

Privacy Policy

Last Updated: January 01, 2026

1. Introduction

Welcome to Soulworx (“we,” “our,” or “us”). We are committed to protecting your privacy and ensuring you have a positive experience on our platform. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website and use our services.

By using Soulworx, you agree to the collection and use of information in accordance with this policy. If you do not agree with our policies and practices, please do not use our services.

2. Information We Collect

2.1 Information You Provide Directly

We collect information that you provide directly to us, including:

- **Account Information:** Name, email address, profile picture, and other information you provide when creating an account or updating your profile
- **Authentication Data:** Information provided when you sign in using OAuth providers (Google, Discord, Apple), including your email address and name from those services
- **Membership Information:** Subscription tier, payment information, billing details, and membership status
- **Event Registration:** Information provided when registering for events, including RSVP details, dietary restrictions, special needs, and emergency contact information
- **Communication Data:** Messages, feedback, inquiries, and other communications you send to us
- **Content:** Poetry, stories, comments, and other content you submit or post on our platform

2.2 Information Collected Automatically

When you use our services, we automatically collect certain information, including:

- **Usage Data:** Pages visited, features used, time spent on pages, click patterns, and navigation paths
- **Video Viewing Data:** Videos watched, viewing duration, completion status, and viewing history
- **Device Information:** IP address, browser type and version, operating system, device identifiers, and mobile network information

- **Location Data:** General location information based on IP address (we do not collect precise GPS location)
- **Cookies and Tracking Technologies:** Information collected through cookies, web beacons, and similar tracking technologies

2.3 Information from Third-Party Services

We may receive information from third-party services you connect to our platform:

- **OAuth Providers:** When you sign in with Google, Discord, or Apple, we receive your name, email address, and profile picture
- **Payment Processors:** Stripe provides us with payment transaction data, subscription status, and billing information
- **Discord Integration:** If you connect your Discord account, we receive your Discord ID, username, and role assignment information
- **Calendar Services:** If you enable calendar sync, we may access calendar information to sync events

3. How We Use Your Information

We use the information we collect for the following purposes:

3.1 Service Provision

- To create and manage your account
- To provide access to content, videos, programs, and events based on your membership tier
- To process payments and manage subscriptions
- To facilitate event registrations and RSVPs
- To sync your calendar with event information
- To provide customer support and respond to inquiries

3.2 Personalization

- To personalize your experience and recommend content
- To customize the content and features available to you based on your membership tier
- To remember your preferences and settings

3.3 Communication

- To send you service-related notifications, updates, and announcements
- To send event reminders and confirmations
- To respond to your inquiries and provide customer support
- To send marketing communications (with your consent, where required by law)

3.4 Analytics and Improvement

- To analyze usage patterns and improve our services
- To understand how users interact with our platform
- To develop new features and content
- To detect and prevent fraud, abuse, and security issues

3.5 Legal Compliance

- To comply with applicable laws, regulations, and legal processes
- To enforce our Terms and Conditions
- To protect our rights, privacy, safety, or property, and that of our users

4. How We Share Your Information

We do not sell your personal information. We may share your information in the following circumstances:

4.1 Service Providers

We share information with third-party service providers who perform services on our behalf, including:

- **Payment Processing:** Stripe processes payments and manages subscriptions
- **Cloud Hosting:** Our hosting providers store and process data
- **Analytics:** Service providers help us analyze usage and improve our platform
- **Email Services:** Providers send transactional and marketing emails

4.2 Discord Integration

If you have a membership subscription, we may share your Discord ID with Discord to assign appropriate roles and provide access to Discord channels based on your membership tier.

4.3 Legal Requirements

We may disclose your information if required by law, court order, or governmental authority, or if we believe disclosure is necessary to:

- Comply with legal obligations
- Protect and defend our rights or property
- Prevent or investigate possible wrongdoing
- Protect the personal safety of users or the public

4.4 Business Transfers

In the event of a merger, acquisition, reorganization, or sale of assets, your information may be transferred as part of that transaction.

4.5 With Your Consent

We may share your information with your explicit consent or at your direction.

5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Secure authentication and access controls
- Regular security assessments and updates
- Employee training on data protection

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee absolute security.

6. Your Rights and Choices

You have certain rights regarding your personal information:

6.1 Access and Correction

You can access and update your account information at any time through your profile settings. You may also request a copy of the personal information we hold about you.

6.2 Account Deletion

You may request deletion of your account and associated data by contacting us. We will honor your request subject to our legal obligations to retain certain information.

6.3 Marketing Communications

You can opt out of marketing communications by: - Clicking the unsubscribe link in marketing emails - Updating your communication preferences in your account settings - Contacting us directly

6.4 Cookies and Tracking

You can control cookies through your browser settings. However, disabling cookies may limit your ability to use certain features of our platform.

6.5 Data Portability

You may request a copy of your data in a structured, machine-readable format.

7. Children's Privacy

Our services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately.

For programs that require parental consent, we collect parent/guardian contact information and obtain explicit consent before collecting information from minors.

8. International Data Transfers

Your information may be transferred to and processed in countries other than your country of residence. These countries may have data protection laws that differ from those in your country. By using our services, you consent to the transfer of your information to these countries.

9. Data Retention

We retain your personal information for as long as necessary to:

- Provide our services to you
- Comply with legal obligations
- Resolve disputes and enforce agreements
- Maintain security and prevent fraud

When we no longer need your information, we will securely delete or anonymize it, except where we are required to retain it by law.

10. Third-Party Links and Services

Our platform may contain links to third-party websites or integrate with third-party services. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any information.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by:

- Posting the new Privacy Policy on this page
- Updating the “Last Updated” date
- Sending you an email notification (for significant changes)
- Displaying a notice on our platform

Your continued use of our services after changes become effective constitutes acceptance of the updated Privacy Policy.

12. California Privacy Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

- **Right to Know:** You can request information about the categories and specific pieces of personal information we collect, use, and disclose
- **Right to Delete:** You can request deletion of your personal information
- **Right to Opt-Out:** You can opt out of the sale of personal information (we do not sell personal information)
- **Right to Non-Discrimination:** We will not discriminate against you for exercising your privacy rights

To exercise these rights, please contact us using the information provided below.

13. European Privacy Rights

If you are located in the European Economic Area (EEA), you have additional rights under the General Data Protection Regulation (GDPR):

- **Right of Access:** You can request access to your personal data
- **Right to Rectification:** You can request correction of inaccurate data
- **Right to Erasure:** You can request deletion of your data (“right to be forgotten”)
- **Right to Restrict Processing:** You can request restriction of processing
- **Right to Data Portability:** You can request transfer of your data
- **Right to Object:** You can object to processing of your data
- **Right to Withdraw Consent:** You can withdraw consent at any time

To exercise these rights, please contact us using the information provided below.

14. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Email: Indianarotondo@soulworx.ca

Mailing Address:

Soulworx
18 Hilcrest Ave

Toronto, ON M2N 6T5
Canada

We will respond to your inquiry within a reasonable timeframe.

This Privacy Policy is effective as of January 01, 2026 and applies to all users of Soulworx services.