

BAK GROUP

Privacy Policy

Last Updated: April 2026

At **BAK GROUP**, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you visit our store on Whop.com, purchase our digital products, or use our custom software-as-a-service (SaaS) and Enterprise AI solutions.

By accessing or using our services, you consent to the data practices described in this policy.

1. Information We Collect

To provide our premium digital services and maintain a secure infrastructure, we may collect the following types of information:

- **Personal Identification Information:** Name, email address, and Whop username, which are provided to us by the Whop.com platform when you make a purchase or subscribe to our services.
- **Technical & Usage Data:** IP addresses, browser types, device information, and login timestamps. We actively monitor backend server activity (e.g., via Supabase) to track software activation, usage frequency, and access logs.
- **Payment Information:** All payment processing is securely handled by third-party processors (such as Stripe) via Whop.com. BAK GROUP does not collect, store, or have direct access to your full credit card numbers or bank details.

2. How We Use Your Information

We use the collected data for the following essential business purposes:

- **Service Delivery:** To create your account, grant access to our digital products, dashboards, and AI tools, and to provide ongoing customer support.
- **Fraud Prevention & Security:** To monitor and detect unauthorized access, affiliate fraud, money laundering, and stolen credit card usage. **We strictly cross-reference payment data with backend software activation logs to verify the legitimacy of transactions.**
- **Service Improvement:** To analyze how our enterprise tools and SaaS products are used, allowing us to optimize performance, server allocation, and user experience.

3. Data Sharing & Disclosure

We do not sell, rent, or trade your personal information to outside parties. However, we may share your data under the following circumstances:

- **Service Providers:** With trusted third-party platforms that assist us in operating our business (e.g., Whop.com for authentication, Supabase for backend database management, and hosting providers).
- **Dispute Resolution & Legal Action:** In the event of an unwarranted bank chargeback or suspected fraudulent activity, **we will share your IP address, login history, and backend activity logs with payment processors (e.g., Stripe) and issuing banks** as legal evidence to contest the dispute. We will also cooperate with law enforcement if illegal activity is detected.

4. Data Retention

We retain your personal and technical data for as long as your account is active or as needed to provide you with our services. We may also retain and use your information as necessary to comply with our legal obligations, resolve disputes, enforce our Terms of Service, and maintain our anti-fraud blacklists.

5. Your Privacy Rights

Depending on your location (such as the GDPR in Europe or CCPA in California), you may have the right to request access to, correction of, or deletion of your personal data.

- You can update your basic account information directly through your Whop.com dashboard.
- To request the deletion of your backend data on our servers, please contact our support team. *Please note that deleting your data will result in the immediate termination of your access to our software and services.*
- For security and legal reasons, we reserve the right to retain specific transaction logs and IP addresses of banned accounts to prevent future fraud.

6. Contact Us

If you have any questions or concerns regarding this Privacy Policy or how we handle your data, please contact us via the support chat on our Whop store page or through our official support channels.

By completing your purchase and using BAK GROUP products, you acknowledge that you have read and understood this Privacy Policy.