



PRIVACY POLICY

Effective Date: 17 February 2026 **Last Updated:** 17 February 2026

Welcome to Cantorin ("we," "us," or "our"), a brand of **HelixOneGlobal** (www.helixoneglobal.com). We operate the website **CantorinWorld.com** and the YouTube channel **@cantorin**. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, make a purchase, or interact with our services.

We are committed to protecting your privacy and complying with the **UK GDPR** (as incorporated into UK law under the Data Protection Act 2018) and the **EU GDPR** (Regulation (EU) 2016/679), where applicable.

Data Controller: Cantorin (HelixOneGlobal) Email: shop@helixoneglobal.com

2.1 Information You Provide to Us

When you place an order or create an account, we collect:

- **Contact Information:** Name and email address (and, where provided, phone number)
- **Billing Information:** Billing address
- **Shipping Information:** Delivery address
- **Payment Information:** Payment information needed to complete your purchase (handled by our payment processors; we do not store full card details)
- **Order Details:** Products purchased, order history, and preferences

2.2 Information We Collect Automatically

When you visit our website, we may automatically collect:

- **Device Information:** IP address, browser type, operating system
- **Usage Data:** Pages viewed, time spent on site, referring URLs
- **Cookies and Tracking Technologies:** See Section 7 for details

2.3 Information from Third Parties

We may receive information about you from:

- **Payment Processors:** Transaction confirmation and fraud prevention data
- **Printify (Fulfilment Partner):** Production and shipping status updates

We use your personal information for the following purposes:

3.1 Order Fulfilment and Store Communication

- Create, process, and fulfil your orders (including printing/production and delivery)
- Communicate with you about your order status
- Send order confirmations, shipping notifications, and essential service messages related to your purchase (e.g., address issues, delivery updates, customer support)

3.2 Customer Service

- Respond to your inquiries and support requests
- Handle returns, refunds, and product issues
- Improve our products and services

3.3 Marketing (With Your Consent)

- Send promotional emails about new products, special offers, or content (you can opt-out at any time)
- Personalize your shopping experience

3.4 Legal Compliance

- Comply with legal obligations (e.g., tax, accounting)
- Prevent fraud and protect our rights
- Enforce our Terms and Conditions

Legal Basis for Processing (GDPR):

- **Contract Performance:** Processing your order and delivering products
- **Legitimate Interest:** Fraud prevention, website improvement, customer service
- **Consent:** Marketing communications (you may withdraw consent at any time)
- **Legal Obligation:** Tax and accounting records

We do not sell your personal information. We only share your data with trusted third parties as necessary:

4.1 Fulfilment Partner (Printify)

We share your order details (such as your name, email address, shipping address, and product specifications) with **Printify**, our contracting print-on-demand fulfilment partner, to manufacture and ship your products and provide order tracking/fulfilment updates. Printify processes this data in accordance with their own privacy policy.

Printify EU Representative (GDPR & GPSR): HONSON VENTURES LIMITED
Email: gpsr@honsonventures.com Address: 3, Gnaftis House flat 102, Limassol, Mesa Geitonia, 4003, CY

4.2 Payment Processors

Your payment information is processed securely by our third-party payment provider (e.g., Stripe, PayPal). We do not store your full payment card details.

4.3 Shipping Carriers

We share your name and delivery address with shipping carriers (e.g., Royal Mail, DHL) to deliver your order.

4.4 Legal Requirements

We may disclose your information if required by law, court order, or government request, or to protect our rights and safety.

Your data may be transferred to and processed in countries outside the UK/European Economic Area (EEA), including the United States, where Printify and our payment processors operate. We ensure that appropriate safeguards are in place (such as Standard Contractual Clauses) to protect your data in accordance with GDPR.

Under data protection law, you have the following rights:

- **Right to Access:** Request a copy of the personal data we hold about you
- **Right to Rectification:** Correct inaccurate or incomplete data
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of your data (subject to legal obligations)
- **Right to Restriction:** Limit how we use your data
- **Right to Data Portability:** Receive your data in a machine-readable format
- **Right to Object:** Opt-out of marketing communications or data processing based on legitimate interest
- **Right to Withdraw Consent:** Withdraw consent for marketing at any time

To exercise any of these rights, please contact us at shop@helixoneglobal.com. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** in the UK if you believe your data protection rights have been violated. If you are in the EEA, you may also have the right to lodge a complaint with your local EU/EEA supervisory authority.

We use cookies and similar technologies to:

- Remember your preferences and shopping cart
- Analyze website traffic and improve user experience
- Deliver personalized advertising (if you consent)

You can manage or disable cookies through your browser settings. However, disabling cookies may affect the functionality of our website.

For more details, see our **Cookie Policy** [link to separate Cookie Policy if applicable].

We retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required by law (e.g., tax records are kept for 6 years in the UK).

- **Order Data:** Retained for 6 years for accounting and legal purposes
- **Marketing Data:** Retained until you opt-out or request deletion
- **Account Data:** Retained until you request account deletion

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

Our services are not directed to individuals under the age of 16. We do not knowingly collect personal information from children. If we become aware that we have collected data from a child without parental consent, we will delete it promptly.

Our website may contain links to third-party websites (including our YouTube channel). We are not responsible for the privacy practices of these external sites. Please review their privacy policies before providing any personal information.

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on this page with a new "Last Updated" date.

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us:

Cantorin (HelixOneGlobal) Email: shop@helixoneglobal.com Website: CantorinWorld.com

Supervisory Authority: Information Commissioner's Office (ICO) Website: ico.org.uk

This Privacy Policy was last updated on 17 February 2026.