

SOUL & SPECTRUM PRIVACY POLICY

Effective Date: September 15, 2026

Last Updated: September 15, 2026

Soul & Spectrum ("Soul & Spectrum," "we," "us," or "our") respects your privacy and is committed to protecting the personal information of our customers, subscribers, and website visitors.

This Privacy Policy explains how we collect, use, store, disclose, and protect information when you visit or make a purchase through the Soul & Spectrum website, subscribe to **The Collector Club Newsletter**, submit a form, contact us, or otherwise interact with our website and services.

Our website is created and hosted using the [Wix platform](#). Wix provides the online platform and related technology that allow us to operate our website and offer our products to you. ([Wix Support](#))

1. INFORMATION WE COLLECT

When you visit or interact with the Soul & Spectrum website, we may collect information that you voluntarily provide, including:

- Name
- Email address
- Telephone number, if provided
- Billing address
- Shipping address
- Order and purchase information
- Information submitted through website forms
- Newsletter subscription preferences
- Customer service communications
- Reviews, feedback, or other information you choose to provide

When you make a purchase, payment information is processed through payment gateways available through our Wix website. Depending upon the payment method selected, your payment information may be handled by Wix and/or an applicable third-party payment provider.

Wix may also automatically collect technical and usage information when visitors use our website, including IP address, browser and device information, referring and exit pages, timestamps, browsing activity, and interactions with the website. ([wix.com](https://www.wix.com))

2. HOW WE COLLECT INFORMATION

We may collect personal information when you:

- Purchase a Soul & Spectrum product
- Enter information during checkout
- Subscribe to **The Collector Club Newsletter**
- Request early access to a collection
- Complete a Wix form
- Contact Soul & Spectrum
- Participate in a promotion or other website feature
- Submit a review or feedback
- Otherwise voluntarily provide information through our website

Certain technical information may also be collected automatically through Wix, cookies, analytics, and similar technologies.

3. WHY WE COLLECT INFORMATION

Soul & Spectrum may use collected information to:

- Process, fulfill, and manage orders
- Arrange shipping and delivery
- Provide order confirmations and shipping updates
- Respond to customer questions or concerns
- Provide customer support
- Maintain customer and transaction records
- Operate and improve our website
- Understand how visitors interact with our website
- Prevent fraud and maintain website security
- Send marketing communications when permitted
- Send **The Collector Club Newsletter**
- Provide subscriber benefits, including early access to limited or exclusive Soul & Spectrum releases
- Announce new collections and product availability
- Comply with applicable laws and regulations

4. WIX HOSTING AND DATA STORAGE

The Soul & Spectrum website is hosted on the Wix.com platform.

Wix provides us with the online platform that allows us to display and sell our products and communicate with customers and subscribers.

Information collected through our website may be stored through Wix's data storage, databases, applications, and related infrastructure. Wix states that customer data may be maintained on secure servers protected by security measures such as firewalls. ([Wix Support](#))

Wix also maintains its own privacy practices governing information processed through its platform. You can review the [Wix Privacy Policy](#).

5. PAYMENT PROCESSING

When you purchase a product through Soul & Spectrum, payment information may be processed through Wix-supported payment gateways or other payment processors available through our website.

Wix states that direct payment gateways it offers adhere to PCI-DSS standards applicable to secure handling of payment card information. ([Wix Support](#))

Soul & Spectrum does not require customers to provide complete payment card information directly to us outside the secure checkout process.

6. THE SOUL LETTER & MARKETING EMAILS

Visitors may voluntarily subscribe to **The Collector Club Newsletter**, Soul & Spectrum's email community.

Subscribers may receive:

- New collection announcements
- Early-access opportunities
- Limited-edition release information
- Exclusive product announcements
- Soul & Spectrum news
- Special offers or promotions

Subscribers may receive **24-hour early access to certain exclusive or limited releases** when that benefit is offered for a particular release.

You may unsubscribe from promotional emails at any time by selecting the unsubscribe option provided in the email.

Even if you unsubscribe from marketing emails, we may continue sending necessary transactional communications relating to purchases, orders, shipping, customer service, or other requested services.

7. COOKIES AND TRACKING TECHNOLOGIES

Our Wix website uses cookies and similar technologies.

Wix explains that cookies may be used for essential site functions, security, identifying registered users where applicable, remembering settings, and monitoring the performance and effectiveness of the Wix platform. Depending upon the Wix features and third-party integrations used on our website, additional cookies may also be placed. ([Wix Support](#))

Some cookies are considered **essential** because they are necessary for the website to function. Other cookies may be used for analytics, functionality, or marketing.

Where required, visitors may be provided with options through our website's cookie banner or privacy settings to accept or decline certain non-essential cookies.

Wix provides privacy tools that can record visitor cookie-consent choices and assist site owners with visitor-data requests. ([Wix Support](#))

8. WIX ANALYTICS

Soul & Spectrum may use Wix Analytics and related Wix reporting tools to understand website traffic and visitor interactions.

These tools may provide information about matters such as page visits, website navigation, clicks, form submissions, traffic sources, device information, and other website activity.

Where Wix's cookie consent features apply, certain analytics information is collected or reported based upon a visitor's cookie choices. ([Wix Support](#))

9. SHARING OF PERSONAL INFORMATION

Soul & Spectrum does **not sell personal information for money**.

We may share or allow information to be processed when reasonably necessary by service providers that assist us with:

- Website hosting
- E-commerce operations
- Payment processing
- Order fulfillment
- Shipping and delivery
- Email communications
- Marketing
- Website analytics

- Fraud prevention
- Security
- Customer support

We may also disclose information when required by applicable law, court order, legal process, or governmental request, or when reasonably necessary to protect Soul & Spectrum, our customers, or others.

10. THIRD-PARTY SERVICES AND LINKS

Our website may contain integrations or links to third-party websites, social media platforms, payment processors, shipping providers, or other services.

Those organizations operate under their own privacy policies and practices.

Third-party applications or integrations added to a Wix website may also use their own cookies and tracking technologies. ([Wix Support](#))

Soul & Spectrum is not responsible for the privacy practices of third-party websites or services that we do not control.

11. DATA RETENTION

We may retain personal information for as long as reasonably necessary to:

- Complete transactions
- Maintain business and accounting records
- Provide customer service
- Resolve disputes
- Prevent fraud
- Enforce our policies
- Meet tax, legal, or regulatory requirements

Retention periods may vary depending upon the information involved and the reason it was collected.

12. DATA SECURITY

Soul & Spectrum and our service providers use reasonable administrative, technical, and organizational safeguards intended to protect personal information.

However, no website, electronic storage system, or Internet transmission method can be guaranteed to be completely secure.

Therefore, although we take reasonable steps to protect information, we cannot guarantee absolute security.

13. YOUR PRIVACY CHOICES AND RIGHTS

Depending upon where you live, applicable privacy laws may provide rights concerning your personal information.

These may include rights to request:

- Access to certain personal information
- Correction of inaccurate information
- Deletion of certain information
- Information concerning how personal information is used or disclosed
- Withdrawal of certain consent
- Opt-out from certain types of data processing or sharing

Wix provides website owners with tools for handling certain visitor data-access and deletion requests. ([Wix Support](#))

To make a privacy-related request concerning information held by Soul & Spectrum, contact us using the information at the end of this Privacy Policy.

We may need to verify your identity before completing certain requests.

14. CHILDREN'S PRIVACY

The Soul & Spectrum website is intended for a general audience and is not directed toward children under 13.

We do not knowingly collect personal information from children under 13 in violation of applicable law.

If we learn that we have collected such information, we will take reasonable steps to delete it when appropriate.

15. SOCIAL MEDIA

Soul & Spectrum may maintain accounts on social media platforms.

When you interact with Soul & Spectrum through a third-party social media service, information may be collected or processed by that platform according to its own privacy policy.

16. CUSTOMER PHOTOS, REVIEWS & USER-GENERATED CONTENT

Customers may voluntarily submit photographs, reviews, testimonials, social media posts, or other content concerning Soul & Spectrum products.

Where appropriate, Soul & Spectrum may request permission before featuring customer-created photographs or other personally identifiable user-generated content in our marketing or social media.

Any additional rights granted by a customer will be governed by the applicable permission, agreement, website terms, or law.

17. CHANGES TO THIS PRIVACY POLICY

Soul & Spectrum may update this Privacy Policy periodically to reflect changes in our website, Wix functionality, business practices, service providers, or legal requirements.

When this Privacy Policy changes, the **Last Updated** date appearing at the beginning of the policy will be revised.

We encourage visitors to review this page periodically.

18. CONTACT US

For questions regarding this Privacy Policy or requests concerning your personal information, contact:

Soul & Spectrum

Attn: Privacy

Email: info@mybdesigns.com

Website: <https://www.soulandspectrum.com/>

Every shade. Every story. One soul.