

Neuralmoon Photon Privacy Policy

Last updated: July 24, 2026

This Privacy Policy explains how Neuralmoon handles personal data when you purchase, install, use, update, activate, validate, manage, or request support for Neuralmoon Photon (“Photon” or the “Software”).

At a glance

- Photon uses license and device information to activate the Software, validate licenses, and manage permitted devices.
- Photon creates a hashed device identifier locally. The underlying hardware or system identifier is not sent to Neuralmoon.
- Payments are handled through Stripe. Neuralmoon does not receive your complete payment-card number or security code.
- Your photographs and other image files are processed locally and are not uploaded to Neuralmoon through Photon’s normal editing functions.
- We do not sell personal data or use license and device data for advertising or behavioural profiling.

1. Who is responsible for your data?

The controller responsible for the processing described in this Privacy Policy is:

Neuralmoon (GEORGIOS ZAMPOUKIS TOU IOANNI)
Parodos Tsimiski 20
Alexandroupoli, 68100
Greece
Tax ID: EL153375158
GEMI ID: ELGEMI.182840121000
Email: info@neuralmoon.ai

“Neuralmoon,” “we,” “us,” and “our” refer to this controller.

2. What data do we process?

2.1 License and device information

When Photon activates, validates, or deactivates a license, it sends:

- Your operating-system user name;
- Your computer name;

- Your operating-system type;
- A hashed device identifier;
- The installed Photon version;
- Your product key;
- The requested licensing operation; and
- Activation, device-registration, validation, deactivation, and seat-management records created by our licensing system.

How the hashed device identifier is created

Photon derives the identifier locally from:

- The motherboard manufacturer, model, and serial number on Windows;
- The Hardware UUID on macOS; or
- The system machine identifier on Linux.

Photon converts the source value into a SHA-256-derived identifier before transmission. The source value is not sent to or stored by Neuralmoon. The resulting identifier can distinguish a device, so we treat it as personal data.

Photon also keeps a local license cache. It may include the product key, purchaser email address, transaction identifier, license type, seat limit, and activated-device records associated with the license. Protect access to your computer and operating-system account.

2.2 Purchase and refund information

When you purchase Photon or request a refund, we may receive:

- Your name, email address, and billing address;
- The purchased product, product description, license type, and price;
- The purchase date, subtotal, discount, tax, total, and currency;
- Checkout, payment, transaction, product, and price identifiers;
- Whether a free promotional code was used; and
- Payment and refund status.

Stripe and the relevant financial institutions collect payment-method details. Neuralmoon does not receive your complete payment-card number or security code. We receive transaction information from you, Stripe, and relevant payment or financial institutions.

2.3 Product delivery, communications, and support

We use your email address to deliver your product key and transaction information. We may add your email address, name, country, and purchased-product association to our customer-contact system to administer the purchase and send necessary product or service messages.

We do not use this information for optional direct marketing unless permitted by applicable law. Where consent is required, we request it separately. You may object to direct marketing at any time.

If you contact us, we process the information you provide, such as your name, email address, purchase or license details, message, diagnostic information, and attachments. Please do not send information that is not needed to resolve your request.

2.4 Connection, security, and update information

When Photon communicates with our licensing or update services, we and our service providers may automatically process:

- Your IP address;
- Request date and time;
- Request and response status;
- Software and protocol information;
- The requested update, version, component, or operating-system package;
- Security events; and
- Server, network, and error logs.

Update requests do not include your product key or hashed device identifier.

2.5 Photographs and other image files

Photon processes photographs and other image files locally. Neuralmoon does not receive them through Photon's normal editing functions. If you attach a file to a support request, we process that copy as support information.

3. Why do we process personal data?

3.1 Licensing

- Purpose: Activate and validate Photon, associate a key with authorised devices, enforce seat limits, and support device management.
- Information used: License and device information, product key, Photon version, activation records, and necessary connection data.
- Legal basis: Performance of our contract with you or steps requested before entering into a contract (Article 6(1)(b) GDPR).

3.2 Updates

- Purpose: Check for, deliver, and troubleshoot Software and component updates and maintain security, compatibility, and functionality.

- Information used: Connection, request, error, requested-package, and update-service log information.
- Legal basis: Performance of our contract and our legitimate interest in maintaining secure and functional Software (Article 6(1)(b) or 6(1)(f) GDPR).

3.3 Security and abuse prevention

- Purpose: Detect, prevent, and investigate license abuse, fraud, unauthorised access, malicious activity, and security incidents.
- Information used: License, device, transaction, connection, and security information.
- Legal basis: Our legitimate interests in protecting Photon, our customers, our systems, and our rights (Article 6(1)(f) GDPR).

3.4 Purchases, refunds, and customer communications

- Purpose: Complete purchases, generate and deliver product keys, issue refunds, maintain purchase contact records, and send necessary service messages.
- Information used: Purchase, transaction, payment-status, refund, license, product-delivery, contact, and communication information.
- Legal basis: Performance of our contract and our legitimate interest in administering customer relationships, depending on the activity (Article 6(1)(b) or 6(1)(f) GDPR).

3.5 Legal compliance

- Purpose: Maintain tax, accounting, transaction, and compliance records and respond to binding lawful requests.
- Information used: Purchase, transaction, refund, tax, license, and relevant communication information.
- Legal basis: Compliance with our legal obligations (Article 6(1)(c) GDPR).

3.6 Support and legal claims

- Purpose: Answer questions, resolve technical or licensing problems, and establish, exercise, or defend legal claims.
- Information used: Relevant communications, license, transaction, device, technical, and claim information.
- Legal basis: Performance of our contract or our legitimate interests in providing support and protecting our legal rights (Article 6(1)(b) or 6(1)(f) GDPR).

When we rely on legitimate interests, we assess whether the processing is necessary and proportionate and balance our interests against your rights and reasonable expectations.

4. Do you have to provide the data?

License and device information is required to activate and validate Photon, enforce seat limits, and provide device management. Without it, you may be unable to activate or continue using the licensed Software.

Checkout information marked as required is necessary to complete the purchase or meet payment, tax, accounting, and legal requirements. Support information is generally voluntary, but we may need enough information to understand the issue and confirm the relevant purchase or license.

5. Who receives the data?

We do not sell personal data. Relevant information may be provided to:

- Payment and financial-service providers. We use Stripe for checkout, payments, refunds, fraud prevention, authentication, and related services. Stripe may act as our processor or as an independent controller for its own legal, regulatory, and security purposes. See the Stripe Privacy Policy (<https://stripe.com/privacy>) and Stripe Privacy Center (<https://stripe.com/legal/privacy-center>).
- Email-delivery and customer-contact providers, which may process contact details, purchased-product associations, product keys, transaction identifiers, message content, and delivery information.
- Infrastructure and technical-service providers that host, transmit, secure, maintain, back up, or support our licensing server, database, and update systems. They may process license, device, activation, update-request, and connection information on our behalf.
- Professional advisers such as lawyers, accountants, auditors, and insurers where reasonably necessary.
- Public authorities or other recipients where disclosure is legally required or necessary to protect rights, safety, or legal claims.
- A prospective or actual business successor if all or part of Neuralmoon is reorganised, sold, or transferred, subject to applicable law and confidentiality protections.

Processors may use personal data only on our documented instructions and as necessary to provide their contracted services, unless the law requires otherwise. We describe infrastructure providers by category to avoid publishing security-sensitive technical details. You may contact us for information about recipients relevant to your data.

6. International data transfers

Some recipients or subprocessors may process data outside Greece or the European Economic Area (“EEA”).

- For countries covered by a European Commission adequacy decision, we rely on that decision.
- For other transfers, we use safeguards such as the European Commission’s Standard Contractual Clauses and supplementary measures where appropriate.

Contact info@neuralmoon.ai for information about a relevant transfer or how to obtain a copy of the applicable safeguard. We may redact confidential or security-sensitive details.

7. How long do we keep the data?

We retain personal data only as long as necessary for the relevant purpose and legal requirements:

- License and device information: while needed to operate and enforce the license, manage devices, provide support, prevent abuse, and resolve disputes.
- Purchase, refund, tax, and accounting records: for the periods required by applicable law.
- Customer-contact and delivery information: while needed to administer the purchase, customer relationship, service communications, and related disputes.
- Support messages: while needed to resolve the request and keep an appropriate record.
- Connection, update, security, and error logs: for a limited period appropriate to operating and protecting the service.
- Claim information: until the relevant claim or limitation period ends.

We consider the nature and sensitivity of the data, its purpose, legal requirements, limitation periods, and fraud and security risks. When data is no longer required, we delete or anonymise it.

Removing a device releases the associated seat but may not immediately remove every related record where retention remains necessary for security, legal compliance, disputes, or legal claims.

8. How do we protect the data?

We use technical and organisational measures designed to protect personal data against accidental or unlawful loss, alteration, disclosure, destruction, or access. Measures are selected according to the nature of the data and relevant risks. No electronic transmission or storage method is completely secure, so we cannot guarantee absolute security.

9. What are your rights?

Subject to applicable law, you may have the right to:

- Access your personal data and information about its processing and recipients;
- Correct inaccurate or incomplete data;
- Request deletion or restriction of processing;
- Receive data you provided in a structured, commonly used, machine-readable format and, where applicable, have it transmitted to another controller;
- Object to processing based on legitimate interests and to direct marketing; and
- Lodge a complaint with a competent data-protection authority.

These rights are not absolute. We may retain information where required by law or necessary for legal claims. To exercise a right, email info@neuralmoon.ai. We may request information reasonably necessary to verify your identity and will respond within the legally required period.

You may complain to the Hellenic Data Protection Authority or the supervisory authority in the EU or EEA country where you live, work, or believe an infringement occurred:

<https://www.dpa.gr/en/individuals/complaint-to-the-hellenic-dpa>

10. Automated license checks

Photon automatically permits or denies activation or validation based on the product key, license status, seat limit, and activation records. Neuralmoon does not use the personal data covered by this policy for solely automated decisions that produce legal or similarly significant effects within the meaning of Article 22 GDPR.

If you believe a license check was incorrect, contact info@neuralmoon.ai for review. Stripe and financial institutions may use automated fraud, authentication, and transaction systems under their own privacy notices.

11. Changes to this Privacy Policy

We may update this policy when our practices, Software, providers, or legal obligations change. We will publish the revised version, change the “Last updated” date, and provide additional notice where legally required.

12. Contact us

For privacy questions, concerns, or requests, contact:

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Email: info@neuralmoon.ai