



Privacy Policy - Clear

Clear's mission is to make management of your Discord server easy. We want to simplify the life of server moderators & admins. Your personal information is yours and should always be yours. This privacy is (mostly) written in plain English. **We want everyone to read and understand this policy.**

Privacy Policy Revisions

This Privacy Policy was last revised on May 12, 2023. **We may change this Privacy Policy at any time and for any reason;** for that reason, we encourage you to review this Privacy Policy each time you visit the website. Don't worry, if we make a significant change to our Privacy Policy, we will post a notice on the homepage of our website for a short period of time after the change is made.

Definitions

"Clear," "we," "our," and "us" is the simplistic way of saying our entity, Clear Bot.

Important Information

We do not intentionally collect the information of anyone under the age of 13 or allow them to use our services. If you are the parent of an underage individual or know someone who is under 13 that is using Clear, [contact us](#).

All sensitive information, such as IP addresses and message content is encrypted at rest.

Information Collected Automatically

When using our website or Discord bot, some information is automatically collected. Unless otherwise indicated, all information collected automatically is never permanently stored and is automatically deleted within 7 days.

Website

- Your IP address
- Referring web page
- The type of device you're using (phone, tablet, desktop, etc.)
- The browser you're using
- Cookies. We only use cookies to store user session data (the token that keeps you logged into the website), and various states (for example: whether you have seen a certain popup)
 - Various third parties used by Clear may also use cookies, notably:
 - Carbon Ads (otherwise known as BuySellAds), will use various cookies, you can read more about that under the "Advertising" section.
 - Cloudflare, our web security partner, uses various cookies for anti-abuse and auditing purposes.

Discord Bot

- Public profile information: including but not limited to your user ID, username, display name, profile picture, banner, account creation date, and flags (the badges your account has).
- Public member information: including but not limited to your nickname, roles, role permissions, membership screening status, server boost status, voice state (whether or not you are in a voice channel), and server moderation (timeouts, mutes/deafens in voice channels)
- Message data: message content, send date, message edit information, and reply status (if the message was a reply to another message or not).
 - Message data is automatically dropped (not cached or processed further) if a server does not have **Custom Commands, AutoReply, AutoMod, or Logging** enabled and the message does not start with the configured prefix.
 - Messages are not stored (even temporarily) if the server does not have the **Logging** plugin enabled.
 - If server administrators have enabled the Logging plugin, messages sent in the respective server will be cached for up to 7 days.

Information You Submit

Throughout your use of Clear, you may voluntarily submit certain information.

Website

- **Discord Account Information:** when logging into Clear's website, you authorize us to access your public Discord account information (username, discriminator, avatar, banner, etc.), Nitro Subscription status, and Discord server list. This information is only used to provide you with access to the dashboard and is automatically deleted once you log out of the dashboard.
- **Server Configuration:** anything submitted via your server's dashboard is permanently stored. You can anonymize this information by kicking Clear from your server.

Discord Bot

- **Command Usage:** information such as the command you used and the command message content may be temporarily stored for no more than 7 days.

Billing Information

- Information you submit during the sale of Premium subscriptions will be stored for the duration of your subscription.
- Our payments are handled by Stripe and PayPal, two very trustworthy companies used by Google, Discord, Amazon, and more.
- Upon cancellation of your billing subscription, your personal information will be automatically deleted within 30 days.

Applications & Feedback Forms

- You may optionally submit information to us via feedback forms, feedback channels, surveys, or other application forms. Should you choose to delete the aforementioned information, please [contact us](#).

Use of Information

We only use your information as strictly necessary to provide our service.

- **We will never sell your information.**
- We will not disclose your information without your consent except for certain rare and explicit circumstances in which disclosure is required by law.
- We use your IP address for anti-abuse purposes, primarily to uphold our [Terms of Service](#).

Where is Information Stored & Processed?

Clear is based in the United Kingdom, however, our servers are located throughout the United States of America.

Retention of Information

We try to only store information for as long as it's required to provide our service. Information on retention and steps to delete or anonymize your information can be seen under the "Information Collected Automatically" and the "Information You Submit" sections.

Can I View My Information?

Clear does not directly store any personally identifiable information. If you have questions regarding your information, please [contact us](#).

To preserve the security and privacy of our users, we will require you to verify your identity before any information can be shared. We may reject requests from users who are unable to verify their identity.

Information for Residents of the EU, UK, Brazil, Vermont, and California

All information required by legislation in certain regions has already been explained in this document.

- **Your data controller/owner:**
 - Clear Bot
1771 Robson Street, Suite 1554
Vancouver, British Columbia, Canada V6G 3B7

- **Exercising Your (Consumer) Rights:**
 - You can exercise your right to view your information by contacting us.
 - We can guide you through the process of exercising your right to delete or anonymize your information by contacting us.
 - We do not and will not sell your information. For that reason, no opting out of the sale of your data will be necessary.
- **Our Collection and Use of Personal Information:** Please reference the “Information Collected Automatically” and the “Information You Submit” sections of this document. You can read about how Clear uses your information under the “Use of Information” section.
- **Disclosure of Personal Information:** You can read about how Clear uses (we do not disclose) your information under the “Use of Information” section.
- **Do Not Sell My Personal Information:** Clear does not and will not sell your information.

3rd Party Privacy Policies

We recommend you read the privacy policies of our partners.

- Stripe - Premium Purchases via Credit/Debit cards: <https://stripe.com/en-ca/privacy>
- PayPal - Premium Purchases via your PayPal account:
<https://www.paypal.com/webapps/mpp/ua/privacy-full>
- Cloudflare - CDN and Web Security: <https://cloudflare.com/privacy>

Contact Us!

If you have any questions or concerns about anything privacy-related, please contact us via our Discord Server (<https://clearbot.vercel.app/support>) or via email (contact@clearbot.vercel.app).

We prefer all emergency or law-enforcement communications are sent to emergency@clearbot.vercel.app, emails sent to this address that are not urgent in nature will not receive a reply.