



Privacy Policy

Tycho Systems

@ 30th of May, 2024

Welcome to Tycho Systems!

This Privacy Policy outlines the data Tycho Systems ("Tycho", "we", "us", "our") collects, how we use it, and your rights regarding your data.

At Tycho, privacy and control is one of our utmost priorities.

By registering as a client, you agree the contents of this Privacy Policy. If you do not agree with any of these policies, you are forbidden from requesting any aforementioned services.

If you wish to get in contact with the Tycho Team, you may visit our community on Discord through discord.tychosystems.xyz.

Information We Collect and Store

For our registered clients, we collect and store the following:

- * **Your public Discord account identifier (ID)** that can be used to retrieve all other publicly available information on your Discord profile.
- * **Your public Roblox account identifier (ID)** that has been used for billing, though this only concerns clients that make purchases through Roblox.
- * **Your order history and details**, which includes, but is not limited to:
 - + Related Discord server's permanent invite.
 - + Provided names for your request.
 - + Provided credentials for external resource access.
 - + Quoted and paid pricing for your request.
 - + Internal description regarding your request.
 - + Internal identifier for your order.
 - + The final product's source code, if completed.
- * If you chose a hosting plan with Tycho, we may also store additional information about your hosting plan such as the registration date and the expiry date.
- * Within Tycho hosting servers, we securely store all source codes for software dedicated to clients whom have requested such services.

For members of our Discord community, we only retain logging data related to their interactions within the community, such as deleted messages and automod triggers.

How We Use Your Information

We use the gathered data for the following objectives:

- * Identifying clients and their purchasing history within Tycho.
- * Assisting clients by troubleshooting issues and offering post-sale services.
- * Keeping clients informed about order-related matters and updates concerning our services and subscriptions.
- * Monitoring hosting subscriptions to notify clients of billing dates.

Data Sharing

We never disclose your information to third parties without your consent.

We may however share your information to comply with legal obligations, such as responding to lawful requests from authorities, or to publish reports regarding misconduct within our services that does not comply with our Terms of Service.

Security Measures

We employ stringent security measures to protect your data from unauthorized access, alteration, or disclosure. These measures may include encryption, advanced access controls and regular security audits.

Use of Third Parties

In delivering our services, we utilize various third-party providers to enhance functionality and user experience. These include:

- * **Discord** for all communication, ordering and support services.
- * **Cloudflare** for domain administration and as a CDN provider for assets such as legal documents.
- * **GalaxyGate** as our primary hosting provider, our servers store all data collected through our services. Our server infrastructure includes a local MongoDB instance where all data is efficiently stored.
- * **GitHub** for privately storing, updating and distributing source codes related to our services.

We have carefully selected these third-party partners based on their reputation for reliability, security, and performance to maintain the integrity and effectiveness of our services.

Your Rights

You have the right to access, correct, or sometimes delete your personal information. If you wish to exercise these rights or have any questions or concerns about your data, please contact us at our provided community on Discord.