

SOZO Privacy Policy

Effective Date: 4/29/2026

SOZO respects your privacy. This Privacy Policy explains how SOZO collects, uses, shares, and protects information when you use our website, platform, emails, services, and related features.

By using SOZO, you acknowledge this Privacy Policy.

1. Information We Collect

SOZO may collect the following types of information:

Account Information

- Name
- Email address
- Phone number
- Password or authentication information
- Account type, such as creative, venue, organizer, or customer
- Profile information

Profile and Listing Information

- Bio, description, services, genres, categories, portfolio links, media links, pricing, availability, location, and social links
- Venue details, space descriptions, amenities, capacity, rules, photos, and event details
- Images, videos, files, or other content you upload

Booking and Transaction Information

- Booking requests
- Dates, times, locations, service details, and messages related to bookings
- Payment status, transaction identifiers, fees, refunds, disputes, and payment method details handled by payment processors

SOZO does not intend to store full credit card numbers on its own servers. Payment information may be collected and processed by third-party payment processors.

Communications

- Messages sent through SOZO
- Support requests
- Feedback, reviews, and reports
- Email interactions, including transactional emails such as confirmation and password reset emails

Technical and Usage Information

- IP address
- Device type
- Browser type
- Operating system
- Pages viewed
- Features used
- Referring URLs
- Dates and times of access
- Cookies and similar technologies

Location Information

SOZO may collect general location information based on your profile, booking details, IP address, or information you choose to provide. If SOZO later uses precise location features, we will request permission where required.

2. How We Use Information

SOZO may use information to:

- Create and manage accounts.
- Display profiles, listings, services, venues, and opportunities.
- Process bookings and support transactions.
- Send confirmation emails, password reset emails, booking updates, and account notices.

- Provide customer support.
- Improve platform functionality, design, safety, and performance.
- Detect fraud, abuse, security incidents, and policy violations.
- Enforce Terms and Conditions.
- Personalize user experience and search results.
- Analyze platform usage and business performance.
- Send marketing communications where permitted.
- Comply with legal obligations.

3. How We Share Information

SOZO may share information in the following ways:

With Other Users

Certain information may be visible to other users, such as your profile, listing, name, creative category, venue information, portfolio, public media, booking-related details, reviews, and messages connected to a booking.

With Service Providers

SOZO may share information with vendors that help operate the platform, such as:

- Hosting providers
- Database providers
- Email providers, including Postmark
- Payment processors, such as Stripe, PayPal, or Venmo if enabled
- Analytics providers
- Customer support tools
- Security and fraud prevention tools

These providers may process information on SOZO's behalf or according to their own terms.

With Payment Processors

When payments are enabled, payment information may be collected and processed by third-party payment processors. SOZO may receive limited payment-related information, such as payment status, transaction ID, fees, refund status, or account verification status.

For Legal and Safety Reasons

SOZO may disclose information when it believes disclosure is necessary to comply with law, respond to legal process, enforce policies, protect rights, prevent fraud, protect safety, or investigate misuse.

Business Transfers

If SOZO is involved in a merger, acquisition, financing, restructuring, sale of assets, or similar transaction, user information may be transferred as part of that transaction.

With Consent

SOZO may share information when you direct us to do so or give consent.

4. Cookies, Analytics, and Advertising

SOZO may use cookies, pixels, local storage, analytics tools, and similar technologies to operate the site, remember preferences, analyze usage, improve performance, and measure marketing.

If SOZO uses tools such as Google Analytics, Meta Pixel, TikTok Pixel, or similar advertising tools, those tools may collect information about your activity across websites and services. Users may be able to control cookies through browser settings or platform-specific privacy controls.

5. Email Communications

SOZO may send transactional emails, including account confirmation, password reset, booking updates, payment notices, and security alerts. These emails are necessary to operate the platform.

SOZO may also send marketing or promotional emails if permitted. You may opt out of promotional emails, but you may still receive transactional or account-related emails.

SOZO may use Postmark or another email service provider to deliver emails and manage email performance.

6. Data Retention

SOZO keeps information for as long as reasonably necessary to operate the platform, provide services, comply with legal obligations, resolve disputes, enforce agreements, maintain security, and support business records.

Users may request deletion of their account by contacting SOZO. Some information may be retained where required for legal, tax, accounting, fraud prevention, dispute resolution, safety, or legitimate business purposes.

7. Security

SOZO uses reasonable administrative, technical, and organizational measures to protect user information. However, no internet platform, database, or transmission method is completely secure. Users are responsible for keeping passwords and account credentials confidential.

8. User Choices

Depending on where you live and which laws apply, you may have rights to request access, correction, deletion, portability, or restriction of certain personal information.

You may also:

- Update account information in your profile settings.
- Request account deletion by contacting SOZO.
- Opt out of promotional emails through unsubscribe links where available.
- Adjust cookie settings through your browser.
- Contact SOZO with privacy questions or requests.

SOZO may need to verify your identity before responding to certain requests.

9. Children's Privacy

SOZO is not intended for children under 18. We do not knowingly collect personal information from children under 13. If we learn that we have collected information from a child under 13, we will take reasonable steps to delete it.

10. Third-Party Links

SOZO may link to third-party websites, social media platforms, payment processors, music platforms, video platforms, calendars, maps, or other services. SOZO is not responsible for the privacy practices or content of third parties.

11. International Users

SOZO is operated from the United States. If you access SOZO from outside the United States, you understand that your information may be processed in the United States or other locations where SOZO or its providers operate.

12. Changes to This Privacy Policy

SOZO may update this Privacy Policy from time to time. If changes are material, SOZO may provide notice through the website, email, or other reasonable means. Your continued use of SOZO after changes become effective means you acknowledge the updated Privacy Policy.

13. Contact

Privacy questions or requests may be sent to:

SOZO

sozoapp.dev@gmail.com