

Privacy Policy

This Privacy Policy explains how DigitalWorkforce collects, uses, stores, and deletes information when merchants install or use the PrestaShop Migration Shopify app to migrate store data from PrestaShop into Shopify.

EFFECTIVE DATE**July 7, 2026****PUBLISHER****DigitalWorkforce****CONTACT****digitalworkforceps@gmail.com****APP URL****prestamigration.digitalworkforce-pro.com****QUICK SUMMARY**

PrestaShop Migration is a data migration tool. It reads catalog, customer, and order data from the merchant's own PrestaShop store and writes it into the merchant's Shopify store. Migrated records pass through our systems during a migration run; what we keep afterwards is limited to shop details, source connection settings, migration progress, record ID mappings, logs, and billing records.

1. Scope

This Privacy Policy applies to the PrestaShop Migration Shopify app, the embedded admin application, the optional connector module installed on the merchant's PrestaShop store, and related support and compliance processes.

2. Information We Collect and Store

To provide the app, we collect and store limited merchant and shop information, including:

- Shop domain and store identifiers.
- App installation data such as Shopify access tokens and granted access scopes used to keep the app connected to Shopify.
- Source store connection settings provided by the merchant, such as the source store URL, connector (bridge) token, and — for direct database connections — database host, name, username, password, and table prefix.
- Migration configuration saved by the merchant, such as which entities to migrate (products, customers, orders, categories, pages) and migration options.
- Migration state data, including per-entity progress counters, migration logs, and mappings between source record IDs and the Shopify record IDs created for them.
- Billing and subscription information needed to activate paid features, such as Shopify charge identifiers, plan name, status, and billing dates.
- Standard server-side request diagnostics used for reliability and security.

3. Customer and Order Data Processed During Migration

Because the app's purpose is data migration, it processes personal data contained in the merchant's source store on the merchant's behalf and only when the merchant starts a migration.

- When a merchant migrates customers or orders, the app reads records such as customer names, email addresses, addresses, phone numbers, and order details from the merchant's source store and writes them to the merchant's Shopify store using Shopify's APIs.
- This data is processed in transit during the migration run. We do not retain copies of migrated customer profiles or order contents after the run; we keep only the ID mappings, progress counters, and logs described above.
- We never process payment card details. Card data is not exposed by source platforms' standard export mechanisms and is not part of any migration.
- The merchant remains the data controller for all migrated store data; DigitalWorkforce acts as a processor operating on the merchant's instructions.

4. How We Use Information

We use the information above to:

- Install, authenticate, and maintain the Shopify app.
- Connect to the merchant's source store and run the migrations the merchant configures.
- Show migration progress, history, and logs inside the app.
- Avoid duplicate records on repeated or resumed migrations using ID mappings.
- Enable, disable, and manage app features based on subscription status.
- Secure the app, troubleshoot problems, respond to support requests, and monitor service health.
- Respond to Shopify compliance webhooks and other legal or platform requirements.

5. Legal Bases for Processing

Where applicable under laws such as the GDPR or UK GDPR, we process merchant information because it is necessary to perform our contract with merchants, to pursue legitimate interests in operating and securing the app, and to comply with legal obligations imposed by Shopify or applicable law. Customer and order data contained in migrations is processed on the merchant's documented instructions.

6. How Information Is Shared

We do not sell personal information. We may share limited information only as needed with:

- Shopify, to install the app, authenticate requests, write migrated records into the merchant's store, handle billing, and comply with Shopify platform requirements.
- Infrastructure and hosting providers that help us operate the application and run migration jobs.
- Professional advisers, regulators, or law enforcement where disclosure is required by law or reasonably necessary to protect rights, safety, and platform integrity.

7. Retention and Deletion

We keep merchant and shop information only for as long as reasonably necessary to operate the app, provide support, maintain billing records, and meet legal or platform obligations.

- If the app is uninstalled, the shop is marked inactive and active or pending subscription records are cancelled.
- If Shopify sends a mandatory `shop/redact` compliance request, we delete stored shop records, source connection settings, migration history, ID mappings, logs, and subscription records associated with that shop.
- If Shopify sends `customers/data_request` or `customers/redact` requests, we respond based on what we hold: migrated customer data lives in the merchant's Shopify store rather than in our systems, and we remove any related identifiers we still hold in migration mappings or logs.
- Merchants can also contact us at any time to request deletion of stored source connection credentials or migration history.

8. Security

We use reasonable administrative, technical, and organizational measures designed to protect data against unauthorized access, misuse, alteration, or disclosure, including transport encryption for connections to Shopify and to the merchant's source store. No method of transmission over the internet or method of electronic storage is completely secure, so we cannot guarantee absolute security.

9. International Data Transfers

Your information may be processed in countries other than the country in which you are located, depending on where DigitalWorkforce and its service providers operate infrastructure or support functions.

10. Your Choices and Rights

Merchants may uninstall the app at any time through Shopify. Depending on your jurisdiction, you may also have rights to request access, correction, deletion, or restriction of processing of personal information that relates to you. If you are a customer of a store that used this app, please direct requests to the merchant, who controls the migrated data; we will assist the merchant as needed. To make a privacy-related request, contact us using the details below.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect product changes, legal developments, or Shopify platform requirements. When we do, we will update the effective date at the top of this page.

12. Contact

If you have questions about this Privacy Policy or privacy requests related to PrestaShop Migration, contact:

DigitalWorkforce

Email: digitalworkforceps@gmail.com

Website: <https://woomigration.digitalworkforce-pro.com>