

Planetka Privacy Policy

Last updated: 2026-05-12

This Privacy Policy explains what information Planetka collects and uses when you access Planetka-hosted services from the Blender add-on, Planetka web pages, checkout pages, or related account workflows.

1. Information Planetka collects

Planetka may collect and store:

- account email address and account status;
- API key records and authentication events;
- accepted Terms and Privacy Policy versions;
- product purchases, payment status, Stripe session identifiers, Stripe customer identifiers, and transaction metadata;
- licenced tiles, licenced data packs, purchase-history summaries, and entitlement records;
- tile requests, resolve estimates, download totals, data-downloaded totals, request counts, timing information, and service diagnostics;
- technical information needed for security, abuse prevention, debugging, and support, such as IP-derived request metadata, user agent, add-on version, Blender version, and error logs.

Planetka does not intentionally collect your Blender project files, scene contents, rendered images, private client work, or local files, except for metadata needed to process Planetka texture requests and support issues.

2. Payment information

Payments are processed by Stripe or another payment provider shown during checkout. Planetka does not store your full card number or full payment-card details.

Stripe may collect payment details, billing details, tax details, fraud-prevention information, and other payment information under Stripe's own terms and privacy policy. Planetka stores only the payment status and metadata needed to connect the payment to your Planetka account and entitlements.

3. How Planetka uses information

Planetka uses collected information to:

- authenticate users and API keys;
- provide Preview texture access and licenced Full Quality texture access;
- calculate prices, discounts, deductions, and purchase eligibility;
- create checkout sessions and confirm successful purchases;
- record purchase history and licenced texture entitlements;
- support downloads of licenced data;
- measure service reliability, performance, usage, and download volume;

- prevent abuse, unauthorised access, scraping, payment misuse, and excessive automated requests;
- provide customer support, invoice support, and account troubleshooting;
- comply with legal, tax, accounting, security, and operational obligations.

4. Sharing and processors

Planetka may share information with service providers that are necessary to operate the product, including hosting, storage, database, analytics, email, payment, security, and support providers. These providers process information for Planetka or for payment/legal purposes.

Planetka does not sell personal information as a standalone product.

5. Retention

Planetka keeps account, purchase, entitlement, and payment-status records for as long as needed to provide licenced data access, prove purchase history, support users, satisfy accounting requirements, and resolve disputes.

Operational logs, diagnostics, and aggregated usage analytics may be retained for shorter periods or summarised over time unless needed for security, fraud prevention, support, or legal reasons.

6. Security

Planetka uses reasonable technical and organisational measures to protect account and service data. No internet service can guarantee perfect security. You are responsible for keeping your Planetka account, API key, local computer, and Blender installation secure.

7. Your choices and rights

You may contact Planetka to request access, correction, export, or deletion of personal information where applicable by law. Some information, such as purchase history, entitlement records, payment metadata, and legal/accounting records, may need to be retained even if other account information is deleted.

8. International processing

Planetka services and providers may process information in countries other than your country of residence. By using Planetka, you understand that information may be processed where Planetka or its service providers operate.

9. Changes

Planetka may update this Privacy Policy as the product, payment model, legal requirements, or service providers change. The updated policy will show a new last-updated date.

10. Contact

For privacy, account, or data requests, contact Planetka through the support or contact address provided on planetka.io.