

PRIVACY POLICY – SONARIASTORE

1. Who We Are and Scope of This Policy

1.1. This Privacy Policy (the “Policy”) describes how Sonariastore processes the personal data of individuals who:

- access or use the Sonariastore website, applications, and interfaces (the “Site”);
- purchase podcast episodes or other digital audio content for download and listening (the “Content”);
- communicate with Sonariastore by any means (email, forms, support, etc.).

1.2. Data Controller. For the purposes of data protection, Sonariastore acts as the data controller with respect to the processing of personal data described in this Policy.

Privacy Contact: privacy@sonariastore.shop | [<https://sonariastore.shop/>]

Operational and hosting address: United States of America (Virginia).

1.3. This Policy is incorporated into the Sonariastore Terms and Conditions of Use (“T&C”). In the event of any conflict regarding personal data, this Policy shall prevail.

The T&C can be consulted at: [<https://sonariastore.shop/>]

2. Data We Collect

2.1. Account and Contact Data: name, surname, email address, country/city, billing address, and, where applicable, telephone number.

2.2. Transactional Data: purchase/download history, date and time of payment, amount, currency, payment method used, transaction identifiers provided by payment providers.

2.3. Payment Data: Sonariastore does not store full card numbers or sensitive credentials; payment processing is conducted through independent payment providers acting as data controllers or processors. We retain only tokens, last four digits, and/or indicators necessary for reconciliation, fraud prevention, and chargeback handling.

2.4. Technical and Usage Data: IP address, device and browser identifiers, operating system, language, time zone, referring URL, pages/resources accessed, date and time of access, session events, errors, security logs, and cookies or similar technologies (see Section 9).

2.5. Audio Playback Activity: We record listening events (start, pause, skip, completion), downloads, “resume listening” activity, bookmarks, quality/bitrate, and interactions with the player. This information is used to provide the service, improve quality, and personalize the experience (e.g., recommending similar content).

2.6. Preferences and Personalization: wish lists, saved collections, search history, language preferences, and interests.

2.7. Communications and Support: content of messages or inquiries you send (e.g., support requests), as well as associated metadata.

2.8. Relationship with Creators/Providers: when applicable, minimal contractual and billing data of podcasters, editors, or other providers (e.g., name, contact, supporting documents) for administrative and compliance purposes.

2.9. Third-Party Data You Provide: if you provide data of third parties (e.g., for billing purposes), you represent that you have the authorization to do so and that the person has been informed of this Policy.

3. Purposes of Data Processing

3.1. Service Provision: create and manage your Account; process purchases; enable downloads and manage access; track listening progress (“resume listening”) and other player functionalities; provide support.

3.2. Operation and Security: operate, maintain, and improve the Site; prevent fraud and abuse (including attempts to circumvent technical measures); protect the integrity of the platform; maintain security records and logs.

3.3. Service Communications: purchase confirmations, operational notices, changes to T&C/Policy, technical or security incidents.

3.4. Billing and Legal Obligations: issue invoices; respond to authorities’ requests; comply with fiscal, accounting, regulatory, and record-keeping obligations.

3.5. Analysis and Improvement: statistical and performance analysis of the Site and player; functionality measurement; error correction; improvement of audio quality and user experience.

3.6. Experience Personalization: adapt the Site and Content offered to your interests and preferences (recommendations, “resume listening,” navigation reminders), including interface adjustments and editorial ordering.

3.7. Direct Marketing: with your consent or as permitted by applicable law, send updates about Sonariastore. You may opt-out at any time (Section 8).

4. Legal Basis for Processing

We apply the appropriate legal basis depending on your location and applicable law:

- a) Performance of a contract (T&C/licenses) to create your Account, process purchases, enable downloads, and provide player functions.
- b) Compliance with legal obligations (tax, accounting, regulatory, authorities' requests).
- c) Legitimate interest of Sonariastore in operating and securing the Site, preventing fraud, improving services, and performing internal analytics, without affecting your rights and freedoms.
- d) Consent, where required (e.g., marketing emails or certain cookies/tracking technologies).

5. Data Sharing

5.1. Service Providers (Processors): hosting and cloud services, payment providers (including payment references), support tools, security, analytics, email and messaging providers.

5.2. Legal Compliance: competent authorities when necessary to comply with law or respond to judicial or administrative processes.

5.3. Corporate Transactions: transfer, merger, acquisition, reorganization, or sale of assets; your information may be transferred as part of such operations, subject to this Policy.

5.4. With Your Consent: when you request or expressly authorize it (e.g., for joint priority support with a provider).

6. International Transfers

6.1. Your data may be stored and processed in the United States (Virginia) and in other countries where Sonariastore or its providers operate.

6.2. Where required by law, we will implement appropriate safeguards for transfers (e.g., standard contractual clauses or other recognized mechanisms), without prejudice to additional obligations under your jurisdiction.

7. Retention Periods

We retain personal data only as long as necessary to fulfill the purposes described and comply with legal obligations. Once these periods expire, data will be securely deleted or anonymized.

8. Your Privacy Rights and How to Exercise Them

8.1. Depending on your jurisdiction, you may exercise rights such as access, rectification, deletion, objection, portability, and restriction of processing.

8.2. To exercise your rights or withdraw consent, contact us at privacy@sonariastore.shop indicating: name, contact method, clear description of the right to exercise, and, if applicable, documentation proving your identity or authority.

8.3. You may opt out of marketing communications at any time using the unsubscribe link in messages or by writing to privacy@sonariastore.shop.

8.4. If you believe your request has not been adequately addressed, you may file a complaint with the competent authority in your country of residence.

9. Cookies and Similar Technologies

9.1. We use cookies and similar technologies to enable Site and player functionalities, remember preferences, improve performance, measure usage, and, where applicable, marketing.

9.2. You can manage preferences via your browser settings or through our Cookie Preference Center, when available. Disabling strictly necessary cookies may affect Site functionality and download/playback features.

9.3. Do Not Track: we currently do not respond to browser “Do Not Track” signals.

10. Information Security

We implement reasonable technical, organizational, and administrative measures to protect personal data against unauthorized access, loss, use, or disclosure (including access controls, event logging, and environment segmentation). However, no system is completely secure; we recommend maintaining strong passwords, enabling multi-factor authentication where available, and not sharing credentials.

11. Minors

The Site is not directed to individuals under 18 years old. If you are under 18, do not use the Site or provide data without verifiable parental or guardian authorization. If we detect processing of minors' data without proper consent, we will delete it.

12. Third-Party Links

The Site may contain links to third-party websites or services. Sonariastore does not control the content or privacy practices of these sites. We recommend reviewing their policies before providing personal data or downloading content.

13. Changes to This Policy

We may update this Policy to reflect changes in our practices or applicable law. The current version will be posted at [<https://sonariastore.shop/>] with the last updated date. Changes apply upon publication unless otherwise indicated.

14. Contact

For inquiries, exercising rights, or questions regarding this Policy, contact: privacy@sonariastore.shop | [<https://sonariastore.shop/>]

