FabbyPrints

Privacy and cookie policy

Effective from 14 November 2026.

1. Controller

1. The controller of your personal data is Janusz Ciosek, operating a business under the name P.P.H.U. Janusz Ciosek WIELKA REKLAMA, ul. ks. Jerzego Popiełuszki 13, 98-300 Wieluń, Poland, tax ID (NIP) 832-000-27-20, REGON 730018779, owner of the FabbyPrints online shop (fabbyprints.com) ("we", the "Controller").
2. For any personal data matters, write to office@fabbyprints.com or to the postal address above.

2. What data we process

- contact and address details: name, delivery and billing address, e-mail, telephone,
- company details: name, tax ID or EU VAT number, address, website, details of contact persons and people added to the Business account,
- order data: products bought, print parameters, payments (without card details), deliveries, returns and complaints,
- Account data: e-mail address, saved details, order history, assigned price level and company verification result,
- the content of correspondence, contact forms and quote requests, including photos, sketches and descriptions you send us,
- 3D files (e.g. STL, 3MF, OBJ, STEP) uploaded to the calculator or sent for a quote, and information about their origin (e.g. a link to the model on MakerWorld, the author, the licence). Files usually contain no personal data, but they may — e.g. a name in lettering, a person's likeness in a figurine model, or author details in the file metadata,
- technical data: IP address, browser type, date and time of requests in server logs, data stored in cookies and browser storage (section 12).

3. Purposes and legal bases

Purpose — Legal basis (GDPR)
Concluding and performing the sales contract, including printing, payment, delivery and contact about the order — Art. 6(1)(b)
Quoting a file in the calculator and checking the model by a technologist before the order — Art. 6(1)(b) (steps taken at your request before entering into a contract)
Keeping files from orders for reprints at your request and for handling complaints — Art. 6(1)(b) and (f) (our legitimate interest: handling complaints and repeat orders)
Checking the licence of a MakerWorld model and recording the author's details — Art. 6(1)(b) and (f) (our legitimate interest: respecting authors' rights and defending against claims)
Running the Account and Business account, signing in with an e-mailed code, handling forms — Art. 6(1)(b)
Verifying a company and assigning the "Business" price level (section 8) — Art. 6(1)(b), and for contact persons' data — (f)
Assessing a trade credit application: reviewing the company's data and financial documents, checking the company in public registers and credit reference agencies, and passing the data and documents from the application to a financing partner (a factoring company or trade credit insurer) for risk assessment — Art. 6(1)(b) (steps taken at your request before entering into a contract) and (a) (consent given in the application — you can withdraw it at any time, in which case we stop assessing the application), and for the data of contact persons and company representatives — (f)
Checking an EU VAT number in VIES for a purchase at 0% VAT — Art. 6(1)(c)
Issuing invoices, accounting and tax settlements (including KSeF) — Art. 6(1)(c)
Handling withdrawals and complaints — Art. 6(1)(c)
Replying to messages, enquiries and quotes before a contract is concluded — Art. 6(1)(b), and for company contact persons — (f)
Contact with people representing companies, public bodies and agencies — Art. 6(1)(f) (our legitimate interest: managing the business relationship)
Establishing, pursuing and defending claims — Art. 6(1)(f)
Shop security and abuse prevention (e.g. limiting sign-in attempts and file uploads) — Art. 6(1)(f)
Anonymous, cookie-free visitor statistics (pages viewed, where visitors come from, country, device type) — Art. 6(1)(f) (our legitimate interest: evaluating and improving the Shop)

The Shop does not send newsletters, does not use advertising tools and does not profile you for marketing. We only keep anonymous, cookie-free visitor statistics (section 12(3)).

Providing data is voluntary, but without the data needed for the order we cannot conclude and perform the contract, and without the data required by law we cannot issue an invoice.

4. 3D files and print materials

1. We treat the 3D files, photos, sketches and designs you give us as materials entrusted to us: we use them only to quote, fulfil the order, reprint at your request and handle complaints. We do not publish them, share them with other customers or use them for other jobs (§ 7 of the Terms).
2. Only the people who prepare quotes and production have access to the files. We store the files on our server and send them for printing to the printers in our studio in Wieluń.
3. Files uploaded to the calculator without an order being placed are deleted 30 days after upload. Files from orders are kept for 12 months from dispatch of the order and deleted earlier at your request (office@fabbyprints.com).
4. If a file or design provided by a company or agency contains personal data of third parties (e.g. names, likeness), we process that data on behalf of the company or agency as a processor (§ 17(5) of the Terms). The company or agency is responsible for the legal basis and for informing those people.
5. At a business customer's request, we will sign a non-disclosure agreement (NDA).

5. Where we get data from

Most of the data you give us yourself. We complete and check company details in public registers: the European Commission's VIES system, the Polish Ministry of Finance VAT taxpayer register, the National Court Register (KRS) and CEIDG, and on the company's website. The details of people added to a Business account are provided by the person who invites them. Data of agencies' customers is provided by the agency (section 9). You give us the author and licence details of a MakerWorld model, and we check them on the model's public page. For a trade credit application — based on the consent given in the application — we or the financing partner may obtain company information from business and credit information bureaus (e.g. BIG InfoMonitor, KRD, ERIF, BIK).

6. How long we keep data

- order data — until the limitation period for contractual claims expires (as a rule 6 years, and 3 years for claims related to business activity, counted to the end of the calendar year),
- accounting and tax documents — 5 years from the end of the calendar year in which the tax payment deadline passed,
- complaints and withdrawals — until the liability period and limitation period for claims expire,
- 3D files uploaded without an order — 30 days from upload,
- 3D files from orders — 12 months from dispatch of the order, or less if you ask for them to be deleted earlier,
- licence and author details of a MakerWorld model — together with the order data,
- Account — until it is deleted, except for data we must keep longer by law,
- sign-in codes — 15 minutes, and sign-in sessions — up to 30 days or until you sign out,
- company verification results — for as long as the Account exists,
- trade credit applications and supporting documents — 180 days from refusal or withdrawal of the application, 365 days from the last activity if no decision was made, and, once credit is granted, for the term of the trade credit agreement,
- enquiries and correspondence — until the matter is resolved and then for up to 12 months, unless related to a contract,
- technical data from server logs — for as long as needed to keep the Shop secure, no longer than 12 months,
- cookies — for the periods given in section 12.

7. Who we share data with

1. Hosting and e-mail: CyberFolks S.A. (Poland) — the server on which the Shop runs and print files are stored, and the e-mail mailboxes in the fabbyprints.com domain. The Shop runs on the Controller's own software.
2. Payment operators: Stripe Payments Europe, Ltd. (Ireland) — card, Apple Pay and Google Pay payments; PayPro S.A. (Przelewy24, Poland) — BLIK and instant transfers. You enter your card details directly with the operator.
3. Courier companies and carriers — to the extent needed to deliver the parcel (name or company name of the recipient, delivery address, telephone, e-mail for notifications and, for delivery outside the EU, a description and the value of the contents for customs clearance).
4. Fakturownia (invoicing software provider, Poland) — the data needed to issue invoices and proformas.
5. IT and software service providers supporting the Shop, and telecommunications providers — if we contact you by telephone or text message.
6. Our accounting and legal service providers.
7. Public authorities, where required by law, including the Head of the National Revenue Administration through KSeF.
8. Financing partner (a factoring company or trade credit insurer) — data and documents from a trade credit application, to the

extent needed for risk assessment, with the consent you give in the application. The partner processes them as a separate controller.

We do not share 3D files with third parties other than the hosting provider that stores them on the server. The parties in points 1, 4 and 5 process data on our behalf under data processing agreements, or as separate controllers to the extent of their services (e.g. carriers, payment operators).

8. Company verification and automated price level assignment

1. When you save company details in your Account, the Shop may automatically check: the status of the VAT number (VIES, VAT taxpayer register), the details in KRS or CEIDG, whether the company name matches, the company's website and whether the e-mail address is in the company's domain.
2. On this basis the Shop may automatically assign the "Business" price level. The automated process never lowers a price level. Unclear cases and refusals are reviewed by a member of staff.
3. If a decision was made automatically, you can ask for it to be reviewed by a member of staff, express your point of view and contest it — write to office@fabbyprints.com.

9. Data of company contact persons, people in a Business account and data in public procurement

1. We usually receive the details of employees and associates of companies, public bodies and agencies (name, position, work e-mail and telephone) from those people themselves or from their employer or client. We process them to manage the business relationship (Art. 6(1)(f) GDPR).
2. A person invited to a Business account gets access only after accepting the invitation. The owner of the Business account can see orders placed on that Account.
3. Data contained in offers and contracts in public procurement may be disclosed by the contracting authority under the rules on public procurement and access to public information.
4. We process the data of agencies' customers that an agency gives us for shipping, and personal data in files from the agency, on the agency's behalf as a processor (§ 17(5) of the Terms).

10. Transfers outside the European Economic Area

1. Some recipients (e.g. Stripe, Inc. in the USA) may process data outside the EEA. Such transfers are based on a European Commission adequacy decision (for the USA, for organisations certified under the EU-U.S. Data Privacy Framework) or on standard contractual clauses approved by the Commission. You can obtain a copy of the safeguards by writing to us.
2. For delivery outside the European Union, we pass the recipient's data to the carrier and — through the carrier — to the customs authority in the country of delivery, as this is necessary to perform the contract you conclude (Art. 49(1)(b) GDPR).

11. Your rights

You have the right to:

- access your data and receive a copy,
- have your data rectified,
- have your data erased, including early deletion of 3D files,
- restrict processing,
- data portability,
- object to processing based on our legitimate interest,
- withdraw consent at any time where processing is based on consent (this does not affect the lawfulness of processing before withdrawal),
- human intervention in an automated decision (section 8),
- lodge a complaint with the President of the Polish Personal Data Protection Office (ul. Stawki 2, 00-193 Warszawa, uodo.gov.pl) or with the supervisory authority in your country of residence.

To exercise your rights, write to office@fabbyprints.com. If you have an Account, you can download a copy of your data and delete the Account yourself in the "Privacy and data" section of the Account.

12. Cookies and browser storage

1. The Shop uses only the cookies and browser storage necessary for it to work and to remember your choices. They do not require consent, so the Shop does not show a cookie banner.
2. List:

Name — Type — Purpose — Retention

fp_s — cookie — Account sign-in session — up to 30 days or until you sign out
fp_lang — cookie — remembers the language you chose — 12 months
fp_cc — cookie — remembers the delivery country you chose (currency, VAT, delivery cost) — 12 months
fp_cur — cookie — remembers the currency you chose — 12 months
fp_pm — cookie — remembers whether we show net or gross prices — 12 months
fp_lsb — cookie — remembers that you closed the language suggestion bar — 12 months
fp_p — cookie — staff sign-in session for the Shop's back office (staff only) — until sign-out or the session expires
fp_cart — browser storage (localStorage) — basket contents — until the basket is emptied or browser data is cleared

3. We do not use analytics or advertising cookies and do not embed third-party tools that track your activity. We keep visitor statistics with Umami on our own server. It stores nothing on your device, does not keep your IP address and does not link visits to your identity. It collects only aggregate data: pages viewed, the page you came from, country, language, and browser and device type. The data is not shared with other companies. If we ever want to use analytics or advertising cookies, we will ask for your consent first and update this policy.
4. You can delete or block cookies in your browser settings. Without them, sign-in will not work, and your basket and choices (language, country, currency) will not be remembered.
5. On the payment operator's page (Stripe, Przelewy24), that operator's cookie rules apply.

13. Security

We use technical and organisational measures appropriate to the risk, including an encrypted connection (HTTPS), also for file uploads, sign-in to the Account with a one-time code, limits on sign-in attempts, restricted staff access to data and files, and secure sign-in to the Shop's back office with two-factor authentication.

14. Changes to this policy

We may change this policy when the law or the tools we use change. The current version is always available in the Shop, with its effective date at the top.