

Privacy Policy

Your privacy matters to us.

Last updated: April 25, 2026

Pocketpiano SL (hereinafter "**Pocket Piano**", "**we**", "**us**", or "**our**") is a Spanish limited liability company registered under CIF B66977513, incorporated on April 7, 2017, engaged in the research, development, manufacturing, distribution, and commercialization of electronic musical instruments and applications (CNAE 3220).

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit **pocketpiano.com**, purchase our products, or interact with our services. Please read this document carefully. If you do not agree with its terms, please discontinue use of our site and services.

1. Data Controller

Company	Pocketpiano SL
CIF	B66977513
Legal form	Sociedad Limitada (S.L.)
Registered in	Spain
Activity (CNAE)	3220 – Manufacture of musical instruments
Website	pocketpiano.com
Contact email	team@pocketpiano.com

2. Personal Data We Collect

Depending on how you interact with Pocket Piano, we may collect the following categories of personal data:

- **Identity data:** Full name, username, or similar identifier.
- **Contact data:** Email address, shipping and billing address, telephone number.
- **Transaction data:** Details of products purchased, order history, and payment method references (we do not store full card numbers).
- **Technical data:** IP address, browser type and version, time zone, operating system, device identifiers, and other technology on devices you use to access our website.
- **Usage data:** Information about how you use our website, products, and services.
- **Marketing & communications data:** Your preferences for receiving marketing communications and your communication preferences.
- **Support data:** Information you provide when contacting our customer support team.

We do **not** intentionally collect sensitive personal data (such as health information, racial or ethnic origin, political opinions, or biometric data). If you voluntarily provide such data, we will handle it in accordance with applicable law.

3. How We Collect Your Data

We collect data through the following means:

- **Direct interactions:** When you create an account, place an order, subscribe to our newsletter, fill in a contact form, or communicate with us.
- **Automated technologies:** As you navigate our website, we automatically collect technical and usage data via cookies, server logs, and similar technologies. Please refer to our Cookie Policy for details.
- **Third parties:** We may receive data from analytics providers (e.g., Google Analytics), payment processors, shipping carriers, and advertising networks.

4. Legal Basis for Processing

We process your personal data only when we have a valid legal basis under the General Data Protection Regulation (EU) 2016/679 (**GDPR**) and Spanish Organic Law 3/2018 on Personal Data Protection and Guarantee of Digital Rights (**LOPDGDD**). The legal bases we rely on are:

- **Performance of a contract:** To process your orders, manage your account, and deliver our products and services.
- **Legal obligation:** To comply with applicable laws and regulations, including tax, accounting, and consumer protection obligations.
- **Legitimate interests:** To improve our website and services, prevent fraud, ensure security, and conduct direct marketing to existing customers where permitted.
- **Consent:** For sending marketing communications to new subscribers, placing non-essential cookies, and other processing where we ask for your consent. You may withdraw consent at any time.

5. Purposes of Processing

- Register you as a customer and manage your account.
- Process and deliver your orders, including payment, shipping, and returns.
- Manage our relationship with you, including notifying you of changes to our policies or services.
- Send you promotional communications where you have opted in or where we have a legitimate interest.
- Administer and protect our business and website, including troubleshooting, data analysis, and system maintenance.
- Deliver relevant website content and measure the effectiveness of our advertising.
- Use data analytics to improve our website, products, services, and customer relationships.
- Comply with legal and regulatory requirements.

6. Disclosure of Your Personal Data

We do not sell your personal data. We may share your data with the following categories of recipients, solely for the purposes described in this Policy and subject to appropriate safeguards:

- **Service providers:** Hosting, IT, payment processors, logistics, email marketing platforms, and customer support tools that process data on our behalf under data processing agreements.
- **Professional advisers:** Lawyers, bankers, auditors, and insurers providing consultancy, banking, legal, insurance, and accounting services.
- **Regulators and authorities:** Tax authorities, law enforcement, courts, or other public bodies when required by law or to protect our legal rights.
- **Business transfers:** In the event of a merger, acquisition, or sale of assets, your data may be transferred as part of that transaction.

7. International Data Transfers

Some of our service providers may be based outside the European Economic Area (EEA). Whenever we transfer your personal data outside the EEA, we ensure a similar degree of protection by relying on Standard Contractual Clauses approved by the European Commission, adequacy decisions, or binding corporate rules. Please contact us if you would like further information about the specific safeguards used.

8. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected. In general:

- **Customer account data** is retained for the duration of the relationship and up to **5 years** after account closure, in accordance with Spanish commercial law.
- **Transaction data** is retained for at least **6 years** to comply with tax and accounting obligations under Spanish law.
- **Marketing data** is retained until you unsubscribe or withdraw consent.
- **Technical and usage data** collected via cookies is retained as specified in our Cookie Policy.

When data is no longer required, we ensure it is securely deleted or anonymized.

9. Your Data Protection Rights

Under the GDPR and the LOPDGDD, you have the following rights regarding your personal data:

- **Right of access:** Obtain confirmation of whether we process your personal data and, if so, receive a copy.
- **Right to rectification:** Request correction of inaccurate or incomplete personal data.
- **Right to erasure:** Request deletion of your personal data when it is no longer necessary or when you withdraw consent.

- **Right to restrict processing:** Request that we limit the processing of your personal data in certain circumstances.
- **Right to data portability:** Receive your personal data in a structured, commonly used, and machine-readable format and transmit it to another controller.
- **Right to object:** Object to processing based on legitimate interests or for direct marketing purposes.
- **Right to withdraw consent:** Where processing is based on consent, withdraw it at any time without affecting prior lawful processing.
- **Right to lodge a complaint:** Lodge a complaint with the Spanish Data Protection Authority (Agencia Española de Protección de Datos – AEPD) at www.aepd.es.

To exercise any of your rights, please send a written request to team@pocketpiano.com We will respond within one month of receipt. We may need to verify your identity before processing your request.

10. Data Security

We have implemented appropriate technical and organizational security measures to protect your personal data against accidental loss, unauthorized access, alteration, disclosure, or destruction. These include SSL/TLS encryption for data in transit, access controls, and regular security assessments. No method of internet transmission is completely secure, but we strive to use commercially acceptable means to protect your data.

11. Minors

Our website and services are not directed at children under the age of 14. We do not knowingly collect personal data from children under 14. If you believe we have inadvertently collected such data, please contact us at team@pocketpiano.com and we will take steps to delete it promptly.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of material changes by posting the updated Policy on our website with a new effective date. Your continued use of our services after any changes indicates acceptance of the updated Policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:

Pocketpiano SL	
Address:	Av. les Garrigues, 46, Planta 1, 08820 El Prat de Llobregat, Barcelona
CIF:	B66977513

Email:	team@pocketpiano.com
Website:	pocketpiano.com

This Privacy Policy was last reviewed and updated on **April 25, 2026**. Pocketpiano SL is registered with the Spanish Mercantile Registry.