Privacy and Cookie Policy

Version of 24/11/2026 — effective from 24/11/2026

This is a translation of the French « Politique de confidentialité et cookies ». In the event of any discrepancy, the French version prevails.

This policy explains what personal data Nyoon collects when you use the website https://www.nyoon.com (the "Site"), why, who it is shared with, how long it is kept and what your rights are. It is drawn up in accordance with the General Data Protection Regulation ("GDPR") and the French Data Protection Act No. 78-17 of 6 January 1978.

1

Data controller

Nyoon, SAS with a share capital of 3,000 euros, RCS Montpellier 978 029 577, 2 rue Sainte-Catherine, 34000 Montpellier, France.

For any question about your data or to exercise your rights: **admin@nyoon.com**, the “My personal data” form on the Site, or by post at the address above. Nyoon has not appointed a data protection officer; requests are handled directly by its management.

2

Particular care for confidentiality

Nyoon sells, among other things, products for adults. We know that your purchase history is a private matter. Only the people who need it to process your order have access to your data, which is never sold or rented, and never used for advertising. Parcels are shipped in plain packaging, and the name on the shipping documents does not reveal the nature of the products.

Information relating to your orders may reveal data concerning your sex life, which enjoys special protection (Article 9 GDPR). It is processed on the basis of your **explicit consent**, obtained through a checkbox before you confirm your order, and solely for the performance and follow-up of that order (preparation, shipping, customer service, guarantees, accounting). We keep the date of this consent as proof. You may withdraw it at any time by writing to us; we then keep only the data we are legally required to retain (in particular invoices).

3

Data collected, purposes, legal bases and retention periods

Purpose	Data	Legal basis	Retention period
Order processing: payment, manufacturing, shipping, tracking, returns, guarantees	Identity, delivery and billing addresses, e-mail, phone, order contents, payment information (sent directly to the payment provider)	Performance of the contract; explicit consent for information that may reveal data concerning sex life (§ 2)	Duration of the order, then 5 years after the end of the business relationship (limitation period)
Accounting and tax obligations	Invoices and accounting records	Legal obligation	10 years from the end of the financial year

Purpose	Data	Legal basis	Retention period
Customer account	Identity, e-mail, encrypted password, addresses, order history; Google identifier if you sign in with Google	Performance of the contract (Terms of Use)	Until the account is deleted, or 3 years after the last login
Saved payment methods (optional)	Reference supplied by the payment provider, type of payment method, last four digits and expiry date (card); date of birth where the provider requires it (Klarna). The full card number is never kept by Nyoon	Consent (checkbox at checkout), which can be withdrawn at any time	Until you delete the payment method from your account, the card expires or the account is deleted
Customer service and contact form	Name, e-mail, content of exchanges	Legitimate interest (answering your requests) or performance of the contract	3 years after the last exchange
Newsletter	E-mail, first name where applicable, date and proof of subscription, e-mail opens	Consent (or, for our customers, legitimate interest for similar products, with the right to object at any time)	Until you unsubscribe, or 3 years after your last contact
Product reviews	Account display name and profile picture where applicable (published with the review), account e-mail, rating, review text and its translation, language, linked order (for the "Verified purchase" label), Nyoon's replies	Consent (voluntary publication)	Until the review is deleted; a refused or deleted review is erased no later than 30 days afterwards
Affiliate programme	For affiliates: identity, e-mail, payment details, sales statistics and commissions. For visitors arriving through an affiliate link: IP address, referring page, date of the click	Performance of the contract (affiliates); legitimate interest (calculating commissions)	Duration of participation, then 5 years; accounting records 10 years
Audience measurement of the Site (Matomo, hosted by Nyoon)	Pages viewed and the sequence of pages, referring site or search engine, searches made on the Site, type of device, browser and operating system, language, country and region derived from a truncated IP address (the last two bytes are erased before anything is recorded), orders placed (amount and products; the order number is replaced by a hash with no link to your identity)	Legitimate interest (measuring traffic and improving the Site); processing exempt from consent (§ 8.2)	Detailed browsing data: 13 months; aggregated statistics, which do not identify you: no limit
Site security and fraud prevention	IP address, connection logs, technical browser data, results of anti-bot and anti-fraud checks	Legitimate interest (protecting the Site, our customers and ourselves)	12 months for logs; as long as necessary to handle proven fraud
Handling disputes and requests to exercise rights	Data needed for the case	Legitimate interest; legal obligation	Until the dispute ends and appeal periods expire

Mandatory fields are marked in the forms; without them, we cannot process your order or request. We do not collect data from minors: the Site is reserved for persons aged 18 or over.

4

Recipients and processors

Your data are intended for Nyoon's authorised staff and, as far as they are concerned, for the following providers, who act on our instructions (processors) or, where indicated, as separate controllers:

Provider	Role	Location
OVH SAS	Site hosting	France
Cloudflare, Inc.	Content delivery network, security, anti-bot verification (Turnstile)	United States / EU
Stripe Payments Europe Ltd	Card, Apple Pay, Google Pay and local payment methods	Ireland (possible transfers to the United States)
PayPal (Europe) S.à r.l. et Cie, S.C.A.	PayPal payments (separate controller for managing your PayPal account)	Luxembourg
Klarna Bank AB	Instalment or deferred payment (separate controller for assessing your application)	Sweden
Chronopost SAS and partner carriers	Parcel delivery	France; destination countries
Sendcloud B.V.	Shipment preparation and carrier labels (name, delivery address, phone and e-mail)	Netherlands
IGN (French national institute of geographic and forest information), public body	Checking delivery addresses in France and its overseas departments (French national address database): only the address is sent, by our server, without your name or IP address	France
Odoo SA	Management software (orders, invoicing, stock, customer service)	European Union (backups in Europe and Canada)
SendLayer	Sending order and account e-mails	United States
MailPoet (Automattic Inc.)	Newsletter management and sending	Germany (accounts); United States (sending)
Google LLC	Sign-in with a Google account, if you choose it; address checks outside France (address only, see below)	United States / EU
Discord Inc.	Linking your Discord account, if you choose it	United States

Checking delivery addresses. To avoid lost or returned parcels, the delivery address you enter is checked when you confirm the "Address" step: in France and its overseas departments by the French national address database (IGN, a public body), elsewhere by Google (Google Maps Platform). This check is carried out by our server and only sends the address (street, postcode, city, country): never your name, e-mail, phone number, IP address or order contents.

Your data may also be disclosed to administrative or judicial authorities where required by law, and to our advisers (lawyers, chartered accountant), who are bound by professional secrecy.

5

Transfers outside the European Union

Some providers are established in the United States or may access data from there. These transfers are covered by the European Commission's adequacy decision on the EU–US Data Privacy Framework where the provider is certified, or otherwise by the standard contractual clauses adopted by the European Commission. You can obtain information about these safeguards by writing to us.

6

Security

We implement appropriate technical and organisational measures to protect your data: encrypted connection (HTTPS), passwords stored in encrypted form, restricted and protected access, backups, and protection against bots and intrusion attempts. Card details are entered directly with our certified payment providers and are never stored by Nyoon, including when you choose to save a payment method: it is then kept by the payment provider, and Nyoon only keeps a reference to it.

7

Your rights

You have the right of access, rectification, erasure, restriction of processing, data portability and objection to processing based on our legitimate interest. You may object at any time, without giving reasons, to direct marketing, in particular by clicking the unsubscribe link in every newsletter. Where processing is based on your consent, you may withdraw it at any time, without affecting the lawfulness of processing carried out before withdrawal. You may also set instructions regarding what happens to your data after your death.

To exercise your rights, write to admin@nyoon.com or use the “My personal data” form on the Site. We may ask for proof of identity if there is reasonable doubt. We reply within one month, which may be extended by two months for complex requests.

If you consider that your rights have not been respected, you may lodge a complaint with the French data protection authority (CNIL), 3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France — www.cnil.fr, or with the data protection authority of your country of residence.

8

Cookies and trackers

8.1. What we use

The Site uses **only cookies and trackers that are strictly necessary** for it to work and to provide the service you request. They are exempt from consent (Article 82 of the French Data Protection Act), which is why no consent banner is shown. The Site uses **no advertising or social media cookies**, and its audience measurement works without cookies (§ 8.2).

Cookie / tracker	Set by	Purpose	Duration
`woocommerce_cart_hash`, `woocommerce_items_in_cart`, `wp_woocommerce_session_*`	Nyoon (WooCommerce)	Remembering the contents of your cart and, if you arrive through an affiliate's link, the matching promo code	Session to 48 hours
`wordpress_logged_in_*`, `wordpress_sec_*`, `wordpress_test_cookie`	Nyoon (WordPress)	Keeping you signed in to your account and securing the login	Session, or 14 days with "Remember me"
`__cf_bm`, `cf_clearance` and Turnstile verification	Cloudflare	Security, telling humans from bots	30 minutes to 1 year
`__stripe_mid`, `__stripe_sid`	Stripe	Fraud prevention during payment	30 minutes to 1 year
PayPal and Klarna cookies	PayPal, Klarna	Payment and fraud prevention, only if you choose that method	Set by the provider
`nyoon_envies`, `nyoon_envies_v`	Nyoon	Remembering your wishlist when you are not signed in to your account	180 days
`g_state` and Google cookies	Google	Sign-in with Google, only on sign-in pages and if you use that button	Up to 6 months

8.2. Audience measurement

To understand how the Site is used and improve it, we use **Matomo**, an audience measurement tool installed on our own servers. It works **without cookies** and stores nothing on your device. Your IP address is truncated before anything is recorded, and the data are not shared with third parties, not combined with other processing and not used to follow you on other sites. Detailed browsing data are deleted after 13 months; only aggregated statistics are kept beyond that.

In line with the recommendations of the French data protection authority (CNIL), this audience measurement is exempt from consent (Article 82 of the French Data Protection Act). You may nevertheless object to it at any time, with no effect on your use of the Site: untick the box below. Your choice is remembered in a `mtm_consent_removed` cookie, used only for that purpose; it is also respected if your browser sends a "Do Not Track" signal.

Opt-out form: https://www.nyoon.com/privacy-policy/

8.3. Managing cookies

You can set your browser to block or delete cookies at any time. However, blocking strictly necessary cookies may prevent you from using the cart, your account or checkout.

If Nyoon were to use cookies requiring consent in the future (for example for advertising), your consent would be obtained beforehand through a banner and this policy would be updated.

Changes to this policy

We may change this policy, in particular to reflect changes to the Site or to the regulations. The date of the last update appears at the top of the page. In the event of a significant change, we will inform you by appropriate means.