

Privacy Policy

WORLD WIDE GEMS Edelsteinhandel OHG — trading as "Savro" · August 2026

REFERENCE TRANSLATION. The German version is the published text.

1. Controller

WORLD WIDE GEMS Edelsteinhandel OHG Am Markt 3, 55743 Idar-Oberstein, Germany +49 6781 42497 · support@savro.co

Represented by the personally liable partners Ramesh Agrawal and Adarsh Bansal. No data protection officer is appointed, as the statutory conditions are not met.

2. Processing at a glance

What we process	For what	Legal basis	How long
Website visit (savro.co) — IP, time, page, browser	Provision of the website, security	Art. 6(1)(f) — legitimate interest	30 days
Portal visit (portal.savro.co) — IP, time, page, browser	Operation and security	Art. 6(1)(f) — legitimate interest	30 days
Portal sign-in — email, one-time code, session	Access to the customer portal	Art. 6(1)(b) — contract	Session up to 30 days
Customer and project data — name, address, phone, piece specification, messages, uploads	Advice, quotation, manufacture, delivery, after-sales	Art. 6(1)(b) — contract	Business relationship, then until expiry of warranty (2 yrs) and guarantee (4 yrs)
Payment data — name, address, payment status (no full card details)	Deposit and balance	Art. 6(1)(b) — contract	10 years

What we process	For what	Legal basis	How long
Invoices	Commercial and tax law obligations	Art. 6(1)(c) — § 147 AO, § 257 HGB	10 years
Transactional email — email, name, content	Codes, confirmations, status updates	Art. 6(1)(b) — contract	Logs 30 days
Advisor data — contact, trade registration, VAT status, bank details, commissions	Performance of the advisor agreement	Art. 6(1)(b), (c)	Term of agreement; settlements 10 years
Advisor identity check — identity document, address, bank details, sanctions screening	Legal obligations, prevention of misuse	Art. 6(1)(c), (f)	Result 10 years; ID copy deleted after the check
Error logs (server-side)	Stability and security	Art. 6(1)(f)	90 days
Advisor application / waitlist — first and last name, email, phone number and social media profile (each optional), sign-up time; form provided via Webflow	Handling and assessing your enquiry, making contact	Art. 6(1)(b) — pre-contractual steps	Up to 12 months after the selection process ends
Email updates — email, sign-up and confirmation times	Information about our launch and news from Savro	Art. 6(1)(a) — consent	Until withdrawn; unconfirmed entries max. 12 months
Meta Pixel — IP, browser, pages, cookie identifier	Marketing (website only)	Art. 6(1)(a) + § 25(1) TTDSG — consent	Up to 90 days
Consent records	Evidence obligation	§ 25(2) no. 2 TTDSG; Art. 6(1)(c)	Statutory evidence period

What we process	For what	Legal basis	How long
Backups	Resilience	Art. 6(1)(f)	Rolling, encrypted

Uploaded files are accessible only through authenticated access. Provision of your data is necessary for the contract; without it we cannot process an order. No automated decision-making, including profiling, takes place.

3. Website form

Advisor application and waitlist

Via our website you can register your interest in working as a self-employed jewellery advisor. The form is provided via Webflow; your entries are stored there and transmitted to us.

Your first and last name and your email address are required. A phone number and a social media profile (e.g. LinkedIn or Instagram) are optional.

- We use the phone number for personal follow-up regarding your enquiry. We do not send advertising by SMS or messenger services.
- We use the social media profile to assess your experience and reach as part of the selection process. We access only publicly available profile information and do not build any further profile.

Legal basis: Art. 6(1)(b) GDPR — steps taken at your request prior to entering into a contract.

If no working relationship results, we delete your data at the latest twelve months after the selection process ends. No automated decision is taken on your enquiry.

Email updates

If you also wish to receive general news from Savro, this uses a double opt-in procedure: you receive an email with a confirmation link and are added to the list only after confirming. If confirmation does not follow, we delete the entry after twelve months at the latest.

Legal basis: Art. 6(1)(a) GDPR (consent). Withdraw at any time via the unsubscribe link in any email or at support@savro.co.

4. Services requiring consent

You decide separately on two categories in the consent dialog: strictly necessary (no choice) and marketing. You can change your choice at any time via "Cookie settings" in the footer.

Meta Pixel — savro.co only

We use the Meta Pixel provided by Meta Platforms Ireland Limited, Merrion Road, Dublin 4, Ireland, to measure the effectiveness of our advertising. Advanced Matching is disabled — no email addresses or telephone numbers are transmitted to Meta. The pixel is not used in the customer portal.

For collection and transmission we and Meta are joint controllers under Art. 26 GDPR; further processing is Meta's sole responsibility. Details: facebook.com/legal/controller_addendum and facebook.com/privacy/policy. You may exercise your rights against both us and Meta.

5. Recipients

Service	Purpose	Location
Webflow, Inc.	Hosting of the website savro.co, forms	USA
Google Cloud (Cloud Run, Storage, Identity Platform)	Portal hosting, files, authentication	EU
Neon	Database	EU
Sentry	Error monitoring (server-side)	Germany
Resend	Transactional email	EU
Google Cloud Vertex AI (Anthropic)	AI assistance	EU
Stripe Payments Europe, Ltd.	Payments	EU, partly USA
Meta Platforms Ireland Ltd. (joint controller)	Marketing, with consent only	EU, partly USA

These providers — with the exception of Meta — are processors under Art. 28 GDPR. Transfers to the USA are based on the Standard Contractual Clauses (Art. 46) and, where applicable, the EU-US Data Privacy Framework (Art. 45).

The website savro.co is served via Webflow; page content, images and fonts are delivered from Webflow's servers. Fonts are not loaded from Google servers. The customer portal portal.savro.co is operated separately within the EU.

We also disclose data to shipping providers, our tax adviser, and to public authorities where legally required.

6. Your rights

You have the right to access (Art. 15), rectification (Art. 16), erasure (Art. 17), restriction (Art. 18), data portability (Art. 20), objection to processing based on legitimate interests (Art. 21), and withdrawal of consent with future effect (Art. 7(3)).

A message to support@savro.co is sufficient. We respond within one month. Statutory retention obligations may prevent erasure; in such cases we restrict processing instead.

Right to complain: Der Landesbeauftragte für den Datenschutz und die Informationsfreiheit Rheinland-Pfalz, Hintere Bleiche 34, 55116 Mainz, Germany, poststelle@datenschutz.rlp.de

7. Data security and changes

Transmission is encrypted using TLS; data is stored encrypted in the database and file storage. Access to production systems is limited to a small group and protected by multi-factor authentication.

We update this policy when our processing or the legal position changes. The version published at savro.co/datenschutz applies.