

POKE ALERTS

Privacy Policy

This Privacy Policy explains what information Poke Alerts (“we,” “us,” or “our”) collects, how we use it, and your rights regarding that information. By using our service, you agree to the practices described in this policy.

1. Information We Collect

Account Information. When you sign up through our platform (Whop and/or Discord), we may receive your username, email address, and related account information as provided through those platforms.

Usage Data. We may collect information about how you interact with our service, including alert activity and general usage patterns.

Discord Message Data. By joining and participating in the Poke Alerts Discord server, you consent to the logging and retention of messages, interactions, and activity data within that server. This includes messages sent in any channel and interactions with our bots or automated systems.

Communications. If you contact us directly (e.g., via email or Discord), we retain records of those communications.

Payment Data. We do not directly collect or store payment card information. All payment processing is handled by Whop and their Financial Partners. Please refer to Whop’s Privacy Policy for details.

2. How We Use Your Information

We use the information we collect to:

- Deliver and manage your subscription and alerts;
- Monitor and moderate our Discord server and enforce these Terms;
- Communicate with you about your account, service updates, and policy changes;
- Respond to your support requests and inquiries;
- Detect and prevent fraud, abuse, or unauthorised access;
- Improve and maintain our service;
- Comply with applicable legal obligations.

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

3. How We Share Your Information

We do not sell your personal data. We may share your information only in the following limited circumstances:

Service Providers. We work with third-party platforms such as Whop and Discord to operate our service. These providers receive only the data necessary to perform their functions and are subject to their own privacy policies.

Legal Requirements. We may disclose your information if required to do so by law, court order, or governmental authority.

Business Protection. We may share information where necessary to protect the rights, property, or safety of Poke Alerts, our users, or others.

Business Transfers. If Poke Alerts is sold or merged with another entity, your information may be transferred as part of that transaction. We will notify you of any such change.

4. Third-Party Platforms and Data

Our service is hosted and operated through third-party platforms including Whop and Discord. A significant portion of the data associated with your use of Poke Alerts - including payment information, account details, and Discord messages - is stored and controlled by those platforms, not by us.

Data held by Whop and Discord is governed entirely by their respective privacy policies:

- Whop Privacy Policy: whop.com/privacy
- Discord Privacy Policy: discord.com/privacy

We have no ability to access, modify, or delete data that is stored solely within Whop's or Discord's systems. We are not responsible for the data practices of these third-party platforms.

5. Data Retention

We retain information we directly collect - such as Discord message logs and support communications - for as long as necessary to operate the service, enforce our Terms, and comply with legal obligations.

Data stored on Whop or Discord is subject to their own retention policies and is outside our control.

6. Data Deletion

Poke Alerts does not directly store or control your account or payment data. All such data is held by Whop and Discord.

If you wish to request deletion of your personal data, you must contact those platforms directly in accordance with their own privacy policies:

- To delete your Whop account and associated data: contact Whop at whop.com/privacy or through their support channels.
- To delete your Discord account and associated data: contact Discord at discord.com/privacy or through their support channels.

For any data that Poke Alerts directly holds - such as logged Discord messages or support correspondence - you may contact us at the details below and we will assess your request on a case-by-case basis.

7. Data Security

We take reasonable measures to protect information we directly hold from unauthorised access or disclosure. However, no method of transmission over the internet is completely secure and we cannot guarantee absolute security.

Security of data held by Whop and Discord is the responsibility of those platforms respectively.

8. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will update the “Last Updated” date above and notify you via email or through our platform. Your continued use of the service after any changes constitutes acceptance of the updated policy.

9. Contact Us

For privacy-related questions or requests regarding data we directly hold, please contact us at:

Email: contact@poke-alerts.com

By using Poke Alerts, you acknowledge that you have read and understood this Privacy Policy.