

DIMANDEM

PRIVACY POLICY

Version: 1.0

Effective Date: July 8, 2026



1. Introduction

Dimandem respects your privacy and is committed to protecting personal information.

This Privacy Policy explains how Dimandem collects, uses, stores and protects information when customers purchase products, use licensing services or contact Dimandem support.

By purchasing Dimandem products or communicating with Dimandem, you acknowledge that you have read and understood this Privacy Policy.

2. About Dimandem

Dimandem is a music licensing brand providing digital music products, audio assets and licensing services.

Brand:

Dimandem

Copyright Owner (Licensor):

Dmytro Demchenko

Licensing & Support:

dimandem.support@gmail.com

3. Information We Collect

Dimandem may collect information necessary to provide products, licensing services and customer support.

The types of information collected may include:

Purchase Information

Depending on the sales channel used, Dimandem may receive:

- Name or account information;

- Email address;
- Order ID or purchase confirmation;
- Purchased product information;
- License type;
- Transaction-related information.

Payment card details and complete payment information are handled by authorized payment providers and are not stored by Dimandem.

Support Information

When contacting Dimandem, you may provide:

- Name;
- Email address;
- Order ID;
- Track name;
- License information;
- Details regarding your request.

Content ID and Whitelist Requests

To verify licensed use and process copyright claim assistance, Dimandem may collect:

- Email address;
- Order ID or purchase confirmation;
- Track name;
- License type;
- YouTube Channel URL;
- Video URL;
- Additional information required to verify authorized use.

4. How We Use Information

Dimandem may use collected information to:

- Deliver purchased products;
- Verify license ownership;
- Provide customer support;
- Process licensing requests;
- Review Content ID claims;
- Manage whitelist requests;
- Protect intellectual property rights;
- Prevent unauthorized use;
- Improve products and services.

5. Legal Basis for Processing

Dimandem may process personal information when necessary to:

- Provide purchased products and services;
- Fulfill licensing agreements;
- Respond to customer requests;
- Protect copyright and intellectual property;
- Comply with applicable legal obligations.

6. Information Sharing

Dimandem does not sell, rent or trade personal information.

Information may be shared only when necessary with:

- Authorized sales platforms;
- Payment providers;
- Service providers supporting business operations;
- Legal authorities where required by law.

Third parties process information according to their own privacy policies.

7. Data Security

Dimandem takes reasonable measures to protect personal information.

However, no electronic transmission or storage system can guarantee absolute security.

Users are responsible for protecting their own account credentials and access information.

8. Data Retention

Dimandem may retain information for as long as necessary to:

- Maintain licensing records;
- Confirm purchases;
- Provide customer support;
- Resolve disputes;
- Protect copyright interests;
- Meet legal obligations.

9. Your Privacy Rights

Depending on applicable laws, you may have rights regarding your personal information, including:

- Accessing your personal information;
- Requesting correction of inaccurate information;
- Requesting deletion where legally applicable;
- Asking questions about data processing.

Requests may be submitted to:

dimandem.support@gmail.com

10. Third-Party Services

Dimandem may use third-party services to operate its business, including:

- Sales platforms;
- Payment providers;
- Email services;
- Digital delivery systems;
- Copyright identification services.

Each third-party service operates under its own terms and privacy policies.

11. Cookies and Online Technologies

If Dimandem operates websites or online services, those services may use cookies or similar technologies to:

- Improve user experience;
- Maintain functionality;
- Analyze website performance;
- Provide requested services.

12. International Data Transfers

Because Dimandem may use international service providers, personal information may be processed in countries other than the user's country of residence.

Dimandem takes reasonable steps to ensure appropriate protection of personal information.

13. Changes to This Privacy Policy

Dimandem may update this Privacy Policy when necessary.

Updated versions will include:

- New version number;
- Updated effective date.

Continued use of Dimandem services after updates constitutes acceptance of the revised Privacy Policy.

14. Contact Information

Brand:

Dimandem

Copyright Owner (Licensor):

Dmytro Demchenko

Privacy & Support Contact:

dimandem.support@gmail.com

A handwritten signature in black ink, appearing to be 'D.D.' with a stylized flourish and an exclamation mark.

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