

Introduction

Welcome to RoDevs. In this document:

- “Policy”, “document” refers to this Privacy Policy.
- “Discord bots” refers to RoDevs Bot, RoDevs ModMail, and RoDevs Mod Team. These are grouped because they share a database, and interacting with one bot may influence later interactions with another.
- “Services” means the RoDevs website, Discord bots, Discord server, and related features operated by RoDevs.
- “You”, “your” refers to the end user.
- The names “Discord”, “Roblox”, “Google”, “OpenAI”, “Amazon Web Services”, “Stripe” are used several times throughout this policy and are trademarks of Discord Inc, Roblox Corporation, Google LLC, OpenAI OpCo, LLC, Amazon Web Services, Inc., and Stripe, LLC, respectively.

The following policy explains what information RoDevs stores about you, how we process, secure and use your information, who we share what information with, and your rights regarding the collection of personal information.

RoDevs is based and operated from the United Kingdom of Great Britain and Northern Ireland. However, our services are available internationally. We comply with applicable data protection and privacy laws that apply to our services.

We reserve the right to update or modify this policy at any time. Any changes will be published on this page, and we will notify you of significant updates via Discord or other communication channels as appropriate. It is your responsibility to review this policy periodically, as your continued use of our services constitutes your acceptance of any updates.

Personal Information We Collect

What is Personal Information?

We define personal information as any information that can be used to identify, locate, or contact an individual.

What personal information do we collect, and when do we collect it?

When you give personal information to us

We collect personal information when you give it to us. This includes (but not limited to):

- **Your Discord ID, username and profile picture.** When you first click the “Login” button, you will be forwarded to Discord.com, where you will be asked by Discord if you wish to give us access to this information. Before authorising access, you should review this Privacy Policy. By using our services, you acknowledge that your information will be processed as described here.

- **Your Roblox ID.** When you verify via Roblox OAuth2, you are redirected to Roblox.com. Upon successful verification, we store your Roblox user ID (also known as OpenID). No other information from your Roblox account is stored.
- **Forms and Textual Input.** You may submit additional information through various forms on the RoDevs website and throughout the bot experience. The data collected depends on the purpose of the form (e.g., applications, posts, feedback) and may include usernames, development portfolios, preferences, or other optional input. In this case we will make the purpose of the data clear to you, so that you know why it is being stored and how it might be published/shared.
- **Discord Messages.** When you interact with our Discord bots, we may process the content of messages you send where necessary to provide requested features (such as ModMail, support, moderation, or automation). Message content is only retained where necessary for those features, moderation records, dispute resolution, security, or legal obligations, and access is restricted to authorised staff members.
- **Files you upload.** Any file you upload to the website will be stored by us until you remove it from your portfolio or invoke your right to erasure.

Automatically

We may automatically collect your IP address. This may be used as a security measure, including preventing abuse, enforcing bans, and protecting our services. This will be collected automatically when you log into our service, complete the verification CAPTCHA or submit any User Generated Content.

Your Discord ID and username may also be stored automatically when you interact with the Discord bots, for example by messaging the bots in direct messages, or running a slash command.

Content you create or submit via the RoDevs platform (such as images, post content, or review comments) may be stored and displayed publicly. We strongly advise against including personal information in this content, as it becomes visible to all users. Any user generated content you upload is shared at your own risk.

How We Use Your Information

- To provide and personalise our service, e.g. your name and profile picture at the top of the page
- To display your profile or portfolio to other users of the service
- To allow our staff to moderate any published material
- To improve our website, by anonymously using users' data to find ways to extend our service and fix issues
- To investigate potential breaches of our terms of service, our staff members reserve the right to access your data under confidentiality, unless we see it necessary to forward it to law enforcement, in which case you will be informed.
- To prevent "ban evading" (creating a new account after being banned) in our Discord server, by using your IP address and other data points (e.g. cookies and Roblox ID).
- To prevent abuse of our services (such as the reviews feature), by using your IP address.
- Communicate with you, e.g. we need to inform you of a data breach we will use personal details you gave us in order to contact you

Sharing Personal Information

We do not disclose private messages or other personal information to third parties except where necessary to provide our services, investigate abuse, comply with legal obligations, or as otherwise described in this Privacy Policy.

We may share the following information with the third parties listed below:

3rd Party	What data is shared?	Why is it shared?	Their privacy policy
Google	System information, used for ReCAPTCHA	To keep our site free from bots	Click Here
OpenAI	Reviews added to other users Contents of marketplace posts	To generate labels/tags for reviews and posts, which can help users to quickly assess a post. Data is not retained by OpenAI.	Click Here
Amazon Web Services	User-uploaded files	AWS securely stores these files for us as a service provider. We retain complete control over them.	Click Here
Stripe	Discord account ID	To allow our services to function, by quickly linking purchases made on Stripe to Discord users, so that they can receive their product automatically.	Click Here
HiddenDevs	Files and information provided to our investigations team after a scam has been reported to us	To keep our community safe by publishing details of events, with sensitive information redacted.	Click Here

Data Retention

We retain personal information only for as long as it is reasonably necessary for the purposes described in this Privacy Policy, including providing our services, maintaining the security and integrity of our platform, complying with legal obligations, resolving disputes, and enforcing our Terms of Service.

Different categories of information are retained for different periods:

Category	Typical Retention
Account information (such as Discord ID, Roblox ID, usernames, and profile information)	While your account or association with our services remains active. Certain identifiers may be retained after account deletion where necessary for security, moderation, fraud prevention, legal compliance, or to enforce bans.
User-submitted text and communications (including Discord messages processed by our bots, ModMail conversations, form submissions, reviews, marketplace posts, and similar submissions)	Until you delete the content, your account is deleted, or it is removed by us in accordance with our policies. Where the content forms part of moderation records, investigations, dispute resolution, or is otherwise required for security, legal compliance, or enforcement purposes, it may be retained for longer as described below.

User-generated content files (including images displayed within portfolios and marketplace posts)	Until you remove the file, your account is deleted, or the file is removed by us in accordance with our policies. Files referenced in moderation records or investigations may be retained for longer where reasonably necessary for security, legal compliance, or enforcement purposes.
Moderation records, reports, investigations, and enforcement history	May be retained for as long as reasonably necessary to protect the safety and integrity of our community, investigate abuse, prevent repeat offences or ban evasion, resolve disputes, or comply with legal obligations.
Security logs (including IP addresses, authentication events, and anti-abuse records)	Retained only for as long as reasonably necessary to detect, investigate, and prevent fraud, abuse, security incidents, and unauthorised access.
Technical backups	Personal information contained within encrypted backups may remain until those backups are securely overwritten or expire under our backup retention procedures. Backups are not used to restore information following a valid deletion request unless required for disaster recovery or legal obligations.

Where you exercise your right to erasure, we will delete or anonymise your personal information without undue delay unless we are required or permitted to retain it under applicable law or have a legitimate interest in doing so. Examples include retaining records necessary for fraud prevention, moderation history, enforcement of bans, legal claims, regulatory compliance, or protecting the security of our services.

We periodically review the personal information we hold and delete or anonymise data that is no longer required for the purposes for which it was collected.

Lawful Basis for Processing

We only process personal information where we have a valid lawful basis under the UK General Data Protection Regulation (UK GDPR). Depending on the circumstances, this may include:

- **Performance of a contract** – where processing is necessary to provide the services you request, such as authenticating your account, operating our website and Discord bots, processing applications, and delivering requested features.
- **Legitimate interests** – where processing is necessary to operate, secure and improve our services, including moderation, preventing abuse, fraud detection, enforcing our Terms of Service, maintaining moderation records, and protecting the safety of our community. Where we rely on legitimate interests, we ensure that these interests are balanced against your rights and freedoms.
- **Legal obligation** – where we are required to process or retain information to comply with applicable laws, regulations, court orders, or requests from competent authorities.
- **Consent** – where required by law, we will ask for your consent before processing personal information. You may withdraw your consent at any time, although this will not affect processing carried out before consent was withdrawn.

Cookies and Tracking

Cookies are small files that are stored by your browser. We use them to remember who you are logged in as after you re-open your browser. We do this purely to identify you and improve your experience. We do not use cookies to track you between other websites and will not save any cookies to your browser until you log into our website, however our 3rd party service provider Google may use cookies to identify and track you, their own privacy policy applies on this matter.

Security and Protecting Your Data

We take reasonable steps to protect your personal information from loss, misuse and alteration, including by keeping your personal information in a secure database. We use appropriate technical and organisational measures designed to protect personal information. However, data breaches are always possible no matter the security. Where required by law, we will notify the Information Commissioner's Office within 72 hours of becoming aware of a personal data breach. If the breach is likely to result in a high risk to your rights and freedoms, we will also notify affected individuals without undue delay.

Your Rights

You have the following rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. If you wish to exercise any of these rights please contact us, see below.

1. **The right to be informed.** You have the right to know how your data is collected, used, shared and protected; hence this policy.
2. **The right of access.** You have the right to get a copy of all your data sent to you.
3. **The right to rectification.** You have the right to have inaccurate or incomplete personal information fixed or completed.
4. **The right to erasure.** You have the right to request your personal information is deleted. Please note we may retain certain information that is necessary for security, moderation, or legal compliance purposes, such as records of rule violations (e.g., modlogs), your Discord or Roblox user ID, or IP address used at the time of an infraction. This retention is based on our legitimate interest in maintaining the safety and integrity of our community and services, in accordance with Article 6(1)(f) of the UK GDPR.
5. **The right to restrict processing.** You have the right to limit how we process data after we store it.
6. **The right to data portability.** You have the right to get a copy of all your data sent elsewhere in a format easy to import into another IT system.
7. **The right to object.** You have the right to stop the processing of your personal information at any time, except where legitimate interests override.
8. **Rights in relation to automated decision making and profiling.** You have the right to not be profiled or automatically analysed if it is not necessary.

Children's Personal Information

Our services are not intended for children under 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected such information, we will take reasonable steps to delete it. If you are aged under 13 or the parent of an under 13 and

we have collected personal information about you/your child, please contact us as soon as possible (see below) so we can swiftly delete your data.

Contact Us - Requests, Questions and Complaints

We ask you contact us to ask policy questions, report breaches of the policies and make complaints. It is our policy to reply and take any action we need to take relating to your request within 28 days. We aim to respond to any serious matters or safety concerns within 24 hours. We are reachable via:

- Discord, please message Yankue
- Email:
 - For safety concerns and content reports, safety@rodevs.com
 - For policy questions, complaints, and exercising rights, compliance@rodevs.com
 - For any other matters and general chit-chat, yankue@rodevs.com
- Post:
 - Unit 157103
PO Box 7169
Poole
United Kingdom
BH15 9EL