

The Anomaly — Privacy Policy

Last Updated: July 1, 2026

1. Introduction

This Privacy Policy explains how The Anomaly collects, uses, stores, shares, and protects personal information when you visit our website, purchase or access membership through Whop, participate in our Discord community, use our AI bot, interact with our ANOMALY rewards system, or otherwise use our Services.

2. Information We Collect

We may collect information you provide, including name, email address, username, Discord username and ID, Whop account information, support messages, testimonials, reviews, form submissions, AI bot prompts, and community messages.

We may collect Discord and service activity data, including role status, membership status, message activity, stage or event attendance, homework completion, reward earnings, ANOMALY balances, ledger entries, redemption requests, moderation actions, and bot interactions.

We may automatically collect technical data, including IP address, device information, browser type, operating system, pages viewed, referring pages, approximate location, cookies, analytics data, and usage information.

We may receive information from third-party platforms such as Whop, Discord, payment processors, website providers, analytics tools, AI providers, and support tools.

3. How We Use Information

We may use information to provide and manage the Services, verify membership, operate Discord access, process support requests, operate the AI bot, run the ANOMALY rewards system, calculate rewards, verify eligibility, fulfil redemptions, prevent abuse, enforce rules, detect fraud, process payments through third-party providers, improve course content, send service communications, analyse usage, and comply with legal obligations.

4. ANOMALY Rewards Data

To operate the ANOMALY rewards system, we may process Discord activity, role status, event attendance, homework completion, bot interactions, reward balances, ledger entries, redemption history, and related anti-abuse signals.

This data is used to calculate rewards, maintain accurate balances, verify eligibility, fulfil approved redemptions, prevent farming or manipulation, resolve disputes, and protect the integrity of the community.

5. AI Bot Data

If you use our AI bot, we may process prompts, questions, responses, usage data, and related metadata. This may be used to generate responses, improve the educational experience, monitor misuse, troubleshoot errors, and enforce our Terms.

Do not submit sensitive personal information, financial account details, passwords, API keys, payment information, or confidential information to the AI bot. AI bot data may be processed by third-party AI or infrastructure providers.

6. Legal Bases

Where UK GDPR or EU GDPR applies, we rely on contract, legitimate interests, consent, and legal obligation as appropriate. Legitimate interests may include operating, securing, improving, and promoting the Services; preventing fraud and abuse; and managing the community.

7. Cookies and Analytics

Our website may use cookies and similar technologies to operate the website, remember preferences, analyse traffic, measure marketing performance, and improve user experience. You can usually control cookies through your browser settings.

8. Sharing Information

We may share information with Whop, Discord, payment processors, hosting providers, database providers, AI providers, analytics providers, email and support tools, professional advisers, authorities where required, and buyers or successors in connection with a business sale or transfer.

We do not sell your personal information in the ordinary sense.

9. Payments

Payments are handled by third-party providers such as Whop and their payment processors. We do not directly store full card numbers or complete payment credentials.

10. International Transfers

Some providers may process or store information outside your country, including in the United States or other jurisdictions. Where required, we rely on appropriate safeguards or lawful transfer mechanisms.

11. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including providing the Services, maintaining records, resolving disputes, enforcing agreements, complying with legal obligations, and preventing fraud or abuse.

ANOMALY ledger entries, redemption history, moderation records, payment-related records, Discord activity data, support messages, and AI bot logs may be retained for operational, security, accounting, dispute-resolution, and legal reasons.

12. Security

We use reasonable technical and organisational measures to protect personal information. However, no system is completely secure. You are responsible for keeping your own Whop, Discord, email, and device credentials secure.

13. Your Rights

Depending on your location, you may have rights to access, correct, delete, restrict, object to processing, request portability, withdraw consent, or complain to a data protection authority. To exercise rights, contact: tradeanomaly@proton.me. We may need to verify your identity before responding.

14. Marketing Communications

If you subscribe to marketing communications, we may send updates, offers, or announcements. You can unsubscribe at any time. We may still send non-marketing service messages about your account, purchases, access, rewards, or important policy updates.

15. Children

The Services are not intended for individuals under 18. We do not knowingly collect personal information from anyone under 18.

16. Third-Party Links and Platforms

Our Services may link to or operate through third-party platforms. We are not responsible for their privacy practices, content, terms, security, or policies.

17. Changes

We may update this Privacy Policy from time to time. When we do, we will update the “Last Updated” date.

18. Contact

For privacy questions or requests, contact: tradeanomaly@proton.me

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