PRIVACY POLICY

Effective Date: November 2, 2026
Last Updated: November 2, 2026
Product: KLANG Desktop Application & Online Services
Data Controller: VIGAM Labs (Bengaluru, Karnataka, India)
Authorized Merchant of Record: Dodo Payments Inc.
Official Website: https://klang-website-expq.vercel.app/

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1. COMMITMENT TO PRIVACY AND DATA SOVEREIGNTY

VIGAM Labs ("we", "us", or "our") respects your privacy and is firmly committed to protecting personal data. This Privacy Policy details how personal information is collected, processed, and protected when you visit our website (`https://klang-website-expq.vercel.app/`), purchase a license, or interact with our support services.

We have engineered **KLANG** under a strict **local-first, privacy-by-design architecture**. This policy transparently articulates what information leaves your computer, what stays strictly local, and how transactional data is handled by our Merchant of Record.

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2. THE LOCAL-FIRST DESKTOP ARCHITECTURE (ZERO SOUND UPLOADS)

The KLANG desktop application executes all audio analysis, feature extraction, neural embeddings, and vector queries **100% locally on your personal computer**:

1. **Zero Audio Uploads:** Your sample libraries, sound recordings, instruments, stems, loops, and synthesizer presets are processed entirely on your local CPU and GPU. Your audio files are never uploaded, streamed, or transmitted to any server.
2. **Zero Audio Surveillance:** Directory structures, file names, audio durations, musical keys, waveforms, and sound tags remain strictly confined to your local hard drive.
3. **Local Vector Database:** The CLAP multimodal neural embeddings and HNSW vector index databases reside locally in your user application data folder and are never synchronized or backed up to VIGAM Labs infrastructure.
4. **Zero Desktop Telemetry:** The desktop application contains **no background analytics SDKs, no behavioral trackers, no telemetry probes, no automatic update pingers, and no automated crash reporting modules**.

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3. INFORMATION WE COLLECT AND HOW WE USE IT

We collect only the minimal data points necessary to fulfill software orders, deliver customer support, and operate our public website.

3.1 Website Traffic (Vercel Web Analytics)

When you browse our official website (`https://klang-website-expq.vercel.app/`), we utilize **Vercel Web Analytics** to measure aggregated site visits:

- **Privacy Standard:** Vercel Web Analytics does not use cookies, does not log raw personal IP addresses, and does not track users across unrelated websites or sessions.
- **Data Points Collected:** Aggregated pageviews, general device category (desktop/mobile), browser name, referring URL, and geographic region (country level).
- **Legal Basis:** Legitimate interests under Art. 6(1)(f) GDPR and Indian IT/DPDP guidelines to ensure site uptime, performance, and bandwidth optimization.

3.2 Waitlist and Early Access Email Submissions

If you voluntarily submit your email address via our website early-access or waitlist form:

- **Data Collected:** Email address.
- **Purpose:** Notifying you regarding software availability, major version releases, or promotional pricing offers.
- **Legal Basis:** Your explicit consent (Art. 6(1)(a) GDPR). You may withdraw consent and unsubscribe at any time by contacting `klang.help@outlook.com`.

3.3 Commercial Checkout and Billing Information (Dodo Payments Inc.)

All commercial transactions for KLANG Pro licenses are processed exclusively by our authorized reseller and Merchant of Record, **Dodo Payments Inc.**:

- **Data Handled by Dodo Payments:** Full name, billing address, email address, payment card tokens, IP address (for tax jurisdiction compliance), and tax exemption IDs.
- **PCI-DSS Compliance:** Dodo Payments maintains PCI-DSS Level 1 certified security vaults. **VIGAM Labs never collects, processes, or stores your credit card numbers, debit card CVVs, or bank account credentials.**
- **Legal Basis:** Contractual necessity (Art. 6(1)(b) GDPR) and legal obligation to comply with global sales tax, VAT, and GST laws (Art. 6(1)(c) GDPR).

3.4 Direct Customer Support Communications

If you send an inquiry to our support email (`klang.help@outlook.com`):

- **Data Collected:** Your email address, name, order reference number (if applicable), and correspondence history.
- **Purpose:** Responding to support inquiries, verifying valid single-device licenses, and troubleshooting technical queries.
- **Legal Basis:** Performance of a contract and legitimate interest in providing effective customer care.

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4. COOKIES AND ONLINE TRACKING

- **Advertising Cookies:** We do **not** deploy advertising tracking pixels, Facebook Pixel, Google AdSense, or third-party retargeting cookies.
- **Functional Cookies:** Our website may utilize transient, privacy-compliant session cookies strictly required for essential page routing and basic web security.

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5. DATA SHARING AND DISCLOSURE

We do not sell, rent, monetize, or trade your personal data to data brokers, advertising networks, or any commercial third party. We disclose personal information only under the following limited circumstances:

1. **Merchant of Record:** Sharing order and licensing status with Dodo Payments Inc. to verify license fulfillment, manage tax compliance, and process authorized transactions.
2. **Legal and Regulatory Compliance:** Where disclosure is required by a court of competent jurisdiction, regulatory authority, or mandatory law in India, the United States, or other applicable jurisdictions.
3. **Protection of Rights:** Where necessary to protect the security, integrity, or legal rights of VIGAM Labs, its users, or the public.

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6. INTERNATIONAL DATA TRANSFERS

Because our Merchant of Record (Dodo Payments Inc.) is headquartered in the United States, and web infrastructure is hosted via global edge providers (Vercel Inc.), data submitted during checkout or site visits may be transferred to and processed in the United States or other jurisdictions. All such transfers are subject to standard contractual clauses, enterprise-grade encryption, and international data protection standards.

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7. DATA RETENTION

- **Customer Support Records:** Email correspondence is retained for as long as necessary to maintain licensing records and resolve historical support queries (typically up to three (3) years from last contact).
- **Billing Records:** Transaction records and invoices are maintained by Dodo Payments Inc. for statutory accounting, tax audit, and anti-fraud purposes in accordance with applicable tax statutes (typically 7 years).
- **Waitlist Emails:** Retained until you request deletion or unsubscribe from notification lists.

8. YOUR STATUTORY PRIVACY RIGHTS

Depending on your country or state of residence, you hold statutory rights regarding your personal data:

8.1 India (Digital Personal Data Protection Act, 2023)

As a Data Principal in India, you have the right to:

- Access a summary of personal data processed by us;
- Seek correction, completion, or updating of your personal data;
- Request erasure of your personal data when it is no longer necessary for the purpose it was collected;
- Register a grievance with our contact office.

8.2 European Economic Area (EEA) and United Kingdom (GDPR / UK GDPR)

Data subjects under the GDPR hold the following rights:

- **Right of Access (Art. 15):** Request confirmation of processing and obtain a copy of your personal data.
- **Right to Rectification (Art. 16):** Correct inaccurate or incomplete personal records.
- **Right to Erasure (Art. 17):** Request deletion of personal data where legal retention grounds no longer apply.
- **Right to Restriction (Art. 18) & Right to Object (Art. 21):** Restrict or object to data processing based on legitimate business interests.
- **Right to Data Portability (Art. 20):** Receive your personal data in a structured, machine-readable format.
- **Right to Lodge a Complaint:** You may lodge a complaint with your national Data Protection Supervisory Authority.

8.3 California Residents (CCPA / CPRA)

- We **do not sell** personal data.
- We **do not share** personal data for cross-context behavioral advertising.
- You hold the right to request disclosure of personal data collected, request deletion, and remain free from discriminatory treatment for exercising statutory privacy rights.

9. DATA SECURITY

We employ industry-standard technical and organizational security controls to protect personal data from unauthorized access, alteration, disclosure, or destruction. However, no electronic transmission over the internet can be guaranteed 100% secure. You are responsible for safeguarding your license keys and device credentials.

10. CHILDREN'S PRIVACY

Our Software and website are directed toward music producers, audio engineers, and general adults. We do not knowingly collect or solicit personal data from children under the age of 16 (or under 18 in India without parental consent). If we become aware that a child has provided us with personal data, we will immediately delete such information.

11. AMENDMENTS TO THIS POLICY

We reserve the right to update this Privacy Policy from time to time. Any material modifications will be reflected on this page with an updated "Effective Date." We encourage you to review this policy periodically.

OFFICIAL LEGAL INSTRUMENT · ALL RIGHTS RESERVED

12. CONTACT AND GRIEVANCE OFFICER

To exercise any statutory data privacy rights or submit inquiries regarding this policy:

VIGAM Labs
Principal Location: Bengaluru, Karnataka, India
Privacy Inquiries & Support: klang.help@outlook.com
Website: https://klang-website-expq.vercel.app/

Merchant of Record (Billing & Payment Data):
Dodo Payments Inc.
228 Park Ave S, PMB 54407, New York, NY 10003, USA
Privacy Department: support@dodopayments.com