

# Privacy Policy

Effective Date: July 27, 2026

Applies to: United States residents only. (GraceNotes Piano Works does not conduct business outside the U.S.)

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GraceNotes Piano Works ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy describes how we collect, use, and safeguard your personal information when you shop on our website or interact with our brand. GraceNotes Piano Works is an online retailer offering piano recordings, CDs, sheet music, and merchandise. By using our site, you agree to the practices described in this policy.

## 1. Information We Collect

We may collect the following types of personal information:

- **Contact details** — name, email address, and phone number.
- **Shipping and billing address** — used to fulfill and deliver your orders.
- **Payment information** — credit/debit card details or other payment method information, processed securely through our payment provider. We do not store full card numbers.
- **Order history** — products purchased, order dates, and transaction amounts.
- **Account information** — if you create an account, your username and saved preferences.
- **Communications** — messages sent through our contact form, email, or customer support channels.
- **Website usage data** — pages visited, items viewed, browser type, device, and IP address, collected via cookies and analytics tools.

## 2. How We Use Your Information

We use the information we collect to:

- Process, fulfill, and ship your orders.
- Send order confirmations, shipping notifications, and delivery updates.
- Handle returns, exchanges, and customer service requests.
- Send promotional emails or newsletters about new releases, products, and special offers (you may opt out at any time).
- Improve our website, product offerings, and shopping experience.
- Detect and prevent fraud or unauthorized transactions.
- Comply with applicable legal obligations.

We do not sell, rent, or trade your personal information to third parties for their own marketing purposes.

## 3. Cookies & Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your shopping experience — including remembering items in your cart, recognizing returning visitors, and gathering site analytics. You may disable cookies in your browser settings; however, some features such as the shopping cart may not function properly without them.

#### 4. Third-Party Service Providers

We work with trusted third-party providers to operate our website and fulfill orders, which may include:

- **Payment processors** (e.g., Stripe, Square, PayPal) for secure transaction handling.
- **Shipping and fulfillment carriers** (e.g., USPS, UPS, FedEx) for order delivery.
- **E-commerce platform providers** (e.g., Wix) for website hosting and storefront management.
- **Email marketing services** for promotional and transactional communications.
- **Website analytics providers** (e.g., Google Analytics) to help us understand site traffic and performance.

These providers are contractually obligated to keep your information confidential and use it solely to perform services on our behalf.

#### 5. Children's Privacy

Our website is intended for use by adults. We do not knowingly collect personal information from children under the age of 13. If you believe we have inadvertently received information from a child under 13, please contact us and we will promptly delete it.

#### 6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, disclosure, or loss. All payment transactions are encrypted using industry-standard SSL technology. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

#### 7. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes described in this policy — including maintaining order records and complying with tax or legal requirements — unless a longer retention period is required by law. When your information is no longer needed, we will securely delete or anonymize it.

#### 8. Your Rights & Choices

Depending on your state of residence, you may have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate information.
- Request deletion of your personal information, subject to legal retention requirements.
- Opt out of marketing emails by clicking "Unsubscribe" in any email we send.

To exercise any of these rights, please contact us using the information in Section 10. We will respond within a reasonable timeframe.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business or applicable law. When we do, we will revise the "Effective Date" at the top of this page. We encourage you to review this policy periodically. Continued use of our website after any changes constitutes your acceptance of the updated policy.

## 10. Contact Us

This Privacy Policy reflects our current practices as of the effective date listed above. If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

**Business:** GraceNotes Piano Works

**Location:** Indian Trail, NC, United States

**Email:** [gracenotespianoworks@gmail.com](mailto:gracenotespianoworks@gmail.com)

**Website:** [gracenotespianoworks.com](http://gracenotespianoworks.com)