

Right off the bat, one similarity between Discord and Slack is that neither company is in the business of selling user data. This is stated directly in Discord's privacy policy but to find that out for Slack I had to do a bit of extra digging. Even though neither company sells user data, they do both collect and use user data for their own purposes. The obvious examples of this that both privacy policies point out is that data like email and/or phone number are needed for a user to actually create an account in the first place. Both also track user activity as well, such as what channels are viewed, what people are interacted with, and what features are used. Both claim that this data is used for purposes such as data aggregation as well as monitoring and improving their own features/services.

Comparing the two privacy policies, Discord seems to be notably more transparent than Slack is. Discord's privacy policy seems to be more descriptive in how and why certain data is collected as well as what it's used for. The Discord privacy policy even has a whole section detailing how users can control their privacy more through disabling certain Discord features, managing cookies and/or deleting or deactivating ones account entirely (and what that entails). Another example is that while both apps may use third party services and integrate them with the apps, Discord makes sure that third party developers have a privacy policy that makes clear what they do with your information.

Although Discord and Slack are used for very different purposes, what the two apps do are relatively similar; Slack workspaces could be considered somewhat analogous to Discord servers and both are interesting in the sense that the privacy policy somewhat depends on what server or workspace you're in. However, a big difference between the two is that you can have a Discord account without even being in a server while Slack really can't be used without being in a Workspace. There are Discord servers that literally anyone can join and the Discord privacy policy reminds the reader of that so that they may be careful with what they share on a server of essentially all strangers. This may be part of why Discord is more transparent about their privacy policy, since there's almost more of an inherent risk. Discord can also get money from all users, not just those who own servers, but Slack's privacy policy only refers to those who actually create workspaces as Customers and other people in those workspaces are referred to as Authorized Users. Since it would seem that Slack gets their money from a smaller portion of their user base, and considering the professional nature of its customers and users, it makes sense that Slack would give the Customers more control over the privacy policies in their workspaces, such as the visibility of Authorized Users direct messages.