

Requesting Songs App Privacy Policy

Operated by Kent Town LLC

Effective Date: May 5, 2026

Last Updated: May 31, 2026

Your privacy matters. This Privacy Policy explains what information we collect, how we use it, and how we protect it. By using the Requesting Songs App platform, you agree to the practices described in this Policy.

Section 1. Introduction

Kent Town LLC (“Company,” “we,” “us,” or “our”) operates the Requesting Songs App platform, accessible at requestingsongs.com. This Privacy Policy describes how we collect, use, disclose, and protect information about you when you use our Service — whether as a musician subscriber (“Subscriber”) or as an audience member submitting song requests (“Fan”).

By using the Service, you consent to the data practices described in this Policy. If you do not agree to this Policy, please do not use the Service.

Section 2. Information We Collect

2.1 Information You Provide

From Subscribers (musicians):

- Name and email address (used for account creation and billing)
- Username (used to generate your public-facing URL at requestingsongs.com/{username})
- Payment information (processed and stored by Stripe; we do not store raw card data)
- Song catalogue content, display names, website links, and other profile information you enter into the editor dashboard
- Referral code (auto-generated at account creation, used to track referrals)
- Ambassador tier status (granted by Kent Town LLC at its discretion)

From Fans (audience members):

- Name (required to submit a song request — displayed to the artist along with your request)
- Song request text (the songs you select are forwarded to the artist)
- Opt-in email address (only if voluntarily provided by the Fan at the time of submission)

What this means in plain language: when you submit a song request as a Fan, the name and songs you provide are sent to the artist whose page you are using. We act only as the messenger.

2.2 Information Collected Automatically

When you access the Service, we or our service providers may automatically collect:

- IP address and approximate geographic location
- Browser type and operating system
- Pages visited and features used within the Service
- Date and time of access

We use this information for security monitoring, debugging, and service improvement. We do not use it for behavioral advertising.

2.3 Referral & Ambassador Data

If you participate in the referral program, we collect and store: your unique referral code, the referral codes of users who referred you, the number of confirmed paid referrals you have generated, referral credits (free months) earned and used, and ambassador tier status if applicable. This data is used solely to administer the

referral and ambassador programs and is never sold or shared with third parties.

Section 3. How We Use Your Information

We use the information we collect to:

- Create and manage your Subscriber account
- Process subscription payments through Stripe
- Deliver transactional emails (account confirmations, subscription receipts, billing alerts) via EmailJS (emailjs.com)
- Operate and display your song request application at requestingsongs.com/{username}
- Forward Fan song requests to the relevant Subscriber so they can see what was requested at their show
- Allow Subscribers to optionally contact Fans who have provided opt-in email addresses
- Respond to customer support inquiries
- Improve, maintain, and secure the Service
- Comply with applicable legal obligations
- Administer the referral program, apply earned referral credits to your subscription, and track ambassador tier status

We do not use Fan data — including opt-in email addresses — for our own marketing purposes. Fan opt-in email addresses are shared only with the Subscriber whose song request page collected them.

Section 4. Information Sharing — We Do Not Sell Your Data

We do not sell, rent, or trade your personal information to any third party. We share information only as described below:

Service Providers

We use third-party service providers who process data on our behalf and are contractually required to protect it:

- Stripe — payment processing and subscription management (stripe.com)
- Supabase — database hosting and authentication (supabase.com)
- Railway — application hosting and deployment (railway.app)
- EmailJS (emailjs.com) — transactional email delivery
- Google — reCAPTCHA for spam prevention (policies.google.com/privacy)

Legal Requirements

We may disclose information if required by law, court order, or governmental authority, or to protect the rights, property, or safety of the Company, our users, or the public.

Business Transfers

In the event of a merger, acquisition, or sale of all or substantially all of the Company's assets, your information may be transferred as part of that transaction. You will be notified via email and/or a prominent notice on the Service prior to any such transfer.

4.5 What We Share With the Artist; We Do Not Process Tips

When you submit a song request, we collect the name and songs you provide and forward them to the performing artist. We do not process tips or payments. Any tipping happens directly between you and the artist on their chosen platform (such as Venmo, PayPal, Cash App, or another payment service the artist links from their request page), outside of requestingsongs.com.

Requesting Songs App is not a payment processor for Fan-to-artist tips. We do not see, hold, route, or take a cut of those tips. When you click a tip link after submitting a request, you leave our Service and interact directly with the artist on the third-party platform of the artist's choosing. That platform's own privacy policy and terms apply to the transaction.

Section 5. Data Retention

We retain your account information for as long as your account is active or as needed to provide the Service. After account cancellation or termination:

- Subscriber account data is retained for up to 90 days to allow for account recovery, then deleted
- Song catalogue and profile data is deleted within 90 days of account termination
- Fan song request data (including opt-in emails) is retained as long as the associated Subscriber account is active, and deleted within 90 days of account termination
- Payment records may be retained for up to seven (7) years as required by applicable tax and financial regulations
- Tier 3 (complimentary) ambassador accounts are exempt from inactivity-based deletion for as long as the Service remains operational

You may request deletion of your data at any time by contacting us at support@requestingsongs.com.

Section 6. Data Security

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, use, alteration, or destruction. These measures include:

- HTTPS/TLS encryption for all data in transit
- Supabase row-level security policies restricting data access to authorized users
- Stripe's PCI-compliant payment infrastructure (we never store raw payment card data)
- Railway hosting with standard infrastructure security controls
- Access controls limiting employee and contractor access to personal data

No system is perfectly secure. While we work to protect your information, we cannot guarantee absolute security. In the event of a data breach that affects your rights, we will notify you as required by applicable law.

Section 7. Cookies and Tracking Technologies

The Service uses minimal tracking technologies:

- **Session tokens:** Used to keep you logged in to the editor dashboard. These are essential to Service operation and cannot be opted out of while using the Service.

- **reCAPTCHA:** Google's reCAPTCHA is used on song request forms to prevent spam. This may collect device and browser information and is subject to Google's Privacy Policy at policies.google.com/privacy.

We do not use third-party advertising cookies, social media tracking pixels, or behavioral analytics trackers.

Section 8. Children's Privacy

The Service is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without parental consent, we will delete that information promptly. If you believe we may have inadvertently collected such information, please contact us at support@requestingsongs.com.

Section 9. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- **Access:** Request a copy of the personal data we hold about you
- **Correction:** Request correction of inaccurate or incomplete data
- **Deletion:** Request deletion of your personal data (subject to legal retention requirements)
- **Portability:** Request a copy of your data in a portable format
- **Opt-Out:** Unsubscribe from any marketing communications at any time

To exercise any of these rights, contact us at support@requestingsongs.com. We will respond within 30 days.

California Residents (CCPA/CPRA): California residents have additional rights under the California Consumer Privacy Act. We do not sell personal information. You may request to know, delete, or correct your data as described above. For questions specific to California privacy rights, contact support@requestingsongs.com.

EU/UK Residents (GDPR): If you are located in the European Union or United Kingdom, our legal basis for processing your data is your consent (for optional features such as Fan email opt-in) and the performance of our contract with you (for core Service features). You have the right to lodge a complaint with your local supervisory authority.

Section 10. DMCA & Intellectual Property Notices

The Company has registered as a DMCA Designated Agent (Registration No. DMCA-1072340, registered May 5, 2026) with the U.S. Copyright Office. If you believe that content on the Service infringes your copyright, please send a DMCA takedown notice to:

Kent Town LLC — DMCA Agent

Email: support@requestingsongs.com

Your notice must include: (1) identification of the copyrighted work claimed to be infringed; (2) identification of the infringing material and its location on the Service; (3) your contact information; (4) a statement of good faith belief that use is not authorized; (5) a statement of accuracy under penalty of perjury; and (6) your signature.

Section 11. Third-Party Links

The Service may include links to third-party websites or services (such as streaming platforms linked by Subscribers, or tip-jar platforms such as Venmo, PayPal, or Cash App linked by artists). We are not responsible for the privacy practices or content of those third parties. We encourage you to review their privacy policies

before providing any personal information or making any payment.

Section 12. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Last Updated” date at the top of this Policy and, for material changes, notify you via email or a prominent notice within the Service. Your continued use of the Service after any changes constitutes your acceptance of the updated Policy.

Section 13. Contact Us

Kent Town LLC

Email: support@requestingsongs.com

Website: requestingsongs.com

Mailing address available upon request.

Addendum A — Approximate Location for Display Preferences

Added: June 1, 2026 · Operated by Kent Town LLC

Purpose of this Addendum

This Addendum supplements Section 2.2 (Information Collected Automatically) and Section 3 (How We Use Your Information) of the Requesting Songs App Privacy Policy. It describes one additional, specific use of the approximate location already disclosed in Section 2.2: setting the page's day/night theme to match your local daylight.

How It Works

When you load a performer's song request page, our editor dashboard, or any tipping page on the Service, our server reads the IP address of your request in memory and looks it up against a self-hosted MaxMind GeoLite2 database stored entirely on our application server. The lookup returns an approximate geographic location (typically city- or region-level accuracy). We use that approximate location to compute today's sunrise and sunset times for your area, and the page automatically displays in "day" (light) theme between sunrise and sunset, and "night" (dark) theme otherwise. You may override this at any time using the theme toggle in the page header.

Visitors in the EU, EEA, and United Kingdom

This feature is **disabled** for visitors whose IP address resolves to a country in the European Union, the European Economic Area (Iceland, Liechtenstein, Norway), or the United Kingdom. For those visitors, the server performs a single country-code check on the IP, returns a neutral response with no sunrise, sunset, or location-derived data, and the page falls back to a simple device-local 6:00 a.m. – 6:00 p.m. day/night schedule. No approximate location is computed, returned, or used for any purpose for those visitors.

What We Do Not Do

- We do **not** send your IP address to any third-party geolocation service for this purpose. The lookup runs entirely on our own server using a database we host ourselves.
- We do **not** store, log, or persist your IP address, latitude/longitude, or city in connection with this feature. The IP is read in memory for the duration of the request and then discarded.
- We do **not** return your IP, coordinates, or city to your browser. The response contains only the sunrise and sunset timestamps and a boolean indicating whether it is currently day or night.
- We do **not** use this approximate location for advertising, profiling, analytics tracking, or for any purpose other than choosing day/night theme.
- We do **not** share this approximate location with any third party.

Legal Basis

For visitors located in the United States, we rely on the disclosures in this Privacy Policy as our basis for this processing. As described above, the feature is disabled for visitors in the EU, EEA, and United Kingdom, so the GDPR and UK GDPR do not apply to the sunrise/sunset processing for those visitors. In the event the country-detection step fails to identify an EU/UK visitor and the feature runs anyway, we rely on our legitimate interest in providing a high-quality, accessible user experience (Article 6(1)(f) of the GDPR / UK GDPR) as a backstop legal basis; the processing is transient, non-identifying once the request

completes, and balanced against the very low impact on your rights and interests. You can disable the feature for your session at any time by using the manual theme toggle.

Your Choices

- You may override the automatic day/night theme on any page using the sun/moon toggle in the header. Your manual choice is stored only in your browser's local storage and is never sent to our server.
- You may block this lookup entirely by blocking the `/api/geo/sun` request in your browser or by browsing through a VPN or proxy. The page will still function; it will fall back to a default day/night schedule.
- To exercise any of your rights under applicable privacy law (access, deletion, correction, etc.), or for any privacy questions, contact us at support@requestingsongs.com.

All other terms of the Privacy Policy remain in full effect. In the event of any conflict between this Addendum and Section 2.2 or Section 3 of the Privacy Policy, this Addendum controls solely with respect to the use of approximate location for day/night theme.