

Privacy Policy

Awakened Audioworks — Genny, DIC, Booster, and Conduits

SHORT SUMMARY — We operate intergalactically and uphold the standards of the strictest privacy policies in areas of our operation, which is currently European. Please contact us with any questions, concerns, poetry or love notes.

Effective Date: 07 December 2023 | Last Updated: 26 June 2026

1. Information We Collect

- **Account information** — name, email, shipping address, phone number for shipping.
- **Profile information** — name, avatar and any photos you upload are stored locally on your device and never uploaded or synchronised to the internet or “cloud” storage. What you put into your unit after you unbox it is totally your call, and stays private.
- **Order and payment information** — order history, last four digits of the card used for payment, shipping information (listed above) and order number. Stripe and PayPal process and hold full payment details directly; we don't receive your full card number or any payment details.
- **Device and usage information** — NONE of the following information is accessible to Awakened Audioworks unless you explicitly ask for a beta-testing version which stores device and usage information locally for bluetooth / NFC / internet-on-then-email-it-to-us transfer: which Conduit is paired, app version, general usage patterns, how often you use your DIC or which conduits are attached.
Note that .X Files can be loaded over a wired connection or offline transfer via Bluetooth or Near Field Communication (NFC), not the open internet.
If you sign up to email notifications from a third-party (like Payhip.com) to get updates when new .X Files have dropped, then that is a separate agreement under that third-party's data processing and privacy policies.
- **Support communications** — your technical support emails, text messages / SMS, phone calls, and any video conferencing calls may be recorded or monitored to ensure quality service is being rendered and to provide guidance and feedback for improvement. These are never shared, sold, traded or gifted and are subject to our GDPR / Privacy Policies as well as those of the third-party applications (i.e. Zoom, Google Mail, etc.) that are being used.
- **Newsletter information** — your email, if you opt in. We never sell, trade, barter, gift, or transfer this email address to anyone else. Unsubscribe at any time.

2. How We Use Information

- To process orders, including shipping and customs handling.
- To provide technical and setup support.
- To administer the Mostly Money-Back Guarantee and hardware warranty claims.

- To send product updates and respond to support requests.
- To send marketing communications only if you've opted in.
- To verify device authenticity and detect counterfeit hardware.

3. How We Share Information

We do not sell, share, gift, or barter your personal information. Full stop.

We share it only when absolutely necessary for the purposes of commercial transactions: with payment processors Stripe and PayPal, shipping couriers, our email provider, our booking software (for support calls), and in any other situations deemed necessary to take such actions.

4. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information such as 2-factor authentication and encryption. No method of transmission or storage is completely secure, and we adhere to the strictest of privacy policies as our gold standard for handling your personal information and data: the European General Data Protection Regulations.

5. Data Retention

We retain account and order information for as long as needed to fulfil the purposes in this policy, including warranty and guarantee windows, and as required by tax law.

If you would like a copy of what personal and commercial information we have on file associated with you, please email awakenedaudioworks@gmail.com with "DATA OFFICER" in the subject line and allow up to 21 calendar days for a response.

If you would like us to delete the information we have on file for you, please remember that we must retain certain commercial transaction and financial information for a period of time mandated by tax authorities. Extraneous information such as email address or phone number can absolutely be deleted. Just give us 21 calendar days to get back to you with confirmation.

6. Your Rights

Depending on where you live, you may have the right to access, correct, export, or erase/delete your personal information. You can opt out of marketing at any time. Contact AWAKENEDAUDIOWORKS@GMAIL.COM to exercise these rights.

Keep in mind that you will have to allow us to contact you in order to provide support.

7. Children's Privacy

DIC (including all its conduits) is a meditation tool and is not directed to children under 13 (or the relevant age under local law), though a primary account holder may set up a supervised profile for a minor in their household. Please exercise caution and self-awareness in using the DIC and letting others play with your DIC.

8. International Data Transfers

Awakened Audioworks is an intergalactic enterprise. Your information may be transferred to other countries on Planet Earth for the purpose of storage or processing.

9. Changes to This Policy

We may update this policy from time to time. Check the website AwakenedAudioworks.com for the "Last Updated" date above. If you've opted in to email communications, you'll be updated by email every time we make changes to policies.

10. Contact Us

AWAKENEDAUDIOWORKS@GMAIL.COM or +1 234 200 6697. That's the same contact info for data processing officers, requests for exercising your rights to data erasure, and other stuff.