

Introduction

Welcome to RoDevs. In this document:

- “Terms”, “document”, “TOS”, “rules” refers to this Terms of Service legal document.
- “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”, “users” refers to you as an end user, as well as other users on the internet.
- 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.

These Terms of Service (“Terms”) govern your access to and use of the RoDevs platform, including our website, services, Discord integration, premium service, and portfolio features (collectively, the “Service”). By using our Service, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use the Service.

RoDevs Website is based and operated from the United Kingdom of Great Britain and Northern Ireland. However, our services are available internationally. We are committed to complying with all applicable data protection and privacy laws in every jurisdiction where we operate.

We reserve the right to update or modify these Terms 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 to stay informed about how we are protecting your data. Continued use of the Service means you understand and accept the updated Terms.

Acceptable Use and Prohibited Conduct

You agree not to engage in any activity that may disrupt, degrade, or negatively impact the experience of other users or compromise the security and integrity of the Service.

You must not:

- Break any applicable laws while using our service.
- Upload, share, or promote illegal or harmful content (see Section 4).
- Attempt to bypass security measures or gain unauthorised access to our systems.
- Interfere with, damage, or disrupt the Service.
- Reuse or redistribute our content, code, or assets without our written permission.

The community guidelines published in the rules channel of our Discord server are part of these Terms and apply to all users.

Your Account

You are responsible for:

- Maintaining the security of your account (and therefore of your Discord account, as this is used as credentials to use the Service)
- All activity under your account

If you believe your account is compromised, you must notify us immediately.

We are not responsible for losses caused by unauthorised access where reasonable security measures have not been taken.

Safety and Illegal Content

We are committed to keeping RoDevs safe and lawful for all users.

- **Illegal content** includes (but is not limited to) material relating to terrorism, child sexual exploitation or abuse, hate crimes, fraud, harassment, or any other offence under UK law.
- **Harmful content** includes material that is sexual, hateful, discriminatory, excessively violent, or otherwise unsuitable for younger audiences.

We prohibit all illegal and harmful content.

Our process:

- **Reporting** – Users can report content via the website, Discord, or email (contact details in Section 9).
- **Review** – All reports are reviewed by a human moderator within 24 hours; serious cases are escalated within 1 hour.
- **Action** – We may remove content, suspend accounts, and where required, report to law enforcement.
- **Technology** – We may use automated tools to help identify certain high-risk content types, but final decisions are made by humans.

You must not upload or share any content that breaks the law or these Terms. If you see illegal or harmful content, you should report it to us immediately.

User Content

You retain ownership of content shared with us. By uploading content, you grant us a worldwide, non-exclusive, royalty-free licence to host, display, distribute, and use it for the purpose of operating and promoting the Service. These additional terms apply to user-uploaded content:

- You must own or have permission to use all parts of your upload.
- Content must comply with both the law and these Terms.
- We may remove content at our discretion.

Premium Features and Payments

We offer paid premium features through our platform.

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Payments are processed by a third-party provider, Stripe. We do not store your full payment details. By making a purchase, you agree to Stripe's terms and conditions.

By purchasing premium:

- you agree to pay all applicable fees
- you authorise us (via Stripe) to charge your payment method

Subscriptions

- Premium may be offered as a recurring subscription
- Billing cycles will be clearly shown at purchase

Cancellation

- You may cancel at any time
- Access continues until the end of the billing period

Refunds

- Unless required by law, payments are non-refundable
- We may issue refunds at our discretion

Abuse

We reserve the right to:

- revoke premium access
- refuse use of the Service

if abuse, fraud, or chargebacks occur.

Access to Our Services

We may:

- Suspend or terminate access at any time
- Remove features or functionality

We do not guarantee uninterrupted availability.

We may modify, replace, or discontinue any part of the Service, including premium features, at any time.

We may retain certain data after account closure for legal and security reasons, as explained in our Privacy Policy.

Disclaimer of Warranties

The Service is provided:

- “as is”
- “as available”

We make no guarantees regarding:

- reliability
- uptime
- accuracy
- fitness for purpose

Limitation of Liability

To the maximum extent permitted by law:

We are not liable for:

- indirect or consequential losses
- loss of data, profits, or business

Our total liability is limited to:

- the amount you paid us (if any) in the past 12 months

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence or for fraud.

Indemnification

You agree to indemnify and hold us harmless from claims arising from:

- your use of the Service
- your content
- your violation of these Terms

Termination

We may suspend or terminate your access to the Service at any time, with or without notice, for any reason including violation of these Terms.

You may stop using the Service at any time.

Termination does not entitle you to a refund unless required by law.

Protecting Our Services

You must not:

- Reverse engineer, hack, or otherwise interfere with the site.
- Attempt to gain unauthorised access to areas of the Service.
- Distribute or reuse RoDevs content without written permission.

Children's Safety

Children Under 13

The Service is only available to users aged 13 or older, as access requires a Discord account. If we discover that a user is under 13, we will terminate their account and delete their data. If you are a parent of a child under 13 years old who uses our Service or are concerned/know of a child who is under 13 years old, please inform us as soon as possible so that we can investigate and take appropriate action.

Young Users (13–17)

Users under 18 are considered “children” under UK law for online safety purposes. We aim to ensure RoDevs is safe for younger users by enforcing our community guidelines, providing accessible reporting tools, and reviewing all reports promptly. We have conducted a thorough risk assessment in accordance with the UK Online Safety Act to identify and mitigate potential risks associated with the use of our platform, particularly relating to illegal content and the safety of younger users. This assessment informs our policies and moderation practices to maintain a safe environment for all users. A copy of this risk assessment is available to all users, regulators and law enforcement upon request (see contact details below).

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

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