

Privacy Policy

Paradøxical Team

Effective: September 7, 2022

This document describes the privacy policy and agreement that you accept when adding a Paradøx Team bot to a Discord guild, or implicitly as a member of such a guild.

This document does not supersede the [Discord Developer Terms of Service](#).

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1 Applicable Bots and Services

The following Discord Bots are covered by this privacy policy as part of the Paradøx Team.

Client Name	Client ID
Paradøx#5004	419356082981568522
TeXit#0796	510789298321096704

2 What data do we collect?

2.1 Data collected by command

The following items may be collected and stored when intentionally provided by a user by means of a command. This data will not be collected automatically. When providing data in this way, you forego any rights to the content of the data provided except for the right of removal.

- Timezones (via `time`) and identification information (via `profile`).
- Guild configurations (`config` and `gpreamble`).
- Personal configurations (`texconfig` and `preamble`).
- Data and content for automated tasks (reminders, highlights, afk notices).
- Saved text (`tags`).

2.2 Data collected when enabled

The following data will be automatically collected in a guild if the bot is configured to do so by a guild administrator. These features are always opt-in, and the data will not be collected unless the feature is enabled.

- Lists of a member's past roles (role persistence).
- Disciplinary information (`kick/ban/timeout/mute` metadata and notes for moderation tickets).

2.3 Data collected automatically

The following data may be collected automatically. Where it is, it is kept only as it is essential for the stated functionality. All data is subject to the lifetime rules outlined in §5, and may be deleted by the relevant user upon request.

- User ID, message ID, and content of commands run through the bot.
- User ID, message ID, and content of LaTeX compiled through the bot.
- Any data needed for standard operation of Discord bots, such as server permissions, user names, and avatars. This data is stored in cache only while the bot is running.

3 How do we use your data?

All data collected is used to enhance your Discord user experience through the stated purposes of the bot, or to guide development of the Paradøx Team bots.

4 Who can access your data?

We do not share your data with any third parties, and your data is only accessible where it is essential for the functioning of the bot.

- The Paradøx development team may access all data saved through the bot for the purposes of debugging and development.
- The carefully vetted Paradøx preamble reviewer team may view your submitted LaTeX preambles, along with your username and userid, for the purposes of review and approval.
- Any access implied by our hosting on Amazon Web Services (such as technical support).

5 How long do we store your data?

- All automatically collected data (including usage statistics and command logs) is kept for at most 1 year.
- Explicitly saved personal configuration data, including personally identifying data (from `time` and `profile`), is kept until the user updates or deletes it, or the user has been inactive (i.e. has not used the bot) for 1 year.
- Guild and member data, including guild configuration and persisted roles (if set), never expire while the bot remains in the guild, although it may be updated or removed by guild administrators. This data persists for at most one year after the bot leaves the guild, although configuration data may be deleted after one month.

6 How do we protect your data?

All data is stored on protected servers, which may only be accessed via a secure SSH Key held only by members of the Paradøx development team. All user data is stored within a password protected MySQL database.

Please keep in mind that even with these protections, no data can ever be 100% secure. All reasonable efforts are taken to keep your data secure and private, but its absolute security cannot be guaranteed.

7 How can I request my data to be removed?

To request removal of your data, please create a ticket on the Paradøx support guild, or contact the development team directly via emailing security@paradoxical.pw.

We will promptly delete *all* of the data associated to your user account, including all your saved configuration data.

Guild configuration and tracking data may also be deleted upon request of a guild administrator.

Each piece of user and guild data may also be manually updated and/or deleted using the appropriate command. Please create a support ticket on the [Paradøx support guild](#) if you want to know how to update or reset a particular setting.

8 How can I contact you if I have concerns?

Feedback is always appreciated!

You may get in contact with the Paradøx support and development teams at any time by joining the [Paradøx support guild](#) and creating a support ticket. If you have a sensitive security concern related to our services, please reach out to us directly via direct message on Discord, or by emailing security@paradoxical.pw.