

Privacy Policy — TrackTrove.ai

Last updated: October 2025

TrackTrove.ai is operated by **Production Music Incorporated s.r.o.**, Ověnecká 316/42, Bubeneč, 170 00 Praha 7, Czech Republic (“we”, “us”, “our”).

We are committed to protecting your personal data and being transparent about how we use it.

1. Who We Are

TrackTrove.ai is an online platform that connects composers with production music labels. We provide AI-powered matching and search tools to make these connections easier and faster.

You can contact us about privacy matters at **privacy@tracktrove.ai**.

2. What Data We Collect

All Users

- Email address
- Encrypted password
- User type (Composer / Label)
- Login timestamps, IP address, device and browser details, language, timezone

Composers

- Name and display name
- Country and phone number
- Biography and social links
- PRO (Performance Rights Organization) affiliation
- Profile photo

Labels / Companies

- Label and company name
- Website
- Contact person name, email, phone

Content Data

- Uploaded audio files and related metadata
- AI-generated tags
- Reference tracks or streaming links
- Project briefs and descriptions

Usage Data

- Track uploads, plays, and views
 - Profile and project interactions
 - Login history and activity timestamps
 - Email delivery and engagement data
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3. How We Use Your Data

We use your data to:

- Operate and maintain your account
- Deliver our matching, search, and messaging features
- Improve the accuracy and performance of the service
- Communicate essential updates and notifications
- Send marketing emails only if you have opted in
- Detect and prevent fraud or abuse

We **do not** sell your data or use your music files for AI training.

4. Legal Basis for Processing (GDPR)

We process personal data based on:

- **Contract performance** (to provide the service you signed up for)
- **Legitimate interest** (security, service improvement, analytics)
- **Consent** (marketing communications and optional analytics tools)

You can withdraw your consent anytime by changing your preferences or contacting us.

5. Data Sharing and Processors

We use trusted third-party providers to host, deliver, and monitor our platform:

Provider	Purpose	Data Categories
Google Cloud Platform	Hosting, database	All stored data
Cloudflare (CDN + R2)	Media delivery, storage, logs	IP, media files
Wasabi	Backups	Files, database copies
Resend	Email delivery	Addresses, message content
AIMS API	Music analysis	Audio, metadata
OpenAI	AI title generation	Metadata only
Google / Apple / LinkedIn	OAuth login	Account ID, email
Google Analytics	Website analytics	Usage data
Mixpanel	Product analytics	Behavior data
Hotjar / Microsoft Clarity	UX analytics	Interaction data
Sentry	Error tracking	Logs, IP, browser info
Stripe	Payment gateway	Name, email
PostHog	Analytics, error tracking	Interaction data, logs, IP

Some of these processors are based outside the EU/EEA. Where data is transferred internationally, we rely on **Standard Contractual Clauses** or equivalent safeguards.

6. Data Retention

- Active accounts: kept until deleted by the user
- Deleted accounts: permanently removed after a short grace period
- Audio files: deleted when removed by the user
- Email and login logs: retained for compliance and security

7. Your Rights

Under GDPR, you can:

- Access your personal data
- Correct inaccurate data
- Delete your account and data
- Object to processing or restrict it
- Withdraw consent for marketing

To exercise your rights, contact **privacy@tracktrove.ai**.

If you are not satisfied with our response, you may contact the **Office for Personal Data Protection (ÚOOÚ)** in the Czech Republic or your local data authority.

8. Security

We apply encryption, access controls, and monitoring to protect your data. However, no system is perfectly secure, and you share data at your own risk.

9. Changes to This Policy

We may update this Privacy Policy occasionally. The date at the top shows the latest version. Major updates will be communicated by email or platform notice.

Contact:

Production Music Incorporated s.r.o.

Ověnecká 316/42, Bubeneč, 170 00 Praha 7, Czech Republic

Email: privacy@tracktrove.ai
