



Privacy Policy for Eterna Store

Last updated September 25, 2026

This Policy describes how Eterna DigitalCom LLC uses personal information when customers visit eternadigitalcom.store, create an account, purchase or request a digital service or subscription, manage a previously purchased Fortucoins balance, or contact support. It applies to store activity; the corporate website has a separate privacy policy.

1 Operator and contact

Eterna DigitalCom LLC operates Eterna Store and is responsible for the personal information described here. Privacy requests may be sent to support@eternadigitalcom.com. Do not email full payment-card details or identity documents unless we provide a secure method for a specific verified request.

2 Information collected

- Account and contact details: name, email address, login credentials, and contact or billing information the customer provides.
- Transaction and product activity: current service orders and subscriptions, payment status, transaction references, refunds, and account history; for customers with historical Fortucoins purchases, records of credits previously issued or used and remaining balances.
- Support and security data: messages, reports of technical problems or disputes, fraud-prevention records, IP address, device and browser data, cookies, and technical logs.
- Card payments are handled by payment providers. We may receive limited payment information and transaction confirmations necessary for receipts, support, accounting, and disputes; we do not ask customers to enter full card details in an ordinary store contact form.

3 Uses of information

We use information to create and maintain accounts; process current service orders and subscriptions; maintain and correct records relating to previously purchased Fortucoins balances; provide eligible services; respond to support requests; detect misuse and protect systems; administer refunds and disputes; and meet legal, tax, and recordkeeping obligations. Where consent is required for optional uses, we will request it through the relevant flow. Marketing email, if sent, will include a way to unsubscribe.

4 Sharing and service providers

We share information as needed with hosting, communications, analytics, fraud-prevention, and payment service providers and with professional advisers under appropriate arrangements. Transaction information may be shared with a payment provider or card issuer to investigate a payment dispute. If a service is provided through a participating platform operated by a different legal entity, the customer should be informed of the



responsible provider and the information necessary for that service before use. We may disclose information when required by law or to protect rights and security.

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5 Cookies and choices

The store uses cookies needed for account sessions and security and may use analytics to understand site performance. Browser controls may allow customers to block or delete cookies. Optional cookies and any required consent choices should be described in the website interface when enabled.

6 Retention and international processing

We retain account, transaction, and support records for as long as needed to provide purchased benefits, maintain financial records, address disputes, and meet legal obligations. Periods vary by record type and purpose. Data may be processed in the United States and other locations used by service providers; required safeguards for international transfers will be used where applicable.

7 Security and individual rights

We use reasonable administrative and technical measures to protect information, but no online system can guarantee absolute security. Depending on applicable law, customers may request access, correction, deletion, or information about processing by contacting support@eternadigitalcom.com. We may verify identity before responding. Deletion may be limited where transaction records must be retained for legal or dispute purposes.

8 Minors and policy changes

The store is intended for adults. We do not knowingly seek personal information from children. If we learn that a child provided information, contact us so we can review and take appropriate action. We will post a revised date when this Policy changes.