Privacy and cookies

Updated: 23 October 2026.

Controller and scope

The controller is **Lorenzo Grosso**, **1 rue du Chemin de Fer, 5351 Oetrange, Luxembourg**. For information and rights: **smile@therabbix.com**. This notice covers therabbix.com, its shop and forms; it does not cover the theLAMPmaker app or its digital files.

Data, purposes and legal bases

Purchases, accounts and support. We process names, contact details, addresses, any tax details, account access, products, amounts, transaction references and status, and communications to manage orders, payments, deliveries, personal accounts, requests, withdrawal and complaints. The basis is our contract or requested pre-contractual steps (GDPR Article 6(1)(b)); accounting, tax and consumer protection obligations rely on legal obligations (Article 6(1)(c)). Responding to other requests relies on our legitimate interest in handling incoming enquiries (Article 6(1)(f)).

Security. IP addresses, browser details, times, requests, errors and login attempts help keep the site working, prevent fraud and abuse, and resolve problems: our legitimate interest in protecting the service and its users (Article 6(1)(f)). We use SiteGround, Wordfence and checkout reCAPTCHA. Payment providers also conduct their own fraud checks; contact us if a check prevents an operation.

Required details serve the requested function: without necessary information we cannot respond, complete an order or deliver it. Newsletters, stock alerts, statistics and advertising are optional and are not a condition of purchase.

Optional alerts, newsletters and tracking

Stock alerts: we use email, product and quantity for the requested alert, with consent (Article 6(1)(a)). This does not subscribe you to the newsletter; withdraw the request by email.

Mailchimp newsletter: email, any name, preferences and records of choices are processed with consent (Article 6(1)(a)). Its checkout box is not preselected. The e-commerce integration also associates products, amounts, dates and order status with list contacts; promotional communications require subscription. Unsubscribe through the link in an email or contact us. Rejecting cookies does not itself unsubscribe you from email, or vice versa.

Jetpack Stats / Automattic: with statistics consent, it measures site use through IP addresses, browsers, pages, referrers, times, language, country and any signed-in WordPress.com identifier. Reports are aggregated, but source data is not necessarily anonymous. Automattic states **28 days** for identifying logs: details.

Meta / Facebook Pixel and Conversions API: with marketing consent, they measure interactions and conversions and may enable personalised advertising, using pages, events, products, amounts, online identifiers and transaction matching data. Hashing does not make data anonymous. Statistics and marketing rely on consent (Article 6(1)(a)), withdrawable for the future: Meta privacy policy.

Cookies and choices

Use **Cookie preferences** in the footer to accept, reject or change optional categories. Necessary cookies support login, carts, payments, security and remembering choices; disabling them in the browser may prevent these functions.

wpconsent_preferences remembers choices for **30 days**. **woocommerce_cart_hash** and **woocommerce_items_in_cart** last for the session; **wp_woocommerce_session_*** identifies the cart session, normally **2 days for guests and 7 for authenticated users**, renewable with use. WordPress authentication cookies depend on the session and “Remember me”: WooCommerce details.

When set with marketing consent, **_fbp** identifies the browser for Meta and **_fbc** stores the click reference: they last **90 days**, renewable with use. Payments and reCAPTCHA may use their own identifiers and cookies, including **_GRECAPTCHA** for risk analysis, depending on the function and service selected. See Google cookie information and the provider notices below. Statistics and marketing remain separate from necessary functions.

Retention

Accounting: **10 years from the end of the financial year**. Contact requests without a purchase: **up to 12 months after closure**. Stock alerts: until withdrawal or **no more than 12 months after the last request**. Accounts: for the duration of the service, until closure requested by email, except data needed for legal obligations or protection of rights.

Newsletters: until withdrawal; afterwards, only information needed to respect objections and document consent, according to the purpose and dispute limitation periods. Technical email logs and Wordfence security traffic logs: **30 days**. Complaints, disputes and incidents: relevant data for the time needed to handle them and meet applicable obligations or limitation periods. Backups are overwritten according to the service’s technical cycle. Independent controllers apply retention periods in their own notices.

Recipients and transfers

The controller and authorised people may access data; for their respective functions, so may hosting, email and maintenance providers, payment services, carriers and customs, accounting or legal advisers, and authorities where required. Each receives necessary data.

SiteGround and other providers acting for us operate under their agreements; Mailchimp is a processor for lists. PayPal and Stripe also conduct processing as independent controllers; advertising services’ roles depend on their agreements. Notices and agreements: SiteGround, Stripe, PayPal, Mailchimp, Automattic, Wordfence, Google reCAPTCHA and Meta.

Some providers, including Mailchimp, Automattic, Meta, Stripe and security services, operate **outside the EEA, including the United States**. Depending on the recipient, agreements provide for adequacy decisions and EU standard contractual clauses; Mailchimp and Stripe also describe the Data Privacy Framework where covered. Contact us for recipient information and copies of applicable safeguards.

Rights and complaints

Where provided by law, you may request access, correction, erasure, restriction and portability; object to legitimate-interest processing for reasons relating to your situation and to direct marketing at any time. You may withdraw consent without affecting earlier processing.

Email **smile@therabbix.com**: we normally respond within one month, explaining any extension and requesting only proportionate identity checks. Erasure does not remove records we must retain by law. Complain to the CNPD or the competent authority, particularly where you live or work.