Seller OS — Privacy Policy

Private Beta

Effective Date: April 2, 2026

Dimension Studios Inc. ("Company," "we," "us," or "our") operates the Seller OS platform (the "Service") at app.dimensionstudios.co. This Privacy Policy describes how we collect, use, disclose, and protect information in connection with the Service. By accessing or using the Service, you agree to the practices described in this Privacy Policy.

This Privacy Policy applies to all users of the Service, including individuals acting on behalf of agencies, brands, or other organizations.

1. INFORMATION WE COLLECT

1.1 Account Information. When you create an account, we collect information you provide directly, including:

- Full name and email address
- Organization name, role, and business contact information
- Password and authentication credentials
- Billing and payment information, including credit or debit card details, billing address, and transaction history. Payment information is collected and processed by our third-party payment processor, Stripe, Inc., and is subject to Stripe's privacy policy (available at stripe.com/privacy). The Company does not directly store your full payment card number.

1.2 Third-Party Platform Data. When you connect Third-Party Platform accounts (e.g., TikTok Shop, Shopify) to the Service, we access and process data from those platforms on your behalf, including:

- TikTok Shop data: store information, product listings, order data, affiliate performance metrics, commission data, campaign analytics, creator and affiliate profiles, and related transactional data
- Shopify data: store information, product catalogs, inventory data, order history, customer transaction data, and integration configuration data
- Affiliate data: affiliate and creator performance metrics, commission structures, engagement data, conversion rates, and revenue attribution data
- Other e-commerce platform data as applicable based on your integrations

1.3 Usage Data. We automatically collect information about how you interact with the Service, including:

- Log data (IP address, browser type, operating system, referring URL, pages viewed, timestamps)
- Device information (device type, screen resolution, unique device identifiers)
- Feature usage patterns, clicks, navigation paths, and session duration
- Error logs and performance data

1.4 Cookies and Similar Technologies. We use cookies, local storage, and similar technologies to maintain sessions, remember preferences, and analyze usage. You can

manage cookie preferences through your browser settings, though disabling certain cookies may affect Service functionality.

2. HOW WE USE YOUR INFORMATION

We use the information we collect to:

(a) Provide, operate, maintain, and improve the Service

(b) Process and display Third-Party Platform data within the Service on your behalf

(c) Authenticate users and manage accounts

(d) Communicate with you about the Service, including updates, security alerts, and support messages

(e) Generate aggregated, anonymized analytics and benchmarks

(f) Detect, prevent, and address technical issues, fraud, or security threats

(g) Comply with legal obligations and enforce our Terms of Service

(h) Develop new features and improve existing functionality

3. HOW WE SHARE YOUR INFORMATION

We do not sell your personal information. We may share information in the following circumstances:

3.1 Service Providers. We share information with third-party vendors and service providers who assist us in operating the Service, including cloud hosting providers (e.g., AWS, Google Cloud), payment processing (Stripe, Inc.), analytics tools, and customer support platforms. Stripe processes your payment information in accordance with the Payment Card Industry Data Security Standard (PCI-DSS) and its own privacy policy. These service providers are contractually obligated to use your information only to provide services to us and in accordance with this Privacy Policy.

3.2 Third-Party Platforms. When you use the Service to take actions on connected Third-Party Platforms (e.g., updating product listings, managing campaigns), we transmit necessary data to those platforms in accordance with their APIs and your instructions.

3.3 Aggregated Data. We may share aggregated, anonymized, or de-identified data that does not reasonably identify you or any individual with third parties for analytics, research, or other purposes.

3.4 Legal Requirements. We may disclose information if required to do so by law, regulation, legal process, or governmental request, or if we believe in good faith that disclosure is necessary to protect our rights, your safety, or the safety of others, investigate fraud, or respond to a government request.

3.5 Business Transfers. In the event of a merger, acquisition, reorganization, bankruptcy, or sale of all or a portion of our assets, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or control.

4. DATA SECURITY

We implement commercially reasonable administrative, technical, and physical security measures designed to protect your information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption of data in transit (TLS) and at rest, access controls, regular security assessments, and secure development practices. However, no method of transmission over the Internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

5. DATA RETENTION

We retain your information for as long as your account is active or as needed to provide the Service, comply with our legal obligations, resolve disputes, and enforce our agreements. Upon account termination, we will delete or anonymize your personal information within sixty (60) days, except where retention is required by law or for legitimate business purposes (e.g., backup archives, audit logs, legal holds). Aggregated and anonymized data may be retained indefinitely.

6. YOUR RIGHTS AND CHOICES

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

6.1 California Residents (CCPA/CPRA). If you are a California resident, you have the right to: (a) know what personal information we collect, use, and disclose about you; (b) request deletion of your personal information; (c) opt out of the sale or sharing of your personal information (we do not sell personal information); (d) request correction of inaccurate personal information; and (e) not be discriminated against for exercising these rights. To exercise these rights, contact us at privacy@dimensionstudios.co.

6.2 European Economic Area / UK (GDPR). If you are located in the EEA or UK, you have rights including access, rectification, erasure, restriction of processing, data portability, and the right to object to processing. Our legal bases for processing include contract performance, legitimate interests, and consent where applicable. To exercise these rights, contact us at privacy@dimensionstudios.co.

6.3 Account Controls. You may update your account information, disconnect Third-Party Platform integrations, or delete your account at any time through the Service or by contacting us.

7. CHILDREN'S PRIVACY

The Service is not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child, we will take steps to delete such information promptly.

8. INTERNATIONAL DATA TRANSFERS

Your information may be transferred to and processed in the United States and other countries where our service providers operate. These countries may have different data protection laws than your country of residence. By using the Service, you consent to the transfer of your information to the United States and other jurisdictions. Where required, we implement appropriate safeguards (such as Standard Contractual Clauses) for international data transfers.

9. THIRD-PARTY LINKS AND SERVICES

The Service may contain links to third-party websites, services, or integrations that are not operated by us. We are not responsible for the privacy practices of these third parties. We encourage you to review the privacy policies of any third-party service you interact with.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email or through a notice on the Service prior to the change becoming effective. The "Effective Date" at the top of this Privacy Policy indicates when it was last updated. Your continued use of the Service after the effective date of any changes constitutes your acceptance of the updated Privacy Policy.

11. CONTACT US

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Dimension Studios Inc.

Santa Monica, CA

Email: support@dimensionstudios.co

Web: app.dimensionstudios.co