

Privacy Policy

Musivo Galleria (musivogalleria.com)

Effective date: 28 May 2026

Last updated: 28 May 2026

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MUSIVO GALLERIA PRIVACY POLICY

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1. INTRODUCTION

1.1 Musivo LLC ("Musivo," "we," "us," or "our") is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, share, and protect information about you when you use the Musivo Galleria platform at musivogalleria.com (the "Platform").

1.2 This Privacy Policy applies to all users of the Platform, including Buyers, Sellers, and visitors.

1.3 By using the Platform, you agree to the collection and use of your information as described in this Privacy Policy.

1.4 For questions about this Policy, contact us at: hey@musivogalleria.com

2. DATA CONTROLLER

2.1 The data controller responsible for your personal data is:

Musivo LLC

Qatar Financial Centre

Doha, State of Qatar

Email: hey@musivogalleria.com

3. INFORMATION WE COLLECT

3.1 Information You Provide Directly:

(a) Account Information: When you register, we collect your name, email address, password, and account type (buyer or seller).

(b) Seller Profile Information: If you create a Seller account, we collect your display name, handle, profile photo, banner image, biography, location, category, and social media profile links you choose to provide (Instagram, TikTok, YouTube, LinkedIn, website).

(c) Payment Information: We collect information necessary to process payments and payouts. For Sellers, this includes Whop Connected Payout Account identifiers and verification status. We do not store full payment card numbers — these are processed by Whop.

(d) Product and Listing Information: Information you provide when creating product or service listings, events, communities, brand briefs, or campaign applications, including titles, descriptions, prices, and images.

(e) Event and Ticket Information: If you register for an Event, we collect registration status, confirmation codes, attendee contact details, and check-in status. Event Organizers (Sellers) receive the information needed to operate their Events.

(f) Community Information: If you join a Community, we collect membership status, posts, and access entitlements. Community operators (Sellers) may see member information necessary to moderate their Communities.

(g) Campaign Information: If you publish or apply to brand briefs, we collect brief details, applications, deliverable notes, and related messages.

(h) Communications: Messages, emails, and other communications you send to us or through the Platform.

(i) Identity Verification: Where required by payment providers or for Discover eligibility, information for identity and social account verification.

3.2 Information Collected Automatically:

(a) Usage Data: Information about how you interact with the Platform, including pages visited, features used, time spent, and actions taken.

(b) Device and Technical Data: IP address, browser type and version, operating system, device identifiers, and similar technical information.

(c) Cookies and Tracking Technologies: We use cookies and similar technologies as described in Section 9 of this Policy.

(d) Transaction Data: Records of purchases and sales made through the Platform, including amounts, dates, product types, and transaction identifiers.

3.3 Information from Third Parties:

(a) Payment Processors: Whom may share transaction data and verification information with us in connection with payments.

(b) Shopify: If you complete Shopify store verification, we receive the store URL, verification status, and domain confirmation metadata. We do not sync product catalogs, inventory, or orders from Shopify.

(c) Social Media: If you choose to link or verify social media accounts, we may receive basic profile information from those platforms.

4. HOW WE USE YOUR INFORMATION

We use your personal data for the following purposes:

4.1 To Provide the Platform: Operating, maintaining, and improving the Platform and its features.

4.2 To Process Transactions: Facilitating payments between Buyers and Sellers, collecting Platform Fees, processing payouts, and maintaining transaction records.

4.3 Account Management: Creating and managing your account, verifying your identity, and enabling you to use Platform features.

4.4 Communications: Sending transactional emails (order confirmations, payment notifications, booking confirmations, Event Ticket confirmations), and where you have consented, marketing communications about the Platform.

4.5 Customer Support: Responding to platform questions, requests, and complaints. Musivo does not provide customer support for Seller transactions.

4.6 Safety and Security: Detecting, investigating, and preventing fraudulent, illegal, or unauthorized activity on the Platform.

4.7 Legal Compliance: Complying with applicable laws, regulations, legal processes, and lawful requests from authorities.

4.8 Platform Improvement: Analysing how the Platform is used to improve features, performance, and user experience.

4.9 Dispute Resolution: Investigating reported disputes between users where Musivo chooses to do so at its discretion.

4.10 Events, Communities, and Campaigns: Operating registration, access control, check-in, brief publishing, and workspace features.

4.11 Internal Rating System: Maintaining our internal Brand Booking rating system, which is accessible only to logged-in Buyers when evaluating Sellers for bookings.

5. LEGAL BASIS FOR PROCESSING (WHERE APPLICABLE)

Where privacy law requires us to identify a legal basis for processing your personal data, we rely on the following:

5.1 Contractual Necessity: Processing necessary to perform our contract with you (the Terms of Service), including providing the Platform and processing transactions.

5.2 Legitimate Interests: Processing necessary for our legitimate business interests, including fraud prevention, security, improving the Platform, and internal analytics, provided these interests are not overridden by your rights.

5.3 Legal Obligation: Processing necessary to comply with applicable laws and regulations.

5.4 Consent: Where you have given explicit consent, such as for marketing communications. You may withdraw consent at any time.

6. HOW WE SHARE YOUR INFORMATION

6.1 With Other Users: Seller profile information, product listings, and reviews are displayed publicly on the Platform. Your name and purchase information may be shared with a Seller when you make a purchase.

6.2 Payment Processors: We share necessary transaction data with Whop to process payments and payouts. Whop processes your data under its own privacy policy.

6.3 Shopify: If you complete Shopify store verification, we use the store URL and verification metadata only to confirm domain ownership and Shopify hosting. We do not import catalogs or process checkout on external Shopify stores.

6.4 Service Providers: We share data with service providers who assist us in operating the Platform, including Supabase (database and authentication), Vercel (hosting), and Resend (email delivery). These providers process data only on our instructions.

6.5 Legal Requirements: We may disclose your information if required to do so by law or in good faith belief that such action is necessary to comply with a legal obligation, protect Musivo's rights or property, prevent fraud or illegal activity, or protect the safety of users or the public.

6.6 Business Transfers: If Musivo is involved in a merger, acquisition, asset sale, or similar business transfer, your personal data may be transferred as part of that transaction. We will provide notice of any such transfer.

6.7 With Your Consent: We may share your information with third parties where you have given explicit consent.

6.8 Internal Brand Ratings: Brand Booking rating data is shared only with logged-in Buyer accounts on the Platform for the purpose of evaluating Sellers. This data is not shared publicly or with third parties.

7. DATA RETENTION

7.1 We retain your personal data for as long as your account is active or as needed to provide services to you.

7.2 We retain transaction records for a period of seven (7) years following the transaction date for accounting, legal, and tax compliance purposes.

7.3 If you close your account, we will delete or anonymise your personal data within ninety (90) days, except where we are required to retain data by law or for legitimate business purposes such as fraud prevention or dispute resolution.

7.4 Aggregated and anonymised data that cannot identify you may be retained indefinitely.

8. DATA SECURITY

8.1 We implement appropriate technical and organisational security measures to protect your personal data against unauthorised access, disclosure, alteration, or destruction. These include encryption of data at rest and in transit, access controls, and secure infrastructure provided by Supabase.

8.2 Payment credentials and access tokens are encrypted before storage.

8.3 Whilst we take reasonable steps to protect your data, no method of electronic transmission or storage is completely secure. We cannot guarantee absolute security.

8.4 In the event of a data breach that affects your rights, we will notify you and applicable authorities as required by law.

9. COOKIES AND TRACKING TECHNOLOGIES

9.1 We use cookies and similar tracking technologies to operate the Platform, remember your preferences, maintain your session, and analyse usage.

9.2 Types of Cookies We Use:

(a) Strictly Necessary Cookies: Required for the Platform to function. Cannot be disabled.

(b) Analytics Cookies: Help us understand how the Platform is used. May be disabled.

(c) Preference Cookies: Remember your settings and preferences. May be disabled.

9.3 You can control cookies through your browser settings. Disabling certain cookies may affect Platform functionality.

10. YOUR RIGHTS

Depending on your location and applicable law, you may have the following rights regarding your personal data:

10.1 Right of Access: To request a copy of the personal data we hold about you.

10.2 Right to Rectification: To request correction of inaccurate or incomplete personal data.

10.3 Right to Erasure: To request deletion of your personal data, subject to legal retention requirements.

10.4 Right to Restriction: To request that we limit the processing of your personal data.

10.5 Right to Data Portability: To receive your personal data in a structured, machine-readable format.

10.6 Right to Object: To object to certain processing of your personal data based on legitimate interests.

10.7 Right to Withdraw Consent: Where processing is based on consent, to withdraw consent at any time without affecting lawfulness of prior processing.

10.8 To exercise any of these rights, contact us at: hey@musivogalleria.com

We will respond to requests within thirty (30) days. We may require identity verification before processing requests.

11. INTERNATIONAL DATA TRANSFERS

11.1 The Platform operates globally and your data may be transferred to and processed in countries outside your country of residence, including countries that may not provide the same level of data protection as your home country.

11.2 Where we transfer personal data internationally, we ensure appropriate safeguards are in place in accordance with applicable privacy law.

12. CHILDREN'S PRIVACY

12.1 The Platform is not directed at children under the age of eighteen (18). We do not knowingly collect personal data from anyone under eighteen (18).

12.2 If we become aware that we have collected personal data from a child under eighteen (18), we will delete such data promptly. If you believe a child has provided us personal data, contact us at: hey@musivogalleria.com

13. THIRD-PARTY LINKS

13.1 The Platform may contain links to third-party websites, social media platforms, and services. This Privacy Policy does not apply to such third-party services. We encourage you to review the privacy policies of any third-party services you visit.

14. CHANGES TO THIS POLICY

14.1 We may update this Privacy Policy from time to time. We will post the updated Policy on the Platform and update the "Last Updated" date. Material changes will be communicated to registered users by email or prominent notice on the Platform.

14.2 Your continued use of the Platform after the effective date of any change constitutes your acceptance of the revised Policy.

15. CONTACT US

For any questions, concerns, or requests regarding this Privacy Policy or your personal data:

Musivo LLC

Email: hey@musivogalleria.com

Address: Qatar Financial Centre, Doha, State of Qatar

For data protection complaints, you may also contact the relevant data protection authority in your jurisdiction.
