

Privacy Policy

How TemplateStudio collects, uses, protects and stores personal data.

Last updated: 27 September 2026

1. Introduction

TemplateStudio respects your privacy. This Privacy Policy explains how we collect, use, store and protect personal data when you visit our website, purchase a digital product, create an account, contact us or otherwise interact with TemplateStudio.

We process personal data in accordance with applicable data-protection law, including the General Data Protection Regulation (GDPR) where it applies.

2. Data controller

The data controller responsible for the processing described in this Privacy Policy is:

TemplateStudio

Kaunas, Lithuania

info@templatestudio.lt

<https://templatestudio.lt>

3. Personal data we may collect

The information we collect depends on how you use the website.

- Identity data: name, surname and account username, where provided.
- Contact data: email address, billing address and telephone number where required.
- Order data: products purchased, order number, purchase date, transaction status, amount paid and download history.
- Account data: login details, account settings and purchase history. Passwords should be stored in encrypted or hashed form by the website platform.
- Technical data: IP address, browser, device type, operating system, referring page, pages visited, security logs and approximate location derived from technical information.
- Communication data: information you send through contact forms, email, support requests, attachments and correspondence history.

4. Payment information

Payments may be processed by external payment providers such as Stripe. These providers may collect payment and fraud-prevention information directly from you.

TemplateStudio does not normally receive or store your full payment card number, card security code or complete banking credentials.

5. Why we use your data

We may process personal data for the following purposes and lawful bases:

- To process and fulfil orders, provide downloads and send transaction information - performance of a contract.
- To respond to support requests, questions and complaints - performance of a contract and/or legitimate interests in customer service.
- To maintain accounting, tax and transaction records - compliance with legal obligations.
- To protect the website, prevent fraud and investigate misuse - legitimate interests in maintaining a secure service.
- To measure website usage and performance through optional analytics - consent where required.
- To send marketing communications - consent or another lawful basis permitted by applicable law.

6. Cookies and similar technologies

TemplateStudio may use cookies and similar technologies for essential website functionality, shopping-cart and checkout functions, account sessions, preferences, analytics and security.

Where consent is required, non-essential cookies such as optional analytics or marketing technologies will not be activated until you have made the relevant choice through the cookie banner or preference tool.

7. Who may receive your data

We do not sell your personal data. We may share information with trusted service providers only where reasonably necessary to operate the website and fulfil our legal or contractual obligations.

- Payment processors, including Stripe where used.
- Website hosting, email and cloud service providers.
- WordPress, WooCommerce and related technical service providers where relevant.
- Security, anti-fraud and backup providers.
- Analytics providers where enabled and permitted.
- Professional advisers such as accountants or legal advisers.
- Public authorities where disclosure is required by law.

8. WooCommerce and website platform data

If the website uses WooCommerce or similar e-commerce software, it may process order, customer, checkout, account and download information in order to operate the store and fulfil purchases.

9. Stripe

Where Stripe is offered as a payment method, Stripe may process personal and financial information for payment processing, authentication, fraud prevention and legal compliance. Stripe processes this information under its own privacy terms.

10. International data transfers

Some service providers may process information outside Lithuania or the European Economic Area. Where applicable, we use or rely on legally recognised transfer mechanisms, such as adequacy decisions, Standard Contractual Clauses or another permitted safeguard.

11. Data retention

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected and for any period required by law.

- Order and accounting records may be retained for the period required by applicable tax, accounting and legal rules.
- Customer account information may be retained while the account remains active and for a reasonable period afterwards.
- Support correspondence may be retained where necessary to manage enquiries, complaints and disputes.
- Marketing preferences may be retained until you unsubscribe or withdraw consent, with limited records kept where needed to respect that choice.
- Security logs may be retained for a reasonable period for fraud prevention and system security.

12. Your data-protection rights

Depending on the circumstances and applicable law, you may have the right to:

- Request access to your personal data.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of personal data where the legal conditions are met.
- Request restriction of certain processing.
- Object to certain processing based on legitimate interests or direct marketing.
- Request data portability for certain information.
- Withdraw consent at any time where processing is based on consent.
- Lodge a complaint with the competent data-protection supervisory authority.

13. Exercising your rights

To make a privacy request, contact info@templatestudio.lt. We may need to verify your identity before completing a request. Withdrawal of consent does not affect processing that was lawful before consent was withdrawn.

14. Marketing communications

You can unsubscribe from promotional email at any time by using the unsubscribe link, where provided, or by contacting us.

Opting out of marketing does not prevent us from sending necessary transactional or service messages, such as order confirmations, download information, security notices or replies to support requests.

15. Data security

We use reasonable technical and organisational measures designed to protect personal data, which may include HTTPS encryption, restricted administrator access, software updates, backups, secure payment providers and security monitoring.

No internet service can guarantee absolute security, but we take reasonable steps to reduce foreseeable risks.

16. Children's privacy

TemplateStudio is intended for adults and business users. We do not knowingly collect personal data from children where parental or guardian consent would be legally required. If you believe a child has provided personal information inappropriately, please contact us.

17. Third-party links

Our website may contain links to external websites. TemplateStudio is not responsible for the privacy practices of third parties, and you should review their privacy information separately.

18. Changes to this Privacy Policy

We may update this Privacy Policy when our services, technology, providers or legal obligations change. The latest version will be published on the website with an updated revision date.

19. Complaints

If you have a concern about the way we handle personal data, please contact us first at info@templatestudio.lt. You may also have the right to complain to the competent data-protection authority, including the Lithuanian State Data Protection Inspectorate where it has jurisdiction.

20. Contact

For privacy questions or requests, contact TemplateStudio using the details below.

TemplateStudio

Kaunas, Lithuania

info@templatestudio.lt

<https://templatestudio.lt>