

# Misty Jazz Records - Customer Privacy Policy

**Effective Date:** January 1, 2026 **Last Updated:** January 1, 2026

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## Our Commitment to Privacy

Misty Jazz Records values your privacy. This policy explains how we collect, use, protect, and share your personal information.

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## Information We Collect

### Information You Provide

#### Account Information:

- Name (first and last)
- Email address
- Phone number
- Shipping address
- Billing address
- Payment information (processed securely, not stored)

#### Purchase History:

- Items purchased
- Order dates and amounts
- Returns and exchanges
- Payment methods used

#### Communication Preferences:

- Email newsletter opt-in
- SMS notifications opt-in
- Marketing preferences

#### Optional Information:

- Birth date (for birthday promotions)
- Musical preferences
- Wish list items
- Product reviews

## Information Automatically Collected

### Website Usage:

- IP address

- Browser type and version
- Device information
- Pages visited
- Time spent on site
- Referring website

#### **Cookies & Tracking:**

- Session cookies (essential)
  - Preference cookies (remember settings)
  - Analytics cookies (Google Analytics)
  - Marketing cookies (optional, require consent)
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## **How We Use Your Information**

### **Order Fulfillment**

- Process and ship purchases
- Send order confirmation and updates
- Handle returns and exchanges
- Provide customer service

### **Communication**

- Send transactional emails (order updates)
- Respond to inquiries
- Newsletter (if subscribed)
- Special offers and promotions (if opted in)
- Birthday discounts (if provided)

### **Business Operations**

- Maintain customer database
- Prevent fraud and security threats
- Improve website and services
- Analyze shopping trends
- Inventory management

### **Legal Compliance**

- Comply with applicable laws
  - Respond to legal requests
  - Enforce our terms and conditions
  - Protect our rights and property
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## **Information Sharing**

### **We DO Share With:**

#### **Service Providers:**

- **Shipping Carriers** (USPS, UPS, FedEx): Delivery information only
- **Payment Processors** (Stripe, PayPal): Secure payment processing
- **Email Service** (Mailchimp): Newsletter delivery (if subscribed)
- **Website Hosting** (AWS): Secure data storage
- **Analytics** (Google Analytics): Anonymized usage data

#### **Legal Requirements:**

- Law enforcement (when legally required)
- Court orders and subpoenas
- Protection of rights and safety

#### **We DON'T Share With:**

- Third-party marketers (without consent)
- Data brokers
- Social media platforms (for advertising)
- Any entity for profit

#### **Your Data is NEVER Sold**

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## **Data Security**

### **Protection Measures**

#### **Technical Safeguards:**

- SSL encryption for all transactions
- Secure database storage
- Regular security audits
- Firewall protection
- Access controls and authentication

#### **Physical Safeguards:**

- Locked file cabinets for paper records
- Restricted access to records area
- Secure disposal of old records

#### **Administrative Safeguards:**

- Employee training on privacy
- Limited access based on need
- Confidentiality agreements
- Regular policy reviews

## **Payment Security**

- **PCI Compliance:** Level 1 certified processors
- **No Storage:** We don't store full credit card numbers
- **Tokenization:** Secure payment tokens only
- **Fraud Detection:** Real-time monitoring

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# Your Privacy Rights

## Access & Correction

**You have the right to:**

- Access your personal information
- Correct inaccurate information
- Update your preferences
- Request data portability

**How to exercise:** Email [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com)

## Marketing Communications

**You can opt-out of:**

- Email newsletters (unsubscribe link in every email)
- SMS notifications (reply STOP)
- Promotional emails
- Birthday emails

**Note:** You'll still receive transactional emails (order confirmations, shipping updates)

## Account Deletion

**Request account deletion:**

- Email [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com)
- We'll delete within 30 days
- Some information retained for legal/business purposes:
  - Order history (7 years for tax/legal)
  - Fraud prevention records
  - Legal obligation data

## California Residents (CCPA Rights)

**Additional rights:**

- Know what personal information is collected
- Know if information is sold/shared
- Opt-out of sale (we don't sell data)
- Non-discrimination for exercising rights
- Request deletion

**To exercise:** Email [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com) with subject "CCPA Request"

## European Residents (GDPR Rights)

**Additional rights:**

- Data portability
- Right to be forgotten
- Object to processing
- Restrict processing
- Lodge complaint with supervisory authority

**To exercise:** Email [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com) with subject "GDPR Request"

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## Cookies & Tracking

### Types of Cookies We Use

#### Essential Cookies (Required):

- Shopping cart functionality
- User authentication
- Session management
- Security features

#### Functional Cookies (Optional):

- Remember preferences
- Recent searches
- Language settings

#### Analytics Cookies (Optional):

- Google Analytics
- Page visit tracking
- User behavior analysis
- **Anonymized data only**

#### Marketing Cookies (Optional, with consent):

- Retargeting ads
- Social media integration
- Campaign effectiveness

### Cookie Management

#### You can control cookies:

- Browser settings (block/delete)
- Cookie preference center on website
- Opt-out of Google Analytics: <https://tools.google.com/dlpage/gaoptout>

**Note:** Blocking essential cookies may limit website functionality

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## Children's Privacy

**Age Requirement:** 13+ to create account

**Under 13:** We don't knowingly collect information from children under 13

**Parental Consent:** Required for users 13-17

**If we discover:** Child data collected, we delete immediately

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## Data Retention

### How Long We Keep Your Information

#### Active Accounts:

- **Duration:** While account active + 3 years after last activity
- **Reason:** Provide service, maintain history

#### Purchase Records:

- **Duration:** 7 years
- **Reason:** Tax, legal, warranty obligations

#### Marketing Data:

- **Duration:** Until opt-out + 30 days
- **Reason:** Honor preferences

#### Website Analytics:

- **Duration:** 26 months (Google Analytics)
- **Reason:** Understand trends

#### Deleted Accounts:

- **Most data:** Deleted within 30 days
  - **Legal obligations:** Retained as required
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## Third-Party Links

Our website may link to external sites:

- **Not Covered:** By this privacy policy
  - **Review Their Policies:** Before providing information
  - **No Responsibility:** For their privacy practices
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## Changes to This Policy

### Notification of Changes

- **Effective Date:** Updated at top of policy
- **Material Changes:** Email notification to customers
- **Minor Updates:** Posted on website

- **Your Responsibility:** Review periodically

## Continued Use

Using our services after policy changes constitutes acceptance

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## International Transfers

**Data Location:** Primarily stored in USA

**International Customers:**

- Your data may transfer to USA
  - We ensure adequate protections
  - Comply with applicable data transfer laws
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## Contact Us

### Privacy Questions or Requests

**Email:** [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com) **Phone:** (415) 555-5299 **Mail:** Misty Jazz Records  
Attn: Privacy Officer 1428 Haight Street San Francisco, CA 94117

**Response Time:** Within 30 days for privacy requests

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## Data Protection Officer

**Sarah Chen, General Manager** Email: [sarah@mistyjazzrecords.com](mailto:sarah@mistyjazzrecords.com) Phone: (415) 555-5202

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## Compliance

We comply with:

- **CCPA** (California Consumer Privacy Act)
  - **GDPR** (General Data Protection Regulation)
  - **CAN-SPAM Act** (email marketing)
  - **COPPA** (Children's Online Privacy Protection Act)
  - **PCI DSS** (Payment Card Industry Data Security Standard)
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## Your Consent

By using Misty Jazz Records' services, you consent to this Privacy Policy.

**Withdrawal of Consent:**

- Email [privacy@mistyjazzrecords.com](mailto:privacy@mistyjazzrecords.com)

- May limit or end service provision
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## Transparency Report

We believe in transparency:

- **Law Enforcement Requests** (2025): 0
- **Data Breaches** (2025): 0
- **CCPA Requests** (2025): 0
- **GDPR Requests** (2025): 0

*Updated annually*

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*This policy applies to Misty Jazz Records' website, physical store, and all customer interactions.*

*For California residents: We do not sell personal information. We have not sold personal information in the past 12 months.*