

AURA SOLUTIONS

Privacy Policy

Last Updated: February 19, 2025 | Effective Immediately

1. Introduction

Aura Solutions ("we," "us," or "our") is committed to protecting the privacy of our customers and users. This Privacy Policy describes how we collect, use, disclose, store, and protect information when you visit our website, purchase our services, or interact with us in any way.

By using Aura Solutions services, you acknowledge that you have read and understood this Privacy Policy and consent to the data practices described herein. If you do not agree with this policy, you must discontinue use of our services immediately.

2. Information We Collect

2.1 Information You Provide Directly

When you create an account, make a purchase, or contact our support team, we may collect:

- Full name and username
- Email address
- Billing address and payment information (processed and tokenized by our payment processor; we do not store raw card data)
- Discord username or other social handles provided for customer support
- Communications you send to us via email, Discord, or support tickets

2.2 Information Collected Automatically

When you access our website or dashboard, we automatically collect certain technical data, including:

- IP address and approximate geographic location
- Browser type, version, and operating system
- Pages visited, time spent, and click paths on our website
- Referring URL and exit pages
- Device identifiers and session tokens
- Usage data related to proxy and VPS services (bandwidth consumed, connection timestamps, session counts)

2.3 Information from Third Parties

We may receive information about you from third-party partners and service providers, including payment processors (e.g., Stripe), fraud prevention services, and analytics platforms. We use this data only to operate, improve, and protect our services.

3. How We Use Your Information

Aura Solutions uses collected information for the following purposes:

- Provisioning and delivering purchased services (proxies, VPS, IP allocations)
 - Processing payments and managing billing and subscriptions
 - Authenticating users and securing accounts
 - Providing customer support via Discord, email, and ticketing systems
 - Sending transactional communications (purchase confirmations, expiry notices, service alerts)
 - Sending promotional communications, where you have opted in
 - Monitoring for abuse, fraud, terms of service violations, and security threats
 - Complying with legal obligations, court orders, and law enforcement requests
 - Improving our products, infrastructure, and user experience through aggregated analytics
 - Enforcing our Terms of Service and Acceptable Use Policy
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4. How We Share Your Information

4.1 Service Providers

We share data with trusted third-party vendors who assist in operating our business, including payment processors, cloud infrastructure providers, fraud detection services, and analytics platforms. These providers are contractually obligated to use your data only as directed by Aura Solutions and in accordance with applicable law.

4.2 Legal Compliance and Law Enforcement

We may disclose your information when required by law, subpoena, court order, or governmental authority, or when we believe in good faith that disclosure is necessary to: (a) comply with applicable legal obligations; (b) protect and defend the rights or property of Aura Solutions; (c) prevent fraud or illegal activity; or (d) protect the safety of our users, employees, or the public.

4.3 Business Transfers

In the event of a merger, acquisition, asset sale, or similar corporate transaction, your information may be transferred to the acquiring entity. We will provide notice before your data becomes subject to a materially different privacy policy.

4.4 No Sale of Personal Data

Aura Solutions does NOT sell, rent, or trade your personal information to third-party advertisers or data brokers for their own commercial purposes. We do not permit third-party advertising networks to collect data from our services.

5. Data Retention

We retain personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by applicable law. Specific retention periods include:

- Account and billing data: retained for the duration of your account plus 7 years for financial record-keeping compliance
- Support communications: retained for up to 3 years
- Service usage logs (bandwidth, connection data): retained for up to 12 months for abuse investigation and billing verification
- Anonymized analytics data: may be retained indefinitely

Upon account deletion or request, we will delete or anonymize personal data within 30 days, except where retention is required by law.

6. Data Security

Aura Solutions implements industry-standard technical and organizational security measures to protect your information from unauthorized access, disclosure, alteration, or destruction. These measures include encrypted data transmission (TLS/SSL), access controls, hashed credential storage, and regular security audits.

No method of electronic transmission or storage is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee absolute security. In the event of a data breach that materially affects your rights, we will notify you in accordance with applicable law.

7. Cookies and Tracking Technologies

Our website and dashboard may use cookies, web beacons, and similar technologies to enhance functionality, authenticate sessions, and analyze usage. You may control cookie

settings through your browser; however, disabling certain cookies may affect functionality of our services.

We do not use third-party advertising or tracking cookies. Any analytics tools used (e.g., privacy-respecting analytics) collect anonymized, aggregated data only.

8. Your Privacy Rights

Depending on your jurisdiction, you may have the following rights regarding your personal data:

- Right of Access: Request a copy of the personal data we hold about you
- Right to Rectification: Request correction of inaccurate or incomplete data
- Right to Erasure: Request deletion of your personal data (subject to legal retention obligations)
- Right to Restriction: Request that we limit processing of your data in certain circumstances
- Right to Data Portability: Request your data in a structured, machine-readable format
- Right to Object: Object to certain types of data processing, including direct marketing
- Right to Withdraw Consent: Where processing is based on consent, withdraw that consent at any time

To exercise any of these rights, contact us at the address listed in Section 13. We will respond within 30 days. Identity verification may be required before processing your request.

9. Children's Privacy

Aura Solutions services are intended solely for users who are 18 years of age or older. We do not knowingly collect, solicit, or process personal data from individuals under the age of 18. If we become aware that a minor has provided personal data, we will delete that data promptly. If you believe a minor has provided us with personal information, please contact us immediately.

10. International Data Transfers

Aura Solutions operates infrastructure in the United States and may process and store data on servers located in the US and other jurisdictions. By using our services, you consent to the transfer of your data to jurisdictions that may have different data protection laws than your country of residence. We take appropriate safeguards to ensure such transfers comply with applicable law.

11. Third-Party Links and Services

Our website or services may contain links to third-party websites, platforms (such as Discord), or integrations. Aura Solutions is not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any third-party services you access in connection with our platform.

12. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. When we make material changes, we will update the "Last Updated" date at the top of this page and, where appropriate, notify active customers via email or dashboard notification. Your continued use of our services following any changes constitutes acceptance of the revised policy.

13. Contact Us

For privacy-related questions, data subject requests, or concerns about this policy, please contact Aura Solutions through our official support channels:

- Website: www.aurasolutions.io
- Email: privacy@aurasolutions.io
- Discord: Official Aura Solutions Discord server

We are committed to resolving privacy concerns promptly and in good faith.

YOUR PRIVACY MATTERS TO US

By using Aura Solutions services, you acknowledge that you have read and agree to this Privacy Policy.