Website analytics, advertising, and marketing services are not used.

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Controller

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Purposes and legal bases

Account, sign-in, Cockpit, Diary, Collection, profile, community features, billing, and support are processed to perform the contract or answer pre-contractual requests, Article 6(1)(b) GDPR.

Public profiles, published works, comments, upvotes, follows, remixes, and their visible origins are processed to provide the chosen platform functions and make the community visible, Article 6(1)(b) GDPR; where needed, also based on legitimate interests in a functioning, secure, and understandable service, Article 6(1)(f) GDPR.

Billing, tax, accounting, cancellation, and evidence data are processed to perform contracts and comply with legal obligations, Article 6(1)(b) and (c) GDPR.

Transactional emails from Mandelcloud and their delivery information are processed to perform contracts, communicate, and ensure reliable delivery, Article 6(1)(b) and (f) GDPR. Payment and subscription notices that Paddle sends as an independent controller are covered by the linked Paddle Privacy Notice.

Moderation, security records, abuse prevention, and legal enforcement are processed based on legitimate interests in platform protection, legal enforcement, and evidence, Article 6(1)(f) GDPR; statutory duties remain reserved.

Accepting the Terms and receiving this Privacy Policy is not consent under data protection law. Where processing requires your consent, it is requested separately and can be withdrawn with effect for the future, Article 6(1)(a) GDPR.

Data processed

Account data such as email address, display name, profile text, handle, profile image, banner, and invitation and access status.

When registering and making new purchases, we record your confirmation that you are at least 18 and have reached the age of majority where you live, together with the time, language, and version of the accepted terms. This supports performing and evidencing the agreement and enforcing the age requirement, Article 6(1)(b) and (f) GDPR. We do not collect a date of birth or identity-document copy for this purpose in the normal registration and purchase process.

Usage and content data for sign-in, Cockpit settings, default scene, Diary, Collection, published works, comments, upvotes, follows, notifications, remixes, and their origins.

Saved scenes, public preview images, profile images, and other files you choose to upload.

Reports, review requests, moderation decisions, and the related notices.

Billing data such as plan, billing period, cancellation and payment status, and contract references. Payment details are processed by Paddle; Mandelcloud does not receive full card details.

Email delivery data such as recipient address, message content, sending and delivery status, and error messages.

Technical data such as IP address, requested address, access time, sign-in state, browser/device information, security events, and error records where required for operation, security, and troubleshooting.

For support and bug reports, we process your contact details, message, and attachments. Optional diagnostics can include browser, device, and scene information. Please do not send passwords, payment details, or unnecessary personal information.

Public content

Your display name, handle, profile information, published works, and comments are visible to other members in the relevant community views. The public landing page may show selected works; explicitly enabled preview links can be viewed without signing in, shared, or indexed by search engines. Your email address, private Diary entries, and Collection are not published by these actions.

With “Image only,” the scene is not shared for remixing.

With “Image + scene,” the shared scene is provided for remixes and its origin remains visible.

Published remixes by other members and the source works needed for them may remain after deletion or account closure without association with your account. Your profile is removed. Removing an account name does not by itself anonymise personal information within an image, comment, or scene; contact info@mandelcloud.com about such information. Deleting content on Mandelcloud cannot by itself recall copies already downloaded by others.

Recipients and service providers

IONOS SE, Elgendorfer Str. 57, 56410 Montabaur, Germany, hosts the website. This generates access and security logs, which according to IONOS are normally retained for eight weeks. The legal basis is Article 6(1)(f) GDPR (secure and stable operation). IONOS also provides domain and email forwarding services.

Google Cloud and Firebase provide sign-in, database, file storage, application functions, and abuse prevention. Data and files are stored in European locations; individual services, in particular sign-in, may also process data outside the EU/EEA. Google acts as a processor; the linked Google notices apply to its own service data.

For purchases, Paddle is the reseller and an independent controller. Paddle processes contact, billing, payment, transaction, device, and IP data for payments, tax, fraud prevention, and subscription management. Mandelcloud shares the account and order details needed to associate the purchase and receives purchase, subscription, and refund status to provide paid features (Article 6(1)(b) GDPR). Paddle's privacy notice has the details.

Mailjet sends our transactional emails, for example email verification, password reset, and messages about contracts, support, privacy, and moderation. For this purpose, Mailjet processes the recipient address, message content including links and attachments, and delivery and error data. Open and click tracking is disabled.

We use Google Workspace for business email, records of support, privacy, legal, and contract cases, and encrypted backups.

Only authorised persons can access personal data, and only where needed for support, billing, moderation, security, and operations.

For processing outside the EU/EEA, including provider support access, adequacy decisions such as the EU-US Data Privacy Framework or EU Standard Contractual Clauses apply depending on the service. You can request a copy of the applicable safeguards at info@mandelcloud.com.

PADDLE PRIVACY NOTICE | GOOGLE CLOUD SERVICE DATA | GOOGLE PRIVACY POLICY | MAILJET PRIVACY POLICY

Retention

Account, profile, settings, Diary, Collection, and social data are generally stored for the duration of the account and deleted or anonymised after account deletion unless legal duties, security reasons, or third-party rights require otherwise.

Public works, comments, and profile content remain stored until deletion, removal, visibility restriction, or account deletion; links needed for already published remixes may remain anonymised after account deletion.

Plan changes, cancellation, or payment problems do not automatically delete existing content.

Billing, invoice, cancellation, and tax-relevant records are retained as long as required for billing, evidence, statutory retention duties, and legal claims; tax and commercial retention periods last up to ten years.

Support, privacy, legal, and moderation records are retained for handling the case and, where needed as evidence, generally until the ordinary three-year limitation period ends, counted from the end of the relevant year. Security data is retained only as long as necessary; specific incidents, disputes, or statutory obligations may require a longer period.

Deleted data may temporarily remain in protected backups: database and file backups expire after at most 14 days, encrypted backups of sign-in data after at most twelve months plus up to 30 days for deletion. Deletion processes at Google can take up to 180 days. Backups are used only for recovery; deletions already requested are applied again during a recovery.

Local browser data such as drafts, layouts, and exported files stays on your device and can be lost when browser or device storage is cleared.

Cookies, local storage, and similar technologies

Mandelcloud uses only storage needed for the requested service, account security, or settings you choose. Access to the device is based on section 25(2)(2) TDDDG; subsequent processing is based on Article 6(1)(b) or (f) GDPR depending on purpose. No analytics, advertising, or marketing cookies are used.

Sign-in state is stored in the browser so you can remain signed in. It remains until sign-out, account deletion, browser clearing, or the relevant session ends.

We use Google reCAPTCHA to protect against automated attacks and abuse. This protection can load when you visit public pages and sends, in particular, your IP address, browser and device information, and security signals to Google. reCAPTCHA may set the `_GRECAPTCHA` cookie. The legal basis is Article 6(1)(f) GDPR and section 25(2)(2) TDDDG. Google processes this data as a processor.

Language, theme world, Cockpit settings, views, and drafts are stored in the browser only after you select or use them. For signed-in accounts, language, theme world, default scene, and Cockpit settings may also be saved with the account so they can be restored on the next sign-in.

Opening checkout or the customer portal connects to Paddle. Paddle can use its own cookies there for payment, security, and subscription management; Paddle’s privacy and cookie notices explain the details and consent options.

Mandelcloud serves the website's fonts itself. Embedded services such as reCAPTCHA or Paddle can load their own resources from their servers; the relevant provider receives your IP address.

Data export, deletion, and restore

Signed-in users can request a download of their account data from the account area.

A separate creations download can restore private Diary drafts as new drafts; public works are not republished automatically.

Account deletion can be requested in the account area or by email to info@mandelcloud.com. A data export and prior subscription cancellation are not conditions for accepting the request. Active subscriptions are coordinated separately. Only information necessary for billing, statutory retention, or legal claims is retained with restricted access.

The account download does not include all stored data, such as correspondence, and does not replace access under Article 15 GDPR. For a complete request or if you cannot access your account, write to info@mandelcloud.com.

Required information and automated decisions

An email address and credentials are needed to provide and secure an account. Paddle requires the billing and payment information identified at checkout for a paid order. The relevant feature cannot be provided without necessary information. Profile text, profile image, banner, and diagnostics are optional.

Automatic checks may block abusive access, invalid inputs, or actions without the necessary permission. Mandelcloud does not make solely automated decisions with legal or similarly significant effects under Article 22 GDPR. A person reviews moderation decisions; contact office@mandelcloud.com about an incorrect restriction.

Your rights

Subject to the legal requirements, you have rights of access, rectification, erasure, restriction of processing, data portability, and objection.

Where processing is based on consent, you can withdraw consent with effect for the future.

You can object under Article 21 GDPR to processing based on legitimate interests for reasons relating to your particular situation. We will continue it only where the statutory conditions allow.

You can complain to a data protection authority, particularly where you usually live or work, or where an alleged infringement occurred. Our competent authority is the Bavarian State Office for Data Protection Supervision (BayLDA).

Send privacy requests to info@mandelcloud.com. We normally respond within one month; if a legally permitted extension is needed, we tell you within that month and explain why. Where there are reasonable doubts about your identity, we request only the additional evidence needed.

COMPLAIN TO BAYLDA

SEND PRIVACY REQUEST