

Privacy Policy

Effective Date: July 28, 2026

Ellipsis Music ("Ellipsis Music," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website or purchase our services.

By using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect information including:

Personal Information

- Name
- Email address
- Billing information
- Country of residence
- Contact information
- Information you voluntarily submit

Project Information

When requesting transcription or arrangement services, you may provide:

- Audio recordings
- MIDI files
- Sheet music
- Lyrics
- Musical notes
- Reference recordings
- Instructions for the project

Technical Information

Our website may automatically collect:

- IP address
- Browser type
- Operating system
- Device information
- Pages visited

- Date and time of access
 - Cookies and similar technologies
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2. How We Use Your Information

We use your information to:

- Provide transcription and arrangement services
 - Process payments
 - Deliver purchased products
 - Respond to inquiries
 - Improve our website
 - Prevent fraud and abuse
 - Comply with legal obligations
 - Maintain business records
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3. Payment Information

Ellipsis Music does not store complete credit card or payment credentials.

Payments are processed through trusted third-party payment providers, which maintain their own privacy and security policies.

4. Project Confidentiality

Files you submit for transcription or arrangement remain confidential.

We will not publicly share your submitted materials unless:

- you give written permission;
- the materials are already publicly available;
- disclosure is required by law.

We may retain project files for recordkeeping, customer support, backups, and future revisions unless you request deletion where permitted by law.

5. Cookies

Our website may use cookies to:

- remember user preferences;
- improve website functionality;
- analyze website traffic;
- enhance user experience.

You may disable cookies through your browser settings, although some website features may not function properly.

6. Sharing of Information

We do not sell your personal information.

Information may be shared only with:

- payment processors;
- website hosting providers;
- email service providers;
- analytics providers;
- legal authorities when required by law.

All service providers are expected to maintain appropriate safeguards for personal information.

7. International Users

Ellipsis Music is based in the Philippines.

If you access our website from another country, you understand that your information may be processed and stored in the Philippines or in other countries where our service providers operate.

You are responsible for complying with the laws applicable in your own jurisdiction.

8. Data Security

We implement reasonable administrative, technical, and organizational measures to protect your personal information.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

9. Data Retention

We retain personal information only as long as reasonably necessary to:

- complete services;
 - maintain financial records;
 - comply with legal obligations;
 - resolve disputes;
 - enforce agreements.
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10. Your Rights

Depending on applicable law, you may request to:

- access your personal information;
- correct inaccurate information;
- request deletion where legally permissible;
- withdraw consent where processing is based on consent;
- inquire about how your information is processed.

Requests may be subject to identity verification and legal limitations.

11. Children's Privacy

Our services are not directed toward children under the age required by applicable law to provide consent independently. If you are under the required age, a parent or legal guardian should use the website on your behalf.

12. Changes to This Policy

We may update this Privacy Policy periodically. Changes become effective upon posting on this website.

13. Governing Law

This Privacy Policy shall be interpreted under the laws of the Republic of the Philippines, including the Data Privacy Act of 2012 where applicable, without limiting any rights that users may have under applicable laws in their own jurisdictions.

14. Contact

Questions regarding this Privacy Policy may be submitted through the contact information listed on the Ellipsis Music website.