

Privacy Policy

Effective Date: 2024

1. Overview

This Privacy Policy explains how [PeloSwing LLC Legal Name] ("PeloSwing," "we," "us") collects, uses, and protects information when you interact with our subscription community, including our Whop membership, Discord server, X/Twitter presence, and any related content or communications (the "Services").

2. Information We Collect

a. Information you provide

- Account and billing information collected at checkout through Whop, such as your name, email address, and payment details (payment card data is processed and stored by Whop and its payment processors, not by us directly).
- Discord username and any messages, questions, or content you post within our community channels.
- Information you send us directly, such as support requests or feedback.

b. Information collected automatically

- Basic usage data from Whop and Discord, such as login activity, channel engagement, and subscription status.
- Standard technical data (IP address, browser/device type) collected by the platforms we use, subject to their own privacy policies.

3. How We Use Information

- To provide and manage your subscription, including granting or revoking Discord access based on billing status.
- To communicate with you about your account, alerts, product updates, or support requests.
- To improve our content, alerts, and community based on aggregate engagement patterns.
- To enforce our Terms of Service and protect the community from abuse, fraud, or unauthorized redistribution of paid content.
- To comply with legal obligations, including tax reporting where applicable.

4. How We Share Information

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

- With service providers that operate the Services on our behalf, including Whop (billing, subscription management, and tax collection/remittance) and Discord (community hosting).
- If required by law, subpoena, or governmental request.
- In connection with a business transaction such as a merger, acquisition, or sale of assets, in which case member information may be transferred as part of that transaction.

5. Third-Party Platforms

Whop and Discord are independent, third-party services with their own privacy policies governing the data they collect and process. We encourage you to review Whop's and Discord's privacy policies directly, as we do not control their data practices.

6. Data Retention

We retain account and billing records for as long as needed to manage your subscription and to comply with tax, accounting, and legal obligations. Discord messages are retained according to Discord's own retention practices and our community's moderation needs.

7. Your Choices

- You can update your billing and account information directly through Whop.
- You can leave the Discord server or unsubscribe from marketing emails at any time.
- You can request access to, correction of, or deletion of your personal information by contacting us, subject to what we are legally required to retain (e.g., billing history).

8. Children's Privacy

The Services are not directed to individuals under 18, and we do not knowingly collect information from anyone under 18. If we learn we have inadvertently done so, we will delete that information.

9. Security

We rely on the security practices of our third-party platforms (Whop, Discord) for payment and data handling, and we take reasonable measures to protect information within our direct control. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be announced via Discord or email, with an updated effective date.

11. Contact

Questions about this Privacy Policy can be sent to peloswingllc@gmail.com.