



PRIVACY POLICY

(Last updated on 2 May 2026)

1. Introduction

The website lore-shop.com (the “**Website**”) is managed by Sole Proprietor (Individual Entrepreneur) Kurchanov Petr Pavlovich (the “**Controller**”, “**Seller**”).

This Privacy Policy explains what personal data we process, for what purposes, who we may share it with (e.g., payment and shipping providers), how long we keep it, and what rights you have.

2. Who is the Data Controller?

Controller (Data Controller):

Sole Proprietor Kurchanov Petr Pavlovich

UNP (Tax ID): 193971005

Address: 80, Maksim Bodganovich Str., apt. 54, Minsk, Republic of Belarus

Email for personal data requests: support@lore-shop.com

Phone: +375 25 912-98-46

3. What personal data do we process?

We may process:

3.1. Data you provide

- name and surname;
- email address;
- phone number;
- shipping address;
- order data (items, price, currency, payment/shipping status);
- support messages and correspondence (if you contact us).

3.2. Data collected automatically

- IP address and technical identifiers, browser/device information;
- logs and technical data necessary for security and proper Website operation;
- cookies (see the Cookie Policy).

We do not intentionally collect special categories of data (e.g., health data) unless required by law.

4. How and when is data collected and processed?



We collect data when you place an order, contact us, subscribe to emails (if you do so voluntarily), and when you browse the Website (technical data/cookies). Data may be processed by automated and non-automated means, with appropriate security measures.

5. Purposes of processing

We process personal data to:

a) Contract/order purposes

- accept and fulfil orders;
- communicate about orders;
- arrange shipping and delivery;
- handle returns, claims and support requests.

b) Payments

- process payments via a payment provider;
- issue refunds where applicable.

c) Newsletter (opt-in only)

- send email newsletters/marketing emails only if you subscribed, with an easy opt-out.

d) Security and legal protection

- prevent fraud/abuse;
- ensure Website security;
- protect the Controller's rights in case of disputes.

6. Legal grounds

We rely on legal grounds under applicable law, including contract performance (order fulfilment), legal obligations (where required), consent (newsletter), and legitimate interests (security/fraud prevention) where permitted.

7. Recipients / sharing

We may share data as necessary with:

- bePaid (payment processing). Full card details are processed by the provider; we do not store full card data.
- Belpochta (EMS and/or other services) and destination-country postal/logistics operators (international delivery) for delivery purposes.
- HostFly.by (Website hosting and technical operation).
- Technical support providers (if engaged) on a need-to-know basis.
- Authorities where required by law.



8. Cross-border transfers

Due to international shipping, personal data (e.g., recipient name, phone, shipping address) may be transferred outside Belarus to the destination country solely for delivery and order fulfilment. Transfers are performed with due regard to applicable legal requirements.

9. Cookies

The Website uses cookies necessary for the online store to function (e.g., session/checkout). Details are provided in the Cookie Policy that is available here: <https://lore-shop.com/privacy-cookie-policy>

10. Retention

We keep personal data no longer than necessary for the stated purposes, unless longer retention is required by law. Newsletter data is kept until you unsubscribe.

11. Your rights

You may exercise rights provided by personal data laws (access/information, rectification, deletion/cessation where lawful, withdrawal of consent where consent is the legal basis). Requests may be submitted in the form required by applicable law.

12. How to contact us

Email: support@lore-shop.com

Postal address: 80, Maksim Bodganovich Str., apt. 54, Minsk, Republic of Belarus

For order, delivery, returns or refund questions, you may also use our Customer Service page: <https://lore-shop.com/customer-service>

13. GDPR (EU/EEA), if applicable

If you are located in the EU/EEA, GDPR may apply and you may have additional rights (e.g., portability, complaint to a supervisory authority).

14. Updates

We may update this Privacy Policy from time to time. The current version is published on the Website.