsk, Poland, KRS 0001171792, tax ID 5833537100, REGON 541676098, email: kontakt@qoder.pl.

This Policy covers panel users, representatives, contacts, partners and payers. Store customers have a separate Widget Privacy Policy under which the Merchant is controller and Qoder generally acts as processor.

Where Qoder processes storefront-customer data on the Merchant's documented instructions, the separate DPA appended to the Terms governs that processing. This Policy does not replace the DPA.

2. Data and sources

Local passwords are securely hashed. Optional Entra sign-in stores a necessary external identifier and profile snapshot; Qoder does not receive the Microsoft password.

- account and representative details, company, roles, locale, identifiers and sign-in history;
- workspace, configuration, product, audit, security, support and communication data;
- billing company, address, country, tax ID, currency, plan, promotions, amounts and payment-provider identifiers;
- data provided directly or received from an owner, partner, Shopify, Stripe or optional Microsoft Entra ID.

3. Purposes and legal bases

- performing the B2B agreement and providing accounts, workspaces, plans, checkout and support;
- tax, accounting, authority requests and evidence of document acceptance;
- security, audit, fraud prevention, diagnostics and claims as legitimate interests;
- B2B marketing based on legitimate interests or consent where required, with a right to object or withdraw.

4. Recipients and providers

Recipients may include hosting providers, Cloudflare, R2, OVH/VPS, Stripe, Shopify, Brevo, Microsoft Entra ID, advisers and lawful authorities, only as necessary.

Sentry may be used only after it is shown as active in the subprocessor registry. It must not collect photos, facial data, payment details, tokens, form content or Session Replay.

A Partner independently administers customers assigned to its partner account as an independent controller and receives only data necessary for customer acquisition and service, commercial relations, code management, commission settlement and fraud prevention. The Partner is responsible for the appropriate processing basis, privacy notices, retention period and handling data-subject rights. Partner attribution is not consent to direct marketing.

5. Retention

- account and operational data: for the agreement and usually up to 24 months afterward unless claims require longer;
- accounting, tax, payment and agreement records: generally 5-6 years;
- acceptance and critical security audit: for the agreement and limitation period;
- support: normally 24 months after closure;
- Sentry when active: no more than 90 days; post-deletion backups: no more than 90 days.

6. Transfers, security and rights

Transfers outside the EEA rely on adequacy, Standard Contractual Clauses or another lawful mechanism and a risk assessment.

Individuals may request access, correction, erasure, restriction, objection, portability and withdrawal and complain to a supervisory authority by contacting kontakt@qoder.pl.

Qoder uses access controls, encrypted transport, logs, backups and minimisation and makes no legally significant automated decisions about panel users.