

Privacy Policy

Last updated: 19 August 2025

Thank you for visiting Music Nepal's official site ("Company", "we", "us", or "our"). This policy explains how we collect, use, disclose, and protect personal information on our website [<https://musicnepal.com/>] and any related pages where this policy appears (collectively, the "Site"). Music Nepal is deeply committed to maintaining your privacy. We value our visitors greatly and we collect information in order to optimize our services and better serve your buying needs. We follow international best practices, and applicable Nepali laws (including the Privacy Act, 2075 (2018) and the Privacy Regulation, 2077 (2020)). Where these laws differ, we apply the higher standard.

This policy applies to personal information we process through the Site, including contact forms, newsletter sign-ups, artist or licensing submissions, event registrations/ticketing pages, careers pages, and any embedded players (e.g., YouTube/SoundCloud) or social media plugins we use. It does not cover our offline activities or services with separate notices unless stated otherwise.

When you use our website, we may collect and process the following information about you (depending on your interactions with us):

- Information that you provide by filling in forms on our website. This includes information provided at the time of registering to use our website, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion on our website, and when you report a problem with our website.
- Account/application data: CVs/portfolios, artist demos, licensing requests, project briefs, social links/usernames.
- Commercial & transaction data: event registrations, purchases, invoices (processed via our payment partners; we do not store full card details).
- Usage & technical data: IP address, device and browser type, pages viewed, referring/exit pages, time stamps, approximate location, cookie identifiers, and analytics information.
- Communications: messages you send via forms, email, or chat; feedback and survey responses.
- Media submissions: audio files, artwork, photographs, and metadata provided for promotion, A&R, or licensing.
- Social media & embeds: interactions with our social plugins and embedded players (these third parties may collect data).

We do not intentionally collect special/sensitive categories of data via the Site. Please do not submit health, biometric, political, religious, or other sensitive information through public forms unless we explicitly request it with appropriate safeguards.

How we collect data

Under Nepali law, we collect and use personal information in line with the Privacy Act, 2075 and Privacy Regulation, 2077, including respecting your right to privacy and ensuring fair collection, secure storage, and lawful disclosure.

- Directly from you: when you fill out forms, subscribe to newsletters, submit demos/licensing requests, register for events, download resources, or contact us.
- Automatically: via cookies, pixels, and similar technologies when you browse the Site.
- From third parties: marketing/analytics providers, ticketing/payment processors, talent platforms, anti-spam/anti-fraud tools, and social networks, subject to their privacy policies.

How we use personal data

We use personal data to:

- Provide and improve the Site and our services;
- Respond to inquiries, demo/licensing submissions, and support requests;
- Send newsletters and marketing (with your consent where required);
- Administer events, contests, or promotions;
- Personalize content and measure performance of our pages and campaigns;
- Maintain security and prevent misuse/fraud;
- Comply with applicable laws and enforce our terms.

Cookies and similar technologies

We use essential cookies to run the Site and non-essential cookies for analytics and marketing. Non-essential cookies will only run with your consent. You can manage preferences anytime via our Cookie Banner/Settings (link in footer). Browser settings may also allow you to block cookies, but essential features may not function properly.

Categories we use:

- Strictly necessary (authentication, security, load balancing)
- Functionality (remembering preferences)
- Analytics (traffic measurement, aggregated insights)
- Marketing (ad measurement, retargeting)

See our Cookie Notice for details on specific cookies, purposes, and retention.

Analytics, advertising, and measurement

We may use analytics and advertising tools (e.g., Google Analytics, Meta Pixel). These providers use cookies or similar tech to help us understand Site usage and campaign performance. Where

required, these tools load only after you provide consent. You can opt out any time via our Cookie Settings, browser add-ons, or your ad preferences.

Payment processing & ticketing

If you make a purchase or register for an event, payments are processed by third-party providers (e.g., eSewa/Khalti/IME Pay/Stripe, or a ticketing platform). We receive limited information necessary for order fulfillment and support (e.g., your name, contact and order ID). Your card/bank details are handled by the payment provider under their own privacy policy.

Embedded players and social plugins

Our Site may embed players (e.g., YouTube, Spotify, SoundCloud) and include social plugins (e.g., Facebook, Instagram, X/Twitter, TikTok). These third parties may collect data about your interactions, cookies, and IP address, especially if you are logged into their services. Where required, such features load only after you consent.

Children's privacy

Our Site is not intended for children under 16. If you believe a child has provided us with personal information, please contact us and we will take appropriate steps to delete it.

Sharing your information

We do not sell your personal information. We may share your information only with your consent with service providers who assist us in the operations (bound by confidentiality) if required by law, court order, or governmental authority. If we believe that your use of our website is unlawful or damaging to others, we reserve the right to disclose the information we have obtained through our website about you to third parties to the extent that it is reasonably necessary in our opinion to prevent, remedy or take action in relation to such conduct. We may also disclose or share your personal data in order to comply with any legal obligation; in order to enforce or apply any agreements or licenses with you; or to protect the rights, property, or safety of Music Nepal, our employees, affiliates, agents, distributors, licensors, suppliers, and/or our customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction. If any part of our business (including those of our affiliates) is sold or integrated with another business, your details may be disclosed to our advisers and any prospective purchasers and their advisers.

Your rights

Your rights depend on where you live. Subject to applicable law, you may have the right to:

- Access, correct, and delete your personal data;
- Object to or restrict certain processing;
- Withdraw consent at any time (this will not affect processing already carried out);
- Lodge a complaint with a supervisory authority (see below).

How to exercise your rights: Email us at info@musicnepal.com or legal@musicnepal.com with “Privacy Request” in the subject line. We may need to verify your identity. We aim to respond within one month (or as required by law). You may also contact relevant Nepali authorities or seek remedies provided by the Privacy Act and Privacy Regulation.

International data transfers

We are based in Nepal. If we transfer your data outside your jurisdiction, we will use appropriate safeguards or rely on your explicit consent where suitable, and ensure service providers implement adequate protections.

Data retention

Any personal information provided by you shall be retained by us for a duration as required under applicable law for the purposes described in this policy, including complying with legal, accounting, or reporting obligations. Typical retention periods include:

- Contact, submissions, and support records: up to 24 months after last interaction, unless required longer;
- Marketing preferences: until you unsubscribe/withdraw consent;
- Transaction & finance records: 7 years (or as required by tax law);
- Security logs: up to 12 months. When retention expires, we securely delete or anonymize data.

Security

We implement technical and organizational measures appropriate to the risk, including encryption in transit (HTTPS), access controls, least-privilege, regular backups, and staff confidentiality obligations. No method of transmission or storage is 100% secure; we will notify you and/or relevant authorities where required by law in the event of a data breach.

Links to other sites

Our Site may contain links to third-party websites or services. Their privacy practices are governed by their own policies; please review those policies when you visit such sites.

Changes to this policy

We may update this policy from time to time. We will post the updated version and revise the “Effective date” above. Material changes may be notified via the Site or email where appropriate.

Contact us

Questions or requests regarding this policy can be sent to:

Music Nepal Limited

Attn: Administrative Department

Anamnagar, Kathmandu, Nepal

Email: info@musicnepal.com or legal@musicnepal.com

Phone: +977-1-5706309 & +977-1-5705049

If you believe your privacy rights under Nepali law have been infringed, you may contact us first. You may also seek remedies available under the Privacy Act, 2075 (2018) and Privacy Regulation, 2077 (2020).



Cookie Notice

What are cookies? Small text files placed on your device to operate the Site and remember your preferences.

How we use cookies

- **Strictly necessary:** to deliver pages, load content, keep you signed in (if applicable), and maintain security.
- **Analytics:** to understand traffic and improve content (runs only with consent).
- **Marketing:** to measure campaigns and show relevant content (runs only with consent).

Managing cookies

Use our [Cookie Settings](#) (link in footer) or adjust your browser settings to block or delete cookies. You can withdraw consent any time.

Key third parties:

- Google Analytics (analytics)
- Meta (ads/measurement)
- YouTube/Spotify/SoundCloud (embeds)

