

# Featherhead Medias (FM) Privacy Policy

As awareness and concerns about the protection of personal information is increasing worldwide, We have formulated and now provide you with a comprehensive privacy policy. Any questions about our policy can be sent to [info@featherheadmedia.com](mailto:info@featherheadmedia.com).

All the personal information you provide us with is treated with the utmost of **care** and **respect**. Your email, address, telephone, and any other personal information you choose to submit to Featherhead Media is collected for the sole purpose of serving, encouraging and helping you, providing inspirational content for you and making it easier for you to get/buy what you want from us. This includes but is not limited to sending you blog posts/shoutouts/album release information and to offer you opportunities for free as well as provide you with and inform you of opportunities to purchase our inspirational products and services. (Music, art, (e)books etc.)

*We will never share your personal data with a third party unless specifically stated in this privacy document. (See [wix.com](http://wix.com) and Payments, Google Ads tracking for statistical purposes)*

## **What type of information do we collect?**

*We receive, collect and store any information you enter on our website or provide us in any other way for your benefit. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address(es); computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction*

*information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment details (credit card information, etc - might be collected by a safe a payment service for which Featherhead Media cannot take responsibility\* see below.)*

*We also may save and post blogpost comments to and post your feedback, product reviews, recommendations, etc. only after your written permission. We will always ask you for your written permission to quote what you say to us and or about us in your emails.*

## **How do we collect information?**

- When you send us a message through a contact form
- When you purchase a product in the Featherhead Media Store
- When you subscribe to our newsletter.
- When you comment on our blog
- When you email us, we keep your email content for reference. What you say is important to us and will never be shared with anyone else w/o your written permission.

*When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated in this document only.*

*We will use your personal information to contact you when we request your permission to quote any of the great things you say to encourage us before posting them on the webpage or in other*

*correspondence for marketing purposes. And, we will never disclose your full name without your written permission.*

*For example:*

*Jake in Idaho said this about the song, “I never knew that you could combine a timpani in a electropop song before, but, wow!, you surely can! And I love it!”*

## **Why do we collect such personal information (PI)?**

*We collect such Non-personal and Personal Information for the following purposes:*

- 1. To provide and operate the services;*
- 2. To provide our Users with ongoing customer assistance and technical support;*
- 3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- 5. To comply with any applicable laws and regulations.*

How does the Featherhead Media store, use, share and disclose the site’s visitors' personal information?

***Featherhead Media is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com***

*applications. They store your data on secure servers behind a firewall. In addition we store email lists on an encrypted server and through mail chimp.*

***All direct payment gateways*** offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.\*

How we use our site visitors' personal information that we've collected.

- to keep our users informed about upcoming concerts/events
- to provide shoutouts/emails about new blogposts, opportunities and new products in the Featherhead Media store.
- to improve the functionality and content on the site by receiving and storing feedback in a feedback database.
- to be able to contact the user if a problem with delivery or purchase should arise in order to provide a solution

### **How do we communicate with our site visitors?**

Our means of communication with you will be through email unless you request us to contact you in any other way. When purchasing, you may opt in to provide us with a cellphone number for text messaging information about your order, order delays or changes to your order - for your convenience.

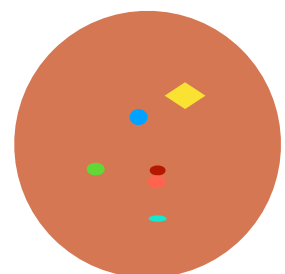
We can use the personal information in order to contact you for various purposes, to help you stay informed, (e.g. freebie announcements, updates, to fix problems with your order, marketing campaigns, promotions, etc.). We will primarily use email to contact you by using the personal information you've so humbly provided and we have collected on our website. If at any time you wish to opt out of this information, we ask you to click on the green button above and write opt out in an email. We will then delete you from our mailing list asap.

### **Sample:**

*We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.*

### **How we use cookies and other tracking tools**

It's important to note that we use third-party services, such as Google Analytics and other applications offered through the Wix App Market. Through placing cookies or utilizing other tracking technologies through Wix's services, these companies may have their own policies regarding how they collect and store information. As these are external services, such



practices are not covered by the Wix Privacy Policy and not by Featherhead Media.

*Click [here](#) to view which cookies are stored on your computer as you visit FeatherheadMedia.com.*

## **Privacy policy updates**

*We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.*

## **Questions and our contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [info@featherheadmedia.com](mailto:info@featherheadmedia.com).

## **How can you can withdraw your consent**

If you don't want us to process your data anymore, or if you want to make some changes to it, please contact us by clicking on the green button below or send us mail to: [info@featherheadmedia.com](mailto:info@featherheadmedia.com).

When you subscribe to FeatherheadMedia.com, you automatically are added to our mailing list but can opt out at any time by sending an email to us using this link:

[UNSUBSCRIBE TO FEATHERHEAD MEDIA](#)

Simply write “Opt out” or “unsubscribe” and we will delete you from our mailing list asap. Send us an email telling us what you want to delete or change and we will send you a confirmation. We are a small company with a big scope. Please allow us ten business days to complete this process. Thank you!

- *Elisabeth Kitzing, founder of Featherhead Media*

\* **Please Note:** We use safe partners according to [wix.com](https://www.wix.com) for the payment process (as stated above). We cannot and will not take any responsibility for the way these payment services handle your purchasing information and personal data. When you purchase something through the Featherhead Media store, you agree to freeing Featherhead media from any and all responsibility for any and all eventual damages caused by these payment companies' negligence. By uploading your personal information for the purpose of purchasing something through Featherhead media store, you agree to free Featherhead Media of any damaged caused by such payment platforms' misshandling your personal information including bank account information, passwords etc. Thank you!