

Aviate Group

Privacy Policy

7/28/2024

The Aviate Group ("Aviate," "aviate," "we," "us," "our") is committed to protecting your privacy and ensuring you have control over your data. This Privacy Policy outlines the types of data we collect, how we use it, and your rights regarding your information.

By registering as a client, you agree to the terms outlined in this Privacy Policy. If you do not agree with any part of this policy, you should refrain from using our services.

If you need to contact our team, you can do so at discord.aviategroup.xyz.

I. Collected and Stored Information

For all users utilizing our service, we collect and store the following information:

- **Discord account identifier**
- **Guild server information and setup details**, including but not limited to:
 - Guild identifier
 - Member count
 - All setup information entered

If you purchase Aviate+, we also collect additional information, including but not limited to:

- **Purchasing information** including but not limited to:
 - Purchasing Date.
 - Guild Aviate+ was purchased for.
 - The purchasing user's Discount account identifier.
- **Billing Identification** including but not limited to:
 - **For USD purchases**, we rely on PayPal. We store your email to identify your purchases.
 - **For ROBUX purchases**, we store your Roblox account identifier.
- Order identifier

If you use our ticketing system, we collect information related to your tickets, including but not limited to:

- **Discord account identifier**
- Ticket description
- Dates of ticket creation and closure
- Additional users added to the ticket
- Transcripts of the ticket

For users within our Discord community, we only collect logging data such as moderation logs, join logs, message logs, and other relevant information.

II. Usage of Your Information

We utilize your information for the following purposes:

- **User Identification:** To uniquely identify and authenticate our users, ensuring a personalized and secure experience.
- **Support Assistance:** To provide efficient and effective support for any issues or inquiries related to the bot, allowing us to resolve problems quickly and maintain high service quality.
- **User Engagement:** To keep our users informed and engaged with updates, new features, and relevant communications, fostering an active and involved community.

III. Data Distribution

Aviate is committed to safeguarding your privacy and will not disclose your information to third parties without your explicit consent. However, we may share your information under the following circumstances:

- **Legal Compliance:** To comply with legal obligations, such as responding to lawful requests from regulatory authorities or law enforcement.
- **Policy Enforcement:** To publish reports or take necessary actions regarding any misconduct within our services that violates our Terms of Service.

IV. Security Protocols

We use robust security protocols to safeguard your data against unauthorized access, modification, or disclosure. Our protective measures include encryption and advanced access controls to ensure your information remains secure.

V. Third-Party Integration

To deliver our services efficiently, we leverage a variety of third-party platforms to enhance our capabilities and improve user experience. These platforms include:

- **Discord:** Facilitates all our communications, order management, and support interactions.
- **Cloudflare:** Provides domain management and serves as a CDN for hosting assets like our websites & other API services.
- **GalaxyGate:** Hosts our primary servers, where all data gathered from our services is stored. This infrastructure includes a local MongoDB instance for optimized data management.
- **GitHub:** Utilized for secure storage, updating, and distribution of our service-related source code.

VI. Your Data Rights

You have the right to access, amend, or request the deletion of your personal information. For assistance in exercising these rights or if you have any questions or concerns about your data, please contact us via our Discord community.

VII. Modifications to this Policy

Aviate retains the right to update this policy at any time, with or without prior notice. We may notify users of significant changes if deemed necessary. Continued use of our services after such updates implies acceptance of the revised policy. If you do not agree with the changes, you must stop using our services.