

Privacy Policy

Effective February 13th, 2021

Cloud Music Suite LLC (“**Company**”) provides this Privacy Policy to let you know our policies and procedures regarding the use, disclosure and collection of data through www.cloudmusicsuite.com (“**Site**”) as well as any information collected by associated and/or wholly owned online services. This policy also describes the choices available to you regarding use of and access to your personal information and privacy of said information.

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1. Information Collection

Users of the service may be **Clients** or **Instructors** (as defined in the User Agreement) and will have differing levels of information collected as a result of their use of the Service; the Service requires more information from an Instructor than it does from a Client for user experience to be as we intend.

i. Information You Provide Us

- a. **Personal Information:** In the course of using the Service (as a Client or Instructor) we may require you to enter or otherwise collect information that identifies you as a unique individual using the Service and can be used to contact or identify you as such for the remainder of this document this will be referred to as “Personal Information.” Examples of Personal Information include but are not limited to your name, email address, billing address, and profile picture.
- b. **Payment Details:** The Company uses a third party payment handling service, Stripe, and they will handle all payment details. The Company stores no payment details. Stripe’s terms of service can be found [here](#)
- c. **Messages:** Messages on the platform between parties will be stored in our database.

ii. Information Received from Third Parties: Third parties, such as Google via Google Authentication may provide us with information about you such as your name, email address, and profile picture (from gmail)

iii. Information Collected Automatically

- a. **Cookies:** Like many websites, we use cookies to automatically collect information to persistently maintain your interaction with the Service. This allows us to keep you signed in while navigating the platform.

iv. How we respond to Do Not Track signals: We do not alter any of our Service practices when you have “Do Not Track” signals being sent to websites and other online services by your web browser. For more information about “Do Not Track” signals please visit www.allaboutdnt.com

v. User Profiles: Clients and Instructors may create profiles which consist of information about the user of the platform including but not limited to: hourly rate for services, name, examples of Instructor work, instruments taught, services provided, email address, lesson availability on Instructor public calendar, profile picture, and lesson locations (addresses) and payment details. You may choose to add as many or as few details as you choose. If you opt not to provide information some aspects of your experience using the Service may be lessened.

2. Use of Information

We use your information collected to provide the Service, process your transactions and requests, prevent fraud, verify identity, improve the Service, and comply with the law.

i. Google authentication will be used to procure basic google account user information as well as google calendar event permissions in the creation of a user account. User email and google account profile picture, with the permission of the user, is used for communication and identification across the platform.

ii. Google calendar events permissions are used to create events on behalf of the Instructor in conjunction with the lesson events created on the platform. At the time of lesson purchase, Clients are invited to the newly created google calendar event in order to create a unique google meet link which is then saved to the Companies database to later be presented to the user on the Platform and on their personal google calendar. At the cancellation of a lesson google calendar events are deleted.

iii. At account creation, Instructors are required to enter financial information into a third party payment handling service, Stripe Inc. Stripe creates a unique key that the Company then saves on behalf of the Instructor for payout purposes. No financial information provided to Stripe is retained by Cloud Music Suite LLC for any purpose.

3. Data Retention

The Company retains user profile data for as long as your profile is active on our service; data you provide us remains in our database until your account is deleted. Cookies connected to your profile are stored for the duration of your current session. For more information regarding cookies and how the Company uses cookies on the platform see section iii in the “Information Collection” section of the privacy policy.

4. Information Sharing and Disclosure

i. Information about instructors shared with client: Instructor music lessons availability, name, email address if authorized, profile picture, addresses for face-to-face lessons after the lessons have been paid for and general description beforehand, all files uploaded to the Service and all messages sent to the client will be shared with the client and will continue to be share until deleted by the Instructor or Client.

ii. Information about clients shared with instructors: publicly available information such as name, email address used to access the Service and profile picture are the only automatically shared pieces of information. All other information, including but not limited to: messages sent

to the instructor and all contained content and instrument preferences, will only be shared if the Client provides such information.

5. Third Party Analytics Providers

The Service utilizes google and stripe, two third party analytics providers, to assess site traffic metrics, investigate security concerns, and forecast revenues. The service provides no personal information to any third party through these channels.

6. Your Choices and Rights

i. Communication Preferences: Instructors and clients both have the ability to active or deactivate automatic notifications and email newsletters in their user settings; we advise our instructors and clients to authorize the Service to send automatic communications in the form of reminders and notifications to their email but it is not a requirement in order to access the Service. If a user opts out of automatic communications some aspects of the Service may perform worse than expected.

ii. Storing Payment Method: Clients have the option to store a payment method on the Service, our third party payment processor, Stripe, stores the card details should a client authorize the Service to do so. Cloud Music Suite LLC does not store your payment details but we can access these encrypted details from Stripe using a unique, encrypted code that stripe generates on your behalf so you do not have to re-enter card information at each checkout. The only details we can see are the last 4 digits of your card number, card servicer and expiration date.

iii. Request Deletion: If you choose to have your account deleted and all information associated with that account deleted, please send an email indicating such deletion to info@cloudmusicsuite.com and we will process your request and send confirmation of deletion.

iv. Withdraw Your Consent (regarding personal info): Any optional information (found in user settings) is not required for you to use our Service. Withholding certain information may lessen your user experience on the Service.

7. Security (TLS, SSL, HTTP)

Cloud Music Suite takes reasonable steps to help protect and secure the information it collects and stores about our Users. All access to the Site is encrypted using industry-standard transport layer security technology ("TLS"). When you enter sensitive information, we encrypt the transmission of that information using secure socket layer technology ("SSL"). We also use HTTPS strict transport security to add an additional layer of protection for our Users. But

remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure.

8. Links to Other Websites

The Service may provide links to other websites. The Service is not responsible for privacy of user information obtained by outside websites unless an affiliation is established and disclosed to the users of our Service. We will not provide any personal information with these websites unless it is outlined in this Privacy Policy. The content on these websites will be vetted at the time of providing the link but we cannot guarantee the content of any externally linked websites will remain as they were when we originally link to them and we are not responsible for any action taken off our Site.

9. Phishing

Phishing is a predatory action taken by a fictitious entity that is working to immorally or illegally obtain personal or financial information. Identity and financial theft are taken seriously by Cloud Music Suite. Please email info@cloudmusicsuite.com if you suspect that any communication from our Service is the product of Phishing or if you feel that you have received communication from a third party that is acting, falsely, on behalf of Cloud Music Suite LLC.

10. California and Nevada Residents- Your Privacy Rights

The Service does not and will sell any of your personal information to any third party and does not use your personal information outside of the scope of improving user experience on our platform Service. If you would additional information on this subject please contact the Company to info@cloudmusicsuite.com

11. Changes to Privacy Policy

We may make reasonable changes to this Privacy Policy. If large changes are made that affect users, client or instructor, we will send an email communication notifying you of the coming changes and you will have the right to request deletion of your account and/or opt out of any optional personal information through your used settings.

12. Contacting Us

If you have any questions or concerns, please contact us via email at info@cloudmusicsuite.com and we will respond in a timely manner to handle your concern.