

Privacy Policy

This Privacy Policy ("Policy") outlines how Lumina Software LLC ("the Company," "we," "us," or "our") collects, uses, discloses, and protects the personal information of users ("you" or "your") in connection with the use of Lumina Monitors software and services ("Lumina").

1. Information We Collect

1.1 User-Provided Information: When you register and use Lumina, we may collect certain information you provide to us, such as your Discord access tokens, User IDs, Webhook IDs, and other information necessary to operate Lumina Monitors.

1.2 Payment Information: For payment processing purposes, we collect and store information related to your subscriptions and transactions through our designated payment processor. We do not store your payment card details directly. Please refer to our payment processor's privacy policy for more information regarding their data handling practices.

1.3 Discord Information: We may collect and process information that Discord provides us, such as your Discord account details and any other information necessary to facilitate the operation of Lumina Monitors.

2. Use of Information

2.1 Provision of Services: We use the collected information to provide, maintain, and improve Lumina Monitors, including user authentication, personalized notifications, and customer support.

2.2 Communication: We may use your contact information to communicate with you regarding Lumina Monitors, including service updates, important notices, and promotional offers. You can opt out of receiving promotional communications at any time.

2.3 Research and Analytics: We may use aggregated and anonymized data for research and analytical purposes to enhance Lumina's features, functionality, and overall user experience.

3. Disclosure of Information

3.1 Service Providers: We may engage trusted third-party service providers to assist us in delivering Lumina Monitors. These service providers are bound by contractual obligations to handle your personal information securely and only for the purposes specified by us.

3.2 Legal Compliance: We may disclose your personal information as required by law or if we believe that such disclosure is necessary to protect our rights, comply with a judicial proceeding, court order, or legal process, or respond to a lawful request by a public authority.

3.3 Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of the transaction. We will take appropriate steps to ensure the confidentiality and security of your personal information during such transfers.

4. Data Security

4.1 We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

4.2 You are responsible for maintaining the security and confidentiality of your Lumina account credentials and Discord account details. Please refrain from sharing this information with others.

5. Data Retention

5.1 We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Policy unless a longer retention period is required or permitted by law.

5.2 Upon termination of your Lumina Monitors account, we will delete or anonymize your personal information, unless retention is necessary to comply with our legal obligations or resolve disputes.

6. Children's Privacy

Lumina Monitors is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children under the age of 13. If we become aware that we have collected personal information from a child under the age of 13 without parental consent, we will take steps to promptly delete such information.

7. Changes to this Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the revised Policy on our website or through other appropriate communication channels. Please review this Policy periodically to stay informed of our privacy practices.

8. Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy or the privacy practices of Lumina Software LLC, please contact us at blank@luminasoftware.io, or in our Lumina Discord Server.