

Neoko Music

Privacy Policy

1. Introduction

Neoko LLC, a limited liability company registered in the State of Iowa, with its principal office at 6003 Spring Street, Davenport IA, 52807, provides the Neoko Music website and domains including neokomusic.com, neoko.music, on site physical data storage, subscriptions, and related services (collectively, the “Service” or “We”).

2. Data Collected

The type of data that is collected is account information(name, email, password, profile picture, etc), payment or billing details (handled through payment processor), usage data(pages visited, actions taken, device info, IP address, etc), user-generated content(files, posts, upload, etc).

The methods for data collection are as follows. When a user created an account. When making a payment, first time or automatically. Automatically through analytics or cookies. When a user uploads or interacts with content. Anytime a user generates a page load, and an endpoint load.

The reasons for data collection are as follows. To be able to provide the Service and to be able to improve the Service. To maintain account security and ability to detect security breaches. For billing and or fraud prevention. For customer support.

3. How Data is Used

How the data is used. Delivering core features uses data to provide the Service. Authenticating users. Saving settings or preferences. Processing payments. Monitoring system performance. Preventing abuse or violations. Sending essential service emails.

Private user data is NOT sold by Neoko Music. This includes private info such as name, email, phone number, address, login credentials, payment or credit card information.

Private activity or content will NOT be sold by Neoko Music. This includes files or documents explicitly set to PRIVATE. Projects have the ability to switch between public and private by the owner of the project. If a project was public and turned to private, Neoko Music will stop all access to the project immediately.

Metadata and identifiers can be collected such as IP addresses, device IDs, and geolocation tied to a certain user. Any analytics that can trace back to a user.

All public data may be available via API and all users have the ability to make their content private as to be not accessible via web or API.

We reserve the right to store any and all data in any storage medium we decide including but not limited to NVMe, SSD, HDD, Disc, and Tape.

4. Data Sharing

Neoko Music shares only needed user data with third-party service providers for payment processing(Stripe), email systems, and analytics software systems.

Neoko Music will share only the requested data if under a legal obligation such as court orders or government requests. Only the requested data will be provided, no data that has not explicitly been requested.

5. User Rights

Users have the right to access the personal data the Service holds about them. This includes account information, contact details, usage data, and any other personal information collected. Users may only request their own personal data.

Correct or update inaccurate or incomplete personal data. Users should be able to request changes to ensure their information is accurate.

Request deletion of their personal data. This includes removing account information, uploaded content (if applicable), and any other personal data stored in the systems. Deletion requests will be honored promptly, except where retention is required by law.

Users should have a simple way to unsubscribe from newsletters, promotional emails, or other marketing messages. This option should be easy to find and clearly described in communication preferences or account settings.

6. Security

Personal data is encrypted in transit using HTTPS/TLS to prevent interception during communication. Sensitive data such as passwords are stored as a hash with salt. Only authorized personnel and systems can access user data. Roles and permissions are carefully managed to limit exposure to sensitive information. Users' accounts are protected by password.

Software, servers, and libraries are kept up to date to patch any known vulnerabilities. Internal security audits and code review help identify risks.

Firewalls, IDS, and monitoring tools are used to detect and prevent unauthorized access to any systems. Servers are hardened and monitored to prevent exploitation.

User data is backed up in secure storage. Recovery plans exist to restore data in case of accidental deletion or system failure.

When possible, personal data is anonymized or aggregated for analytics or reporting, reducing exposure of individuals' identities.

7. Data Retention

We retain user data for as long as an account is active to provide our services effectively. If a user chooses to delete their account, all associated personal data will be permanently removed from our systems upon request. For accounts that remain inactive for extended periods, we may retain certain information for operational or legal purposes, but users may request deletion of any personal data at any time. We ensure that all deletion requests are handled promptly and securely in accordance with applicable privacy laws.

8. International Users

For users located outside the United States, we comply with applicable local privacy laws, such as the General Data Protection Regulation (GDPR) in the European Union, and provide additional rights where required. Users may request deletion, correction, or

export of their personal data, and we will handle these requests promptly and securely.

9. Changes to Privacy Policy

Right to Update Terms:

The Service reserves the right to update this document, the Terms of Service, at any time.

Effective Date:

The updated Privacy Policy will include an “Effective Date” at the top. Changes take effect on that date.

Notification of Changes:

Users will be notified of significant changes via email or app notification or a notice on the Service. The notice on the service will be a banner ad displayed within the navigation section of the page. The user will be shown a link to the updated Terms of Service and also a button to clear the banner from their screen. Continued use of the Service constitutes acceptance of the updated Terms.