

Privacy Policy

私隱政策

MELODISER MEDIA LIMITED

Company registration number / 公司登記號：78660193

Company location / 公司所在地：Hong Kong / 香港

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1. Who handles your data / 資料處理主體

MELODISER MEDIA LIMITED (Hong Kong / 香港; Business Registration No. 78660193) is responsible for personal data handled for the Kevumo dashboard and associated account, distribution, support and statement services described here. Contact support@melodiser.com with the subject “Privacy”. This Policy explains our practices under the Hong Kong Personal Data (Privacy) Ordinance and applicable data protection requirements. A separate platform or payment provider may process data under its own policy.

MELODISER MEDIA LIMITED (Hong Kong / 香港; 商業登記號碼 78660193) 負責本政策所述 Kevumo 後台及相關帳戶、分發、支援與結算單服務的個人資料處理。請以「私隱」為主旨，電郵 support@melodiser.com。本政策按香港《個人資料（私隱）條例》及適用資料保障要求說明處理方式。獨立平台或付款供應商可按其本身政策處理資料。

2. Data categories and sources / 資料類別與來源

Account data includes names, contact details, login credentials, role and permission settings, and information about a represented artist or label. Release data includes album and track metadata, credits, audio, lyrics, artwork, identifiers, selected DSPs and territories, dates, drafts and review correspondence. Financial records include statement amounts, statement attachments and, when needed for an agreed payout, payment, tax or identity documents. Technical records may include IP address, browser/device information, login and request logs, upload status and browser storage. Sources include you and your authorised staff, represented artists, service and delivery providers, and rights holders or DSPs supplying claims or reports.

帳戶資料包括姓名、聯絡資料、登入憑證、角色與權限設定，以及所代表藝術家或廠牌的資料。發行資料包括專輯及曲目資料、署名、音訊、歌詞、封面、識別碼、所選 DSP 和地區、日期、草稿及審核通訊。財務紀錄包括結算金額、結算單附件，以及在約定付款所需時收集的付款、稅務或身份文件。技術紀錄可包括 IP 位址、瀏覽器／裝置資料、登入及請求日誌、上傳狀態和瀏覽器儲存資料。來源包括您及獲授權員工、所代表藝術家、服務與派送供應商，以及提供申索或報告的權利人或 DSP。

3. Purposes and information you provide / 用途與您提供的資料

We use relevant data to operate and secure accounts; save and restore catalog drafts; review rights and release quality; deliver and update releases; provide previews, statements and support; reconcile royalties and agreed payments; investigate fraud and rights claims; and meet legal obligations. Required fields and verification requests should identify the information needed and its purpose. If necessary data is not provided, the corresponding account, release or payment service may be unavailable. Optional information remains optional. Information about another person should be provided only with proper authority and any required notice or consent.

我們使用相關資料以營運及保護帳戶、儲存和恢復目錄草稿、審核權利與發行品質、派送及更新作品、提供試聽、結算單和支援、核對版稅與約定付款、調查欺詐及權利申索，以及履行法律義務。必填欄位及核實要求應說明所需資料及用途。未提供必要資料時，相應帳戶、發行或付款服務可能無法提供。選填資料仍屬自願。提供他人資料前，您應具有適當授權，並作出所需通知或取得同意。

4. Release visibility and recipients / 發行可見範圍與接收方

Submitted artist names, credits, artwork, lyrics and release metadata may be published by selected DSPs as part of the release. Your login credentials and private tax or payment documents are not release metadata. Unsubmitted catalog drafts are for account preparation and authorised review, not an instruction for public distribution. Data may be shared with authorised account staff; hosting, storage, email, security and support processors; distribution partners and selected DSPs; payment or banking providers where used; professional advisers; and authorities or rights claimants where lawfully necessary. We limit sharing to relevant purposes and do not sell personal data.

提交的藝術家名稱、署名、封面、歌詞及發行資料，可由所選 DSP 作為作品的一部分公開。登入憑證及私人稅務或付款文件不屬發行資料。未正式提交的目錄草稿用於帳戶準備及獲授權審閱，不是公開分發指示。資料可與獲授權帳戶員工、託管／儲存／電郵／安全／客服處理商、派送合作夥伴及所選 DSP、實際使用的付款或銀行供應商、專業顧問，以及在合法必要情況下的機關或權利申索人分享。分享限於相關用途；我們不出售個人資料。

5. International handling / 跨境處理

Distribution and supporting infrastructure can require access, storage or processing outside Hong Kong or your location. Applicable safeguards may include limiting data, checking the service purpose, access restrictions and contractual or other controls on processors. Selected licensed territories describe where a release may be commercially available; they are not a promise that all personal data is stored only in those territories. Applicable requirements for international transfers remain relevant and are not waived by selecting worldwide distribution.

分發及支援基礎設施可能需要在香港或您所在地以外存取、儲存或處理資料。適用保障可包括限制資料量、核對服務用途、存取限制，以及對處理商採取合約或其他控制。所選授權地區描述作品可作商業提供的範圍，不代表所有個人資料只儲存在該等地區。跨境轉移的適用要求仍須遵守，不會因選取全球發行而被免除。

6. Retention, deletion and drafts / 保留、刪除與草稿

Keep only information reasonably needed for the stated purpose or a legal requirement. Account and draft records are retained for service administration; delivery and financial records may need longer retention for reconciliation, tax, disputes or legal preservation. No single fixed deletion period applies to every record. Request account or data deletion through the contact below; we may retain necessary records and explain applicable limitations. Browser clearing does not delete server-saved drafts, and deleting a draft does not automatically remove media already delivered to a DSP. Copies held by independent recipients are subject to their duties and procedures.

資料僅應保留至達成所述用途或法律要求所合理需要的期間。帳戶及草稿紀錄為服務管理而保留；派送及財務紀錄可能因對帳、稅務、爭議或法律保全而須保留較久。並非所有紀錄均適用同一固定刪除期限。您可透過下列聯絡方式申請刪除帳戶或資料；我們可保留必要紀錄並說明適用限制。清除瀏覽器資料不會刪除服務端草稿，刪除草稿亦不會自動移除已向 DSP 派送的媒體。獨立接收方持有的副本，受其義務及程序規範。

7. Security and account use / 安全與帳戶使用

Protection must be proportionate to the information and risk, including appropriate account permissions, secure service communication and controlled access to administrative functions. No internet transmission or storage system is risk-free. Do not share account credentials or place private documents in public artwork or lyrics fields. On a shared device, log out and remove residual browser data where appropriate. Report suspected account compromise promptly; we will assess the issue and applicable response or notification duties. This Policy does not promise that every uploaded file is inaccessible to anyone holding its download link.

資料保障須與資料及風險相稱，包括適當帳戶權限、安全服務通訊及對管理功能的受控存取。任何互聯網傳輸或儲存系統均非零風險。請勿共用登入憑證，或將私人文件放入公開封面或歌詞欄位。在共用裝置上，請登出並按需要移除殘留瀏覽器資料。懷疑帳戶遭入侵時，請及時報告；我們會評估事件及適用的應對或通知義務。本政策不承諾每個上傳檔案均無法被持有其下載連結的人存取。

8. Your rights and requests / 您的權利與申請

You may request access to or correction of personal data held about you under applicable law, and enquire about its use. You may also request deletion or raise an objection, subject to legal and operational retention duties and rights available in your location. We may reasonably verify identity and authority before disclosing or changing records, and will respond within applicable statutory periods. Any lawful access fee must be explained. Send a focused request to support@melodiser.com; do not send a password. You may raise a concern with the Hong Kong Privacy Commissioner for Personal Data or another competent regulator. A privacy request does not itself authorise a music takedown or waive outstanding contractual obligations.

您可按適用法律申請查閱或更正我們持有的您的個人資料，並查詢其用途。您亦可申請刪除或提出異議，但須受法定及營運保留義務，以及所在地提供的權利限制。在披露或修改紀錄前，我們可合理核實身份及授權，並在適用法定期限內回覆。任何合法的查閱費用均須說明。請將具體申請寄至 support@melodiser.com，切勿提供密碼。您可向香港個人資料私隱專員公署或其他主管機關反映關注。私隱申請本身不構成音樂下架授權，亦不免除尚未履行的合約義務。

9. Communications and browser technologies / 通訊與瀏覽器技術

Account, security, release and statement messages support the service. They are distinct from direct marketing. If personal data is used for direct marketing, applicable notice and consent requirements must be met and you may opt out without charge. The Cookie Policy describes current login cookies, browser preferences and session draft storage; this Policy does not treat every technical record as anonymous. Optional analytics or advertising technologies require their own appropriate disclosure and any legally required consent before use.

帳戶、安全、發行及結算單訊息用於支援服務，有別於直接促銷。如將個人資料用於直接促銷，須符合適用通知及同意要求，且您可免費拒絕接收。《Cookie 政策》說明目前的登入 Cookie、瀏覽器偏好及工作階段草稿儲存；本政策不將所有技術紀錄視為匿名。選用的分析或廣告技術在使用前，須另有適當披露及法律要求的同意。

10. Version and contact / 版本與聯絡

This bilingual Policy is dated 7 September 2026. Material changes to data purposes or recipients will be addressed through appropriate notice and, where required, consent. English prevails over an inconsistent Traditional Chinese translation to the extent permitted by law. Privacy contact: MELODISER MEDIA LIMITED, Business Registration No. 78660193, support@melodiser.com. Use the subject “Privacy” and identify the account or record concerned without unnecessarily including sensitive information.

本中英雙語政策版本日期為二零二六年九月七日。如資料用途或接收方有重大變更，須透過適當通知及在需要時取得同意處理。在法律容許範圍內，如繁體中文譯文與英文不一致，以英文為準。私隱聯絡：MELODISER MEDIA LIMITED，商業登記號碼 78660193，support@melodiser.com。請以「私隱」為主旨，說明涉及的帳戶或紀錄，避免不必要地附上敏感資料。