



Privacy Policy for the Corporate Website and Services

Last updated September 25, 2026

This Policy explains how Eterna DigitalCom LLC handles personal information when someone visits eternadigitalcom.com, contacts us, or contracts a corporate technology service. Eterna Store has its own customer-facing product and privacy information for store accounts and purchases.

1 Who is responsible and how to contact us

Eterna DigitalCom LLC is responsible for the personal information described in this Policy. Questions or requests concerning privacy may be sent to support@eternadigitalcom.com. Please do not send full payment-card numbers or identity documents unless we specifically request them through an appropriate secure channel.

2 Information we collect

- Contact and project information: name, email address, phone number if provided, company name, messages, and the materials a customer chooses to send with an inquiry or project.
- Order and account information: contract or invoice details, service records, subscription status, support correspondence, payment status, and transaction references needed to administer a corporate service.
- Website and device information: IP address, browser and device information, pages visited, cookies, and technical logs generated when the website is used.

A payment provider processes card payments. Eterna may receive transaction confirmations and limited payment details needed for accounting, support, and disputes. We do not ask for full payment-card numbers through the corporate contact form.

3 Why we use information

- To respond to inquiries, prepare proposals, provide contracted services, maintain accounts, and provide support.
- To administer invoices, subscriptions, cancellations, refunds, and payment disputes.
- To maintain website functionality and security, detect misuse, and troubleshoot technical problems.
- To meet applicable recordkeeping, tax, legal, and regulatory obligations, and to protect legal rights.

Where consent is required for a particular use, Eterna will seek it through the relevant website or service flow. Marketing emails, if sent, will include a way to unsubscribe.

4 Cookies and analytics

The website uses cookies required for basic functionality and may use analytics tools to understand site performance. Browser settings may allow visitors to block or delete cookies. If optional analytics cookies are enabled, we will describe them on the website and provide choices where required by applicable law.



5 When information is shared

Eterna may share information with service providers that help operate the website and services, including hosting, communications, analytics, payment processing, and professional advisers, only as needed for their work. Information may also be disclosed when required by law, to respond to a lawful request, or to protect rights and security. A client's own platform or customer information is handled under the applicable service agreement.

6 International processing and security

Eterna may use providers or personnel in countries other than the visitor's country. Where applicable law requires safeguards for international transfers, Eterna will use the appropriate contractual or other measures. Eterna applies reasonable administrative and technical measures to protect information, although no internet service can guarantee absolute security.

7 Retention

We keep information for the period needed to provide the relevant service, maintain business and financial records, address disputes, and meet legal obligations. The period depends on the type of information and the reason for keeping it. When information is no longer needed, we delete or de-identify it where reasonably practicable.

8 Individual rights

Depending on where a person lives, applicable law may provide rights to access, correct, delete, or obtain information about the use of personal data, or to object to certain uses. Send a request to support@eternadigitalcom.com with enough information for us to identify the relevant account or correspondence. We may verify the requester's identity before responding and will handle the request under applicable law.

9 Children and other websites

The corporate website and services are intended for adults and business users. We do not knowingly seek information from children through this website. Links to separate websites, including Eterna Store and associated projects, may lead to different products and privacy notices; visitors should review the notice that applies to the site they use.

10 Changes to this Policy

We will post an updated version and date when this Policy changes. For questions, contact support@eternadigitalcom.com.