

ModeAudio Privacy Policy

We at ModeAudio take the privacy and safeguarding of the personal information of you and all our website visitors extremely seriously. The following document sets out how, when and why we will collect and process such information in order to provide you with our products and services.

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1. Who We Are

ModeAudio Ltd (hereafter 'us', 'our' or 'we') is a private limited company incorporated in Scotland with company number SC658708 and with registered office address at 17-21 East Mayfield, Edinburgh, UK, EH9 1SE, which owns and controls www.modeaudio.com / www.modeaudio.co.uk (hereafter the 'website') for the purpose of providing digital audio products and services to our website visitors (hereafter 'you' or 'your').

2. Personal Information

To provide you with the products and services available on the website, it is required that we will collect and store select items of your personal information on our server. This information will be used only by us and will absolutely not be passed on to any third parties under any circumstances, unless we are required to do so by law.

We will store this information for as long as is required to fulfil the services we offer on the website, or longer if required to retain them in order to comply with applicable laws.

i) Purchasing: when making a purchase on our website, your name, email address, billing address and IP address will be stored on our server as proof of address in accordance with EU law, so that the appropriate amount of tax (such as VAT) can be applied to the transaction.

No information not pertaining to your transaction will be sent to the email address provided, except in the instance where you have signed up for our email newsletter, which we will send out from time to time to promote new products and information.

ii) Newsletter: when signing up for our email newsletter, either during our checkout process or using any of the forms available on our website, we will store your email address on our server. We will use your email address to send you promotional information about our products and services from time and time, or to notify you of any changes to our website, terms or other general information we deem relevant to you.

We do not tolerate spam and will never send you anything not specifically related to us and our products and services.

You can unsubscribe from our email newsletter at any time, either by clicking the 'unsubscribe' link displayed at the bottom of any email newsletter, or by contacting us using the details provided in clause 9 below.

3. Security of Personal Information

We will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. Please bear in mind that data transmission over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet, either via forms on the website or when sending us information via email.

We will store the personal information you provide to us on our secure server. All electronic transactions you make to or receive from us will be encrypted using Secure Sockets Layer (SSL) technology.

4. Financial Information

We do not store or process any credit or debit card information on our server, other than the name and address information outlined in clause 2 above. Your financial information is handled and processed by Paypal and Braintree Payments, who are our payment providers.

Please visit [Paypal](#) and [Braintree](#)'s websites for information regarding their respective privacy policies.

5. Cookies & Browsing

When you visit the website you will be issued with a cookie, which is a small text file transferred from the website server to your hard drive, which is used to allow for the smooth functioning of certain parts of the website and for faster loading of images, sounds and other materials upon future visits, as well as to identify you and record browsing information such as website pages viewed, length of visit, browser type, referral source and geographical location.

This information helps us to fix errors on the website, make improvements to its code and provide the best browsing experience for you. If you do not wish to accept a cookie from our website, it is usually possible to delete these files using your internet browser's functionality. Please refer to application-specific documentation for more information.

6. Your Rights

You may instruct us to perform any of the following at any time: provide you with any and all personal information we are holding about you; update or modify any personal information you deem to be inaccurate; not to use your personal information for promotional or marketing purposes; delete any of your personal information we are storing, by using the contact details provided in clause 9 below or by following the unsubscribe instructions in clause 2 above.

7. External Links

We are not responsible for any information contained in 3rd party websites that are linked to from the website.

8. Modification of Privacy Policy

We may revise and edit this privacy policy at any time, without prior notice, so please check this document occasionally to ensure you are happy with any changes.

9. Contact Information

If you have any questions regarding our privacy policy you can contact us using our [contact form](#), or by sending an email to the address below:

support@modeaudio.com