

Misty Jazz Records - Customer Privacy Policy

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

Our Commitment to Privacy

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

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

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

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

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
- 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 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 with subject "GDPR Request"

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

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

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

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 **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

Data Protection Officer

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

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

- 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

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.