

Privacy Policy

What MyAudioMessage collects, why we collect it, how long we keep it, and the rights you have over it.

Last updated 2 October 2026

1. Who we are

MyAudioMessage ("we", "us") is a batch audio assembly service operated from the United States by an individual sole proprietor and available at myaudiomessage.com. This policy explains what personal data we collect when you use the service, why we collect it, how long we keep it, and what rights you have over it.

For the purposes of the UK and EU General Data Protection Regulation, we are the **data controller** for the information described below. If you have any question about this policy, or want to exercise any of the rights in section 8, write to jforeman@techsavey.com.

2. Information we collect

Account information

When you create an account we store your **email address** and, if you provide one, your **name**. If you sign in with an email address and password, your password is stored only as a bcrypt hash - we never hold it in a readable form and cannot recover it for you. We also store the date your email address was verified, and short-lived tokens used for email verification and password resets.

Single sign-on

If you sign in with Google, Microsoft or GitHub, that provider tells us your email address, your name and your profile image, and we store the access and refresh tokens needed to keep the connection working. We do not receive your password for those accounts. Accounts are not linked automatically: if an email address is already registered here with a different sign-in method, signing in with a provider for that address is refused, and you sign in the way the account was created.

Content you upload

We store the **audio files you upload**, the reusable segments you save, the batch outputs we generate from them, the names you give your batches and sections, and any templates you save. Audio is content, not metadata: we do not transcribe it, analyse it, or use it to train any model.

Usage and billing

We record the number of batches you have completed so we can apply your plan's allowance, along with each batch's status, output count and timestamps, and, if a batch fails, the error the processing reported. If you subscribe to a paid plan we store your Stripe customer and subscription identifiers, your plan name and its status, with a dated record of each change to them. **Your full card number and security code never reach us** - they go only to Stripe's own checkout. So that the billing page can show you which card is on file, we ask Stripe for that card's brand, last four digits and expiry date when you open the page. We display them and do not store them. If you cancel and tell us why, we keep your answer and any comment with your account's plan, as well as passing them to Stripe.

Technical information

Our servers keep standard web logs, including IP addresses, for 14 days. We use them to apply rate limits, to investigate abuse and faults, and to compile aggregate traffic statistics for our own use - those reports shorten IP addresses, are not published, and are not shared with anyone. If you generate an API key for the connector, we store a hash of that key and the time it was last used.

Bug reports

If you send a bug report, we store what you type, the address of the page you were on (without any query string or share-link token), a short description of your browser such as "Safari 18 on macOS", the last error message that page showed if there was one, the version of the site, and your account's email address and plan. The report is emailed to us so we can reply. It is used only to find and fix the problem.

3. How we use your information

We use the information above only to:

- create and secure your account, and sign you in;
- process your uploads and generate the batch outputs you ask for;
- apply your plan's allowance and take payment for paid plans;
- send you **transactional email** - address verification, password resets, a note if someone tries to sign up with your address, the confirmation code for deleting your account, a message when one of your batches finishes or fails, and notice before stored audio is removed from an inactive free account. We do not send marketing email;
- serve the share links you choose to create;
- protect the service against abuse, fraud and technical failure; and
- comply with our legal obligations.

We do not sell your personal information, and we do not share it for cross-context behavioural advertising. We do not use your audio for any purpose other than producing the outputs you requested.

4. Legal bases for processing

If you are in the UK or the European Economic Area, we rely on the following legal bases under Article 6 of the GDPR:

- **Performance of a contract** - for account information, the content you upload, batch processing, share links and billing. Without this data we cannot provide the service.
- **Legitimate interests** - for security logging, rate limiting and abuse prevention. Our interest is keeping the service running and safe, balanced against the limited and routine nature of that data.
- **Legal obligation** - for financial records we are required to retain.

5. Service providers we share data with

We keep the list of third parties deliberately short. Each one receives only what it needs to perform its function, and none of them are permitted to use your data for their own purposes:

Stripe

Purpose: Payment processing and subscription billing

What it receives: Your name, email address and an internal account number, and the payment details you enter on Stripe's own checkout

Brevo

Purpose: Transactional email delivery

What it receives: Your email address and the contents of the emails we send you: verification and password-reset links, batch-finished notices naming the batch, account-deletion codes and inactivity warnings

Google, Microsoft, GitHub

Purpose: Single sign-on, only if you choose it

What it receives: The sign-in request itself; they tell us your email, name and profile image

We may also disclose information if we are required to by law, or where necessary to establish or defend a legal claim. If the service is ever transferred to another operator, we will tell you before your information moves.

6. Share links are public

A share link is made for one recipient's message, and **anyone holding that link can download that message without signing in**. That is the entire purpose of the feature, but it does mean the link should be treated as a secret. You can revoke a link at any time from the batch, and you can set one to expire when you create it. We cannot recall copies of files that were downloaded while a link was active.

7. How long we keep your data

- **Account information** - kept while your account exists, and deleted when you ask us to close it.
- **Audio, segments and outputs** - kept while your account is active so you can download them again. Deleting a batch removes its stored outputs.
- **Archived batches** - permanently deleted 7 days after you archive them. This is automatic and cannot be undone.
- **Inactive free accounts** - if a free account goes unused for 180 days, we delete its batches and saved clips, with the audio behind them, to free space for accounts in use. We email you at least 30 days beforehand, and signing in once resets the clock. **Your account and login are not deleted.** Paid accounts are not affected.
- **Billing records** - retained as long as tax and accounting law requires, even after an account is closed.
- **Web server logs** - deleted after 14 days. Links that grant access, such as share links, are recorded with that part removed.
- **Bug reports** - deleted from the service 12 months after you send them, or when your account is deleted, whichever is sooner. The notification email we receive when a report arrives stays in our inbox until we delete it.
- **Backups** - we keep encrypted backups so the service can be restored after a failure. Anything deleted, by you or by the schedules above, can remain in a backup for up to 15 days before it is

overwritten. Backups are used only for restoring the service.

8. Your privacy rights

Depending on where you live, you have some or all of the following rights. We will not discriminate against you for exercising any of them.

- **Access** - ask what personal data we hold about you and receive a copy.
- **Correction** - have inaccurate data corrected. You can change your display name in your account settings. To change the email address your account uses, write to jforeman@techsavey.com.
- **Deletion** - ask us to delete your account and the content in it.
- **Portability** - receive your data in a portable format. Your generated outputs can also be downloaded directly from your batches at any time.
- **Objection and restriction** - object to processing based on legitimate interests, or ask us to restrict it.
- **Withdraw consent** - where we rely on consent, withdraw it at any time without affecting earlier processing.

You can delete your account yourself from your account settings. We email you a confirmation code, and completing that step removes your account together with your audio, segments and the outputs generated from them. An account on a paid plan has to cancel it first, so nothing is billed after the account is gone. Copies in our backups are gone within 15 days.

Data export, and any other request above, is handled by hand. Email jforeman@techsavey.com and we will action the request and confirm when it is done. We respond within 30 days, and within one month for requests under the UK or EU GDPR.

If you are in the UK or EEA and are not satisfied with our response, you may complain to your local supervisory authority - in the UK, the Information Commissioner's Office.

9. International data transfers

The service is hosted in the **United States**, so if you use it from the UK, the EEA or elsewhere your information is transferred to and stored in the US. Where we rely on a provider listed in section 5, those transfers are covered by that provider's own safeguards, which for our current providers are the European Commission's Standard Contractual Clauses and, where applicable, the EU-US Data Privacy Framework.

10. How we protect your data

Traffic between your browser and myaudiomessage.com is encrypted with TLS. Passwords are stored only as bcrypt hashes. API keys, and the links in password-reset and verification emails, are stored only as SHA-256 hashes, so an exposed database would not reveal a usable one; access tokens issued to connected applications expire after 30 days. Changing or resetting your password signs out every session and disconnects every API key and connected application. Batches, segments and outputs are scoped to the account that created them and are checked on every request.

No service can promise perfect security, and we do not. If we become aware of a breach affecting your personal data, we will notify you and the relevant regulator as required by law.

11. Share links, opens and clicks

When somebody opens a link you sent them, we record **a count and the time it was first opened**, against that link, and, if the page shows the sender's button, **a count of how many times it was followed**. Nothing else is kept against the link: no IP address, no device or browser details, no time for each click, and no cookie or other storage placed on their device (unless they choose a light or dark theme, which their browser remembers). Like any request to the site, the visit does appear in our web server logs, which are deleted after 14 days. Senders on a paid plan can see which of their recipients opened a message or followed its button; the counts exist on every plan. Deleting the batch, or revoking its links, deletes the counts with them.

12. Cookies and tracking

We use **only the cookies required to keep you signed in** and to protect sign-in forms against cross-site request forgery. There are no analytics, advertising or third-party tracking scripts anywhere on this site, so there is nothing to opt out of and no consent banner to dismiss. Clearing these cookies signs you out. If you choose a light or dark theme, your browser remembers the choice in its own storage; nothing is stored until you choose.

13. Children

The service is not directed at children and is not intended for anyone under 16. We do not knowingly collect personal data from children. If you believe a child has given us personal data, contact jforeman@techsavey.com and we will delete it.

14. Changes to this policy

We may update this policy as the service changes. The date at the top always reflects the current version. If a change materially affects how we handle your personal data, we will tell you by email or by a notice in the app before it takes effect.

15. Contact us

For any privacy question, or to make a request under section 8, email jforeman@techsavey.com. Please tell us which email address your account uses so we can find it.