Privacy policy

Version 2.23 · Effective 24 October 2026 · Metarock Pty Ltd trading as DeStore Network · Byron Bay, NSW, Australia

> **In short:** we collect what we need to run your account and your codes. When people scan a code, we count the scan by time, town and type of phone, and keep nothing that identifies them. Network addresses are only ever kept as keyed one-way codes. We do not sell or share personal information for advertising. You can ask to see, correct, export or delete what we hold about you.

1. Who we are

DeStore is run by Metarock Pty Ltd, trading as DeStore Network, of Byron Bay, New South Wales, Australia ("DeStore", "we", "us"). This policy covers the app at app.destore.network; the pages, QR codes, wallet passes and checkouts it hosts on destore.network and its subdomains; the website destore.network; and DeStore's apps inside other products: **DeStore – Free QR** and **DeStore Link QR** in Canva, and DeStore Events in ChatGPT. We follow the Australian Privacy Principles in the Privacy Act 1988 (Cth) and, where they apply to you, the EU and UK General Data Protection Regulations and US state privacy laws, including California's.

For your DeStore account and our own website we are the **controller** (the party responsible). For the people who scan a brand's codes or buy from a brand's page, we act for that brand as its **processor**, and the brand is responsible to them; we only use that information to provide the service to the brand.

2. What we collect, and where it comes from

From you, when you sign in and use DeStore

- **Account:** the email address or Google or Apple account you sign in with, the account number (a wallet address) created for you at sign-in, your profile picture if you add one, which app you first arrived from, and the campaign tags (such as "instagram") on the link that first brought you, if it had any.
- **Sign-in history:** when you sign in, and a short description of the device (for example "iPhone · Safari"). The network address is kept only as a keyed one-way code.
- **Your business:** its name, web address, logos, colours, fonts and voice, its products, and the people on your team and their roles.

- **What you make:** pages, codes, collections, uploaded files and pictures, QR styles, ticket and product settings, and what you type, say or upload to Clippy, DeStore's assistant.
- **Billing:** your credit balance and its history, your plan, and automatic top-up settings. Card payments are handled by Stripe; we do not see or keep your card number.
- **Support and contact:** what you send us by email or our contact forms.

From visitors to our website

Our website, destore.network, keeps in your browser's storage the campaign tags on the link you arrived by (or, without any, the name of the site that sent you) for 90 days, and adds them to its links into the app, so we can count which campaigns bring people who sign up. It keeps nothing else about you. If you press Allow in its banner, **Google Analytics** also records the pages you view, how you arrived, your device, browser and approximate location, and which buttons you press, under a random identifier kept in a cookie. We do not give Google your name or email, and we use it only to see how our website is doing, not for advertising. If you press No thanks, or do not answer, nothing is sent to Google and no cookie is set.

From Etsy

If you connect your Etsy shop, you sign in on Etsy's own page; DeStore learns which shop is yours and keeps only its id, name and address, never your Etsy password. DeStore keeps the access Etsy gives it sealed (encrypted) so it can read your shop's orders when one of your buyers redeems a DeStore Kids order (below), and deletes it when you disconnect. DeStore then reads your shop's active listings (titles, prices, photos and descriptions) to make the pages you choose, and re-reads them at least every six hours so each page matches Etsy. DeStore reads an order only when its buyer redeems it, and only that one. The term 'Etsy' is a trademark of Etsy, Inc. DeStore uses the Etsy API but is not endorsed or certified by Etsy, Inc.

From YouTube (Google)

If you connect your YouTube channel, you sign in on Google's own page. DeStore keeps your channel's id, name, handle and picture, and Google's sign-in tokens, sealed, so it can post for you; never your Google password. A video you post passes through DeStore to YouTube and is not kept; DeStore keeps the video's YouTube id, title and privacy setting to show on the Connectors page. Disconnecting revokes DeStore's access with Google and deletes the tokens. DeStore's use of information received from Google APIs follows the Google API Services User Data Policy, including its Limited Use requirements; YouTube's own privacy policy is Google's (policies.google.com/privacy).

From Canva

DeStore's Canva apps receive a Canva user and design identifier, used for fair-use limits and to remember which page a design made. They read only what each feature needs, when you use it: DeStore Link QR reads the words on the current page of your design; Free QR's "Save my brand" reads your brand kit's colours and the picture you select as your logo. Signing in from Canva uses Canva's sign-in; we never see your Canva password.

From ChatGPT

When you ask DeStore Events in ChatGPT to make a page, ChatGPT sends us the page's content. We do not receive your ChatGPT account details or the rest of your conversation.

From people who scan a code

For each scan we record the time, the town or city, state, postcode and country (worked out by our hosting network from the connection, never by asking for the phone's location), the type of phone, its operating system, browser and language, and the site that linked to it. To count people rather than scans, we make a daily visitor number from the connection and browser, using a secret key; it changes every day and cannot be turned back into either. We do not keep the network address or the full browser details. Link previews from social apps and search engines are not counted as scans.

From buyers of tickets and products

Payments are taken by Stripe or Square on the seller's own account. The buyer's name, email, card and address stay with the seller's Stripe or Square account. When tickets are paid for through Stripe, DeStore reads the buyer's email from that payment once, to email them the link to their tickets (sent through Resend); we do not keep the address. When a buyer pays with Apple Pay or Google Pay on a DeStore checkout page, the wallet's one-use payment token and, for a posted product, the delivery address it gives pass through DeStore's server straight to the seller's Square, and are not kept by DeStore. DeStore keeps the order's amount, what was bought, DeStore's fee and any refund and, for tickets, the ticket's number and whether and when it was checked in. If a buyer saves a ticket to Apple Wallet or Google Wallet, we keep what is needed to update it on their phone (a device identifier and push token from Apple, or Google's pass record).

From people who report a page

Anyone can report a DeStore page with the "Report this page" link at its foot. We keep what they choose as the problem, what they write, the name and the email or phone number they give (so we can follow the report up) and which page it is about, and email it to our team through Resend. The network address is kept only as a keyed one-way code, to limit how many reports one connection can send. Reports are not shown to the brand whose page is reported.

From people who use a brand's own website

A brand can connect its own website to DeStore. When someone sends that website's enquiry form, DeStore keeps what they entered (their name, email, phone number if given, the kind of event, date, number of guests, place and message, and any price calculation from the website) and emails it to the brand's team, with a reply to the person, through **Resend**. If they chatted with the website's assistant first, the chat goes with the enquiry so the brand can see what was talked about; the form shows a summary of it before sending, and they can untick it to leave the chat out. To write that summary and fill in the form, the chat is sent to **Anthropic** (Claude). The network address is not kept. The brand can read its enquiries in its dashboard. Enquiries are kept for 2 years.

A brand's website can also take song requests at its events. A guest searches **Apple Music**'s catalogue and adds a song to the queue, with no account, name or contact details. We keep the song, the time and a one-way code made from a random number held in that browser tab, so a phone can see where its own songs are in the queue and the brand's limits can be applied. The songs are played on the brand's own display screen from the Apple Music account the brand signs in with there; Apple keeps that sign-in, and DeStore records only that the brand connected Apple Music and its country. Song requests are kept for 14 days.

From people who make a colouring-in cartoon

A brand can hand out a colouring sheet whose QR opens a camera page. The photo taken there is of a drawing. It needs no account, name or contact details. We read the sheet's QR in the photo to check it belongs to that sheet, paint the QR out, and send the photo to **xAI** (Grok), which first checks it is a drawing (a photo showing a real person is refused) and then turns it into a short cartoon. The photo is kept only until the cartoon is made, two hours at most. The cartoon is kept 30 days at its own unguessable address, so it can be watched and saved, then deleted. The network address is kept only as a keyed one-way code, to limit how many photos one connection can send. A grown-up can buy more cartoons for a code on that page; they pay the brand through its Stripe or Square, as for tickets and products above, and DeStore keeps how many were bought, the amount and its fee. A storybook's cover can be drawn by the child too: scanning the printed cover asks for a name to print as "Illustrated by" and a photo of the cover drawing, which is checked the same way. Each page's photo can also say who coloured it in. Before any photo, a parent, guardian or carer agrees to the colouring terms (Terms of use, section 8) by ticking a box on the page; that agreement covers the drawings, cartoons and names being shown in the book and shared online (the brand or the family may post the finished story, for example on YouTube). A first name or nickname is enough for a child. We keep the time, the version of the terms and which code it was agreed on, as the record of the agreement, with the network address only as a keyed one-way code; no name is asked for. The brand can see when the terms were agreed for its codes. The cover drawing and the names are kept with the storybook, shown on its cover, under each page and in the credits at the end of the story and its video.

From payment providers and partners

From people who use the DeStore Kids shop

The DeStore Kids shop (kids.destore.network, and a brand's own shop there) sells colouring pages to parents, carers and teachers. Printing a drawing without its QR code needs no account and we keep nothing about you. Buying drawings with their QR codes needs no account either: you pay on Stripe's (or the brand's Square) secure page, which holds your name, card details and, for a printed calendar, the delivery address. We keep the order (which drawings, how many, the amount, DeStore's fee if it is a brand's shop), the private download link, which your browser also keeps, and, when you paid through Stripe, the email address you gave Stripe's checkout: we email you the download link once (sent through Resend) and keep the address with the order so

we can send it again if you ask. We do not use it for marketing. Each drawing comes with a new QR code that opens the camera page described above.

A printed movie calendar is posted to you. Stripe's payment page asks for your name, postal address and phone number, and we pass them, with your email, to Printify, our print-on-demand partner, so it can print that calendar with its own new QR codes and post it; Printify and the printer it uses (in the United States or elsewhere) keep them as their privacy policies say. DeStore does not keep your address: we keep the order (which calendar, how many copies, the amount), each copy's Printify order number and where it is up to, and its QR codes, as for any drawing.

A printed movie calendar bought on a marketplace where DeStore Kids sells it (Etsy, for now) is paid on that marketplace, under its own terms and privacy policy. To print and post it we read the order from the marketplace when it is placed: which calendar and how many, and the buyer's name, postal address and email, which we pass straight to Printify for that order and do not keep. When Printify has posted it we send the tracking number back to the marketplace, which tells the buyer. We keep the marketplace's order number, the calendar, how many copies, each copy's QR codes and Printify order number, and where it is up to.

Bought on Etsy: the download from Etsy holds no QR code. You type your Etsy order number and the email you used on Etsy at kids.destore.network/etsy; DeStore asks Etsy for that one order to check it is paid, in that shop, and has that email, then makes your drawings' QR codes once. We keep the order number, which drawings it made, the time, and your email only as a keyed scramble (it cannot be read back) so the same order is not made twice; your name, address and the rest of the order stay with Etsy.

Your first drawing with its QR code is free. To claim it you confirm you are a parent, carer or teacher getting it for a child you look after, and sign in with Google, Apple or your email through thirdweb, the same sign-in as the DeStore app. We keep your account number (the wallet address the sign-in creates), the email or Google or Apple account you signed in with, that your sign-in came from the kids shop, which drawing you claimed and when, and the time you confirmed you are a parent, carer or teacher. The network address is kept only as a keyed one-way code, to limit free drawings to three a day from one connection. This record is how we keep it to one free drawing each; it gives you no credit and is not used for marketing. Your browser keeps the sign-in until you clear it.

From people who buy a Holy Brew mug

Holy Brew mugs are sold by DeStore itself (Terms of use, section 22). On DeStore's shop you give each mug's first name (printed on it), who it is from if it is a gift (never printed on the mug; shown on the gift card and the first time the mug is scanned) and its theme, and you pay on Stripe's secure page, which asks for your name, email, phone number and delivery address. We pass the name, address, email and phone to Printify, our print-on-demand partner, so the mug can be printed and posted (by a printer in the United States, or in Australia for an Australian address); Printify and its printer keep them as their privacy policies say. DeStore does not keep your address. We keep the order: the name, giver and theme of each mug, the amount, the currency, each mug's own QR code and Printify order number, where it is up to, and the creator's code if

you used one. On Etsy, the same details come from Etsy's personalisation box and the order Etsy gives us, which we pass to Printify for that order and do not keep; we send the tracking number back to Etsy.

When a mug's code is scanned, its page greets the person by the name printed on the mug and shows that day's verse. We count the scans and keep the day of the first scan and the time of the last, to know which verse is due; the day is worked out from the connection's time zone, which is not kept. We keep nothing about who scanned. Tapping a share button counts one share for that mug; nothing about who shared. Buying another year of verses is paid on Stripe's secure page; we keep the mug's code, the amount and Stripe's reference.

From people who scan a Holy Brew sticker

A Holy Brew sticker has its own QR code and no name: its page says good morning and shows that day's verse. From its fifth scan, the page offers to add a first name under the verse; if the person gives one, we keep it with that sticker only, with the day it was given, so the page can greet them by name. Giving it is optional and it is never needed to see the verse. Its scans are counted as a mug's are. We also count how often its "Get your own Holy Brew mug" link is tapped, and how many mugs are bought after that tap (the sticker's code goes with the payment for that reason). We keep nothing about who scanned or tapped, and nothing on these pages is sent to advertising or analytics companies.

From creators who share a referral link

A creator we invite to share a link (Terms of use, section 23) gets a private page. We keep their name, the link to their channel, their code, their share and discount, the id of the Stripe account they set up, and whether Stripe can pay it. Stripe collects their identity and bank details to pay them, under its own privacy policy; we never see their bank details. For each order placed with their code we keep the amount, the currency, their share, when it is due and paid, and Stripe's transfer reference. The creator sees how many orders their code brought, the amounts and their state, never who the buyers were.

From families who fill in a memorial page

A partner business (Terms of use, section 24) makes a memorial page and gives the family a private link. The partner gives us the person's name, dates and, if it wants to be told when the family approves the page, an email address (we email it once, through Resend). The family can add names, dates, a life story, photos, videos and links to social profiles, and choose how the page looks; all of this is published on the memorial page for anyone with its address. The life story can be spoken: the recording is sent to **OpenAI** to be written out as words, kept only until it is written out (ten minutes at most), then deleted. The page and what was added are kept for the years the partner paid for; after that the page shows the name only and the photos and videos are deleted.

From people who talk to an AR character

Some QR codes open a character, such as Mel the snowman, who appears over your phone's camera and talks with you. It needs no account, name or contact details. Your camera's picture

stays on your phone, except when you ask the character about what is around you: then one small still picture from the camera is sent to **Anthropic** (Claude) with your question, so the character can make a remark about it. The character is told never to describe or identify a person in the picture. What you type or say (your phone turns speech into words itself) and the last few lines of the conversation are sent to Anthropic the same way. We keep none of it: not the picture, your words or the character's replies. We count how many answers each code has used, and the network address is held only for a day, in memory, to limit how many questions one connection can ask. Anyone can top up a code whose answers are used up: they pay DeStore on Stripe's secure page (card, Apple Pay or Google Pay), which holds their name, email and card details; we keep only that the code was topped up, the number of answers, the amount and Stripe's payment reference.

Stripe and Square tell us whether a payment succeeded, whether it was refunded, and whether a seller's account can take payments. thirdweb confirms your sign-in.

3. Why we use it, and our legal basis

Purpose	Legal basis (GDPR / UK GDPR)
Running your account, hosting your codes and pages, counting scans for you, taking payments for your sales, and support	Performing our contract with you
Billing, tax and accounting records	Legal obligation
Keeping DeStore safe: preventing abuse, fraud, phishing and overuse (rate limits)	Legitimate interests (a safe service)
Improving DeStore, using counts rather than individuals	Legitimate interests (a better service)
Scan analytics for brands (as their processor)	The brand's legitimate interests in knowing how its codes are used
Anything we ask your permission for	Consent, which you can withdraw at any time

Where we rely on legitimate interests, you can object (section 9).

4. AI

Clippy and DeStore's apps send what you give them (your messages, photos, documents, the words of a Canva design, or a description of a screen) to **xAI** (Grok) and **Anthropic** (Claude) to write pages, read photos and documents, make pictures and cartoons, speak replies and let AR characters answer (with one camera picture when you ask what is around you). A brand's website assistant answers its visitors through Anthropic, and the chat is summarised by Anthropic for that website's enquiry form (section 2). DeStore Kids' colouring pages are drawn by **OpenAI** (its image model), with Grok standing in when it cannot; only the picture's description is sent, never a

child's photo or name. A Holy Brew mug's picture can be painted by OpenAI from a description, or redrawn by it from a photo the account gives; and a memorial page's spoken life story is written out by OpenAI (section 2). The 3D models of DeStore's own characters (Mel and the Mug Pets) are made by **Meshy** from DeStore's own drawings of them; nothing about you or a child is sent, and once made the models are kept by DeStore, so playing or scanning sends Meshy nothing. We use their business (API) services, which do not use what we send to train their models. AI does not make decisions about you that have legal or similarly significant effects. Automatic limits (such as rate limits and credit checks) only pause work; you can always contact us about them.

5. Who we share it with

We do not sell personal information and do not share it for cross-context behavioural advertising. We share it only with providers that help us run the service, each of which receives only what it needs for its part:

Provider	What for
Cloudflare	Hosting, databases, file storage, scan counting, page screenshots
Vercel	Hosting the app and its server functions
thirdweb	Sign-in and account numbers, including the DeStore Kids shop's sign-in for a free drawing
Stripe, Square	Payments, top-ups, plans, sellers' payouts; Stripe also pays creators' referral shares (Stripe Connect)
xAI, Anthropic, OpenAI, Meshy	AI (section 4)
Apple, Google	Wallet passes; Apple also for Apple Music's catalogue and playback for song requests; Google also for address search and sign-in with Google
Canva, OpenAI	When you use our apps inside Canva or ChatGPT
Printify	Printing and posting a DeStore Kids movie calendar, a Holy Brew mug (in the United States, or in Australia for an Australian address) or a Holy Brew sticker sheet (in the United States): the buyer's name, postal address, email and phone (or, for a marketplace order, what the marketplace gives), and for a mug the name printed on it, for that order only
Etsy	When you connect your Etsy shop: reading its listings for your pages, and an order when its buyer redeems it in the DeStore Kids shop; DeStore's own Etsy shop's orders for printing them
Google (YouTube)	When you connect your YouTube channel: posting the videos you choose to it

Resend, SendGrid, n8n	Sending emails such as invites, receipts, invoices, ticket buyers' tickets, DeStore Kids shop download links, page reports to our team, and enquiries from a brand's own website to the brand, with a reply to the person who sent it
Web3Forms	Our website's contact form
Google (Analytics)	Counting visits to our website, destore.network, only if you allow it there
Brandfetch	A shop's brand colours and logo, looked up by its web address only, when DeStore builds a product page from a product link and the shop's own page names no colours
jsDelivr, esm.sh, Google Fonts, Esri	Code libraries, fonts and maps loaded by your browser inside the app (they see your browser's connection, not your account)

We may also disclose information if the law requires it, to protect people from harm or fraud, or to a business that takes over DeStore, which must keep to this policy.

Brands may add their own analytics to pages they publish. They are responsible for telling their visitors about it.

6. Overseas

Our providers store or process information in Australia, the United States, the European Union and other countries. Where information leaves Australia, the EU or the UK, we rely on our providers' contractual commitments, including the European Commission's standard contractual clauses and the UK addendum where they apply, and we take reasonable steps so that they handle it consistently with the Australian Privacy Principles.

7. Public blockchain records

Some product codes are recorded on a public blockchain (Soneium) so their history can be checked. These records hold product and code details and the brand's account address, never a person's name or contact details. Anything on a public blockchain is public and cannot be changed or deleted.

8. How long we keep it

Information	Kept for
Account, business details and what you make	While your account is open; deleted within 90 days of closing it, except what the next rows need
Billing, credit ledger and sales records	5 years, as Australian tax law requires

Sign-in history	12 months
Detailed scan records	90 days; counts that identify no one may be kept longer
Unpublished previews	7 days
Rate-limit counters	Minutes to one day
Wallet pass registrations	Until the pass is removed from the phone or its event is over
Sign-up enquiries (sales leads)	2 years
Visits to our website in Google Analytics (only if you allowed it)	14 months
The campaign tags kept in your browser by our website	90 days
Page reports	2 years
Enquiries sent from a brand's own website, with the chat before them	2 years
Song requests from a brand's website	14 days
Photos of colouring-in drawings	Until the cartoon is made, two hours at most
Colouring-in cartoons	30 days
A storybook's cover drawing and the names of who drew and coloured it	While the storybook exists
DeStore Kids shop orders, download links and the buyer's email	5 years, as Australian tax law requires
A printed calendar's copies (which calendar, its Printify order number, where it is up to; never the postal address)	5 years, with the shop's orders
A marketplace order of a printed calendar (the marketplace's order number, the calendar, copies, where it is up to; never the buyer's name or address)	5 years
An Etsy order redeemed in the DeStore Kids shop (order number, the drawings made, the time, the email as a keyed scramble)	5 years, with the shop's orders
A free drawing claimed in the DeStore Kids shop (account number, sign-in email, the drawing, the time)	While the account is open, so it stays one each; deleted within 90 days of asking us to close it

A grown-up's agreement to the colouring terms (the time, the version, the code)	7 years
What you say to an AR character, and the camera picture sent with a question	Not kept: used for that one answer
An AR character code's top-ups (answers, amount, Stripe's reference)	5 years, as Australian tax law requires
Holy Brew orders (each mug's name, giver, theme and code, the amount, Printify order numbers, any creator's code; never the address)	5 years, as Australian tax law requires
A Holy Brew mug's scans and shares (counts, the first scan's day, the last scan's time)	While its years of verses last, and 5 years with its order
A Holy Brew sticker's first name if one was given (with the day) and its counts (scans, the first scan's day, shares, taps on Get your own, mugs bought from it)	While its years of verses last, and 5 years with the order it came with
Another year of verses bought for a mug (the code, the amount, Stripe's reference)	5 years, as Australian tax law requires
A creator's referral details (name, channel link, code, Stripe account id)	While they take part, and 90 days after they leave
Referral orders and payouts (amount, share, Stripe's transfer reference)	5 years, as Australian tax law requires
A memorial page and what the family added	The years the partner paid for (20, 50 or 100); then the name only
A spoken life story's recording	Until it is written out, ten minutes at most
Public blockchain records	Permanent (section 7)

9. Your rights

Wherever you live, you can ask us to:

- tell you what personal information we hold about you and give you a copy (including in a portable format);
- correct it;
- delete it, or close your account;
- stop using it for a purpose based on legitimate interests or consent, or restrict how we use it.

Email josiah@destore.network. We will reply within 30 days (within one month where the GDPR applies) and will not charge you or treat you differently for asking. We may need to confirm who

you are first. If we cannot do what you ask, for example because the law requires us to keep a record, we will say why.

California residents have the right to know, delete and correct personal information, to opt out of its sale or sharing (we do neither), to limit the use of sensitive personal information (we collect none for that purpose), and not to be discriminated against for using these rights. You can use an authorised agent.

If you scanned a brand's code or bought from a brand's page, the brand is responsible for that information. We will pass your request to them and help them answer it.

10. Cookies and browser storage

- The app keeps your sign-in and settings (such as theme and recent choices) in your browser's storage. These are needed for the app to work.
- The sign-up page remembers, for that browser tab only, which version of its heading it showed you, while we test which works best.
- DeStore Link QR in Canva remembers, in Canva's app storage, which page each design made.
- The DeStore app, the pages a code opens and checkout set no cookies, and DeStore uses no advertising or cross-site tracking. The sign-in service (thirdweb) keeps your session in your browser's storage.
- Our website, destore.network, sets Google Analytics cookies only if you press Allow in its banner. No thanks sets none. To change your choice, open destore.network/#cookie-settings. It also keeps your choice and the campaign tags you arrived with in your browser's storage.

11. Security

We protect information with encryption in transit (HTTPS everywhere), access limited to each account's own data, keyed one-way codes in place of network addresses, sealed (encrypted) storage of payment-provider tokens, sandboxed frames for page code, and limits against abuse. No system is perfectly secure. If a data breach is likely to cause serious harm, we will tell the people affected and the Office of the Australian Information Commissioner as the Notifiable Data Breaches scheme requires and, where the GDPR applies, the relevant supervisory authority within 72 hours of becoming aware of it. To report a security problem, email josiah@destore.network.

12. Children

DeStore accounts are for people 18 and over. The service is not directed at children under 16, and we do not knowingly collect their personal information. The colouring-in camera page (section 2) may be used by children: it asks for no account or contact details, refuses photos that show a person, and keeps the drawing's cartoon for 30 days. For a storybook it can ask for the name of who drew the cover and who coloured in each page, for the book's credits; a first name or nickname is enough, and before any photo a parent, guardian or carer signs the colouring terms

on behalf of the children in their care, agreeing to the drawings, cartoons and those names being shown and shared. The DeStore Kids shop is for parents, carers and teachers: claiming its free drawing asks the adult to sign in and confirm they are getting it for a child they look after, and a child is never asked to sign in or pay. If you think a child has given us personal information, email us and we will delete it.

13. Complaints

Email josiah@destore.network first. We will reply within 30 days. If you are not satisfied, you can complain to:

- Australia: the Office of the Australian Information Commissioner, oaic.gov.au;
- the European Union: the data protection authority where you live or work;
- the United Kingdom: the Information Commissioner's Office, ico.org.uk;
- elsewhere: your local privacy regulator.

14. Changes

We may update this policy as the service or the law changes. We will tell you about a material change by email or in the app before it takes effect. The date at the top shows the current version.