Privacy policy

Version 2026-11-16.1

Translation for convenience; the German page applies.

In plain words

- We store only what we need to sell, deliver, prove delivery, stop fraud and meet tax law.
- We never sell your data and show no third-party advertising.
- Statistics in your browser run only if you say yes; you can change that at any time on the cookies page.
- Order and invoice data are kept for up to ten years because tax law requires it; logs much shorter.
- You can ask what we store, have it corrected or deleted, and complain to a data protection authority. Write to harithal-ani@loshshop.com.

This is a summary. The full text below is binding.

Controller

Capydra, owner Harith Al-Ani, Max-Schwarze-Weg 27a, 46236 Bottrop. E-mail: harithal-ani@loshshop.com, phone: +49 157 34779187. See also the legal notice.

What we store and why

- Account: e-mail address, password (only as a hash), language. Contract (Art. 6(1)(b) GDPR).
- Orders: items, prices, status, the two withdrawal statements you ticked with time, IP address and terms version. Contract and legal obligations (Art. 6(1)(b) and (c) GDPR).
- Delivery evidence: every consent and every view of a key with time, IP address, browser (user agent), country and channel. Legitimate interest in proving delivery in a chargeback (Art. 6(1)(f) GDPR).
- Contact form and help requests: your e-mail address, name if you give it, order number, your message and a screenshot if you add one. We use them to answer you (Art. 6(1)(b) and (f) GDPR).
- Withdrawals: name, e-mail address, order number and your statement, with time of receipt, plus IP address and browser (user agent) as proof of receipt. Legal obligation and legitimate interest in proof (Art. 6(1)(c) and (f) GDPR).
- Fraud checks: when you order, we automatically check simple signs of abuse (number of orders in 24 hours, size of a first order, earlier lost chargebacks). A refused order can be reviewed by a person on request. Legitimate interest in preventing fraud (Art. 6(1)(f) GDPR).
- Security log and rate limits: sign-ins, refused requests, IP address. Legitimate interest in security (Art. 6(1)(f) GDPR).
- Counting on the server, without access to your device (Art. 6(1)(f) GDPR, interest in a working and understandable shop): we count steps of the order path (product view, cart, checkout, payment), errors and slow pages. For this we form a daily value (hash) from the shortened IP address and the browser identifier. To learn which way brings purchases we keep, for 3 days, the first origin of a daily value (referring site, utm tags). If somebody with the same daily value places an order the same day, we assign that channel to the order. This links a visit to a known order; what is kept is only the channel on the order (for example "Search" or "Direct"), not the daily value. We delete single events after 14 days; daily totals without personal reference stay. We use no statistics script in your browser and read nothing from your device for this.
- We load product images from a server of the platform operator Valve (Steam, delivered through Akamai). These companies receive your IP address and browser identifier. Legitimate interest in showing products with a picture (Art. 6(1)(f) GDPR).
- Reviews: if you review a product you bought, we show the stars, your text, the month of purchase and the first letter of your first name in public. Consent by sending it (Art. 6(1)(a) GDPR); you can change your review for 30 days and have it deleted afterwards through /kontakt. We send an e-mail asking for a review only if you switched that on in your account.

• Loyalty points and referrals: points balance and bookings, and for a referral the link between the referring and the referred account. Contract and legitimate interest (Art. 6(1)(b) and (f) GDPR). The newsletter is a consent (Art. 6(1)(a) GDPR): you confirm it by a link, and you can withdraw it at any time with effect for the future (Art. 7(3) GDPR), in your account or with the link in every mail; the lawfulness of processing up to the withdrawal is not affected.

• Account security: if you switch on two-factor sign-in, we store the secret for the code app and recovery codes (only as a hash). Contract and legitimate interest in security (Art. 6(1)(b) and (f) GDPR).

• Business account: if you order as a company, we store company name, address and VAT ID and check them. Contract and legal obligations (Art. 6(1)(b) and (c) GDPR).

• Plus membership: when you subscribe we store your two statements (order and request for an immediate start) with time, IP address and terms version, and the monthly payments. When you cancel we store your details with the time of receipt. Contract and legal obligations (Art. 6(1)(b) and (c) GDPR).

• Protection against abuse: where we switch on a bot check we use Cloudflare Turnstile. Then your browser loads a script from Cloudflare, and Cloudflare receives your IP address and details about your browser. Legitimate interest in preventing abuse (Art. 6(1)(f) GDPR).

• Notices (DSA) with the data you enter, plus IP address and browser identifier as proof of receipt. Legal obligation and legitimate interest (Art. 6(1)(c) and (f) GDPR).

• E-mails: order and service mails are needed for the contract. Marketing mails only with your consent or on your request: price alerts and the newsletter if you ordered them, a request for a review only if you switched it on in your account (it is off by default). A reminder before a subscription you bought from us ends is sent without separate consent under § 7(3) UWG: you gave your address when you bought, the reminder concerns similar goods, we tell you at the purchase and in every mail, and you can object at any time (link in the mail or in your account) at no cost other than the transmission cost at the basic rate. Every marketing mail has a one-click opt-out.

How long

Security logs, rate-limit rows and expired sessions are deleted after 180 days. Single statistics events are deleted after 14 days. Order, invoice and evidence data are kept as long as commercial and tax law require (up to ten years). Requests are kept as long as we need them to answer and to prove what was said.

Cookies

Without your consent we set only technically necessary cookies (§ 25(2) no. 2 TDDDG): omk_session (sign-in), omk_lang (language), omk_cart (cart). What each cookie is for and how long it lasts: see Cookies.

Recipients

Payment provider: named before sales start. Hosting: Cloudflare, Inc., 101 Townsend St, San Francisco, CA 94107, USA. Our e-mail provider, which sends the mails. Valve (Steam) and Akamai for product images (see above). If a recipient processes data outside the EU, this is based on an adequacy decision or standard contractual clauses (Art. 44 ff. GDPR).

Your rights

Access, rectification, erasure, restriction, data portability, objection (Art. 15 to 21 GDPR) and a complaint to a supervisory authority. Write to harithal-ani@loshshop.com or use /kontakt. You are not required to give us data, but without the data for an order we cannot deliver it.