

# Orb Privacy Policy



Orb

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Welcome to Orb! This Privacy Policy describes how we, Orb ("we," "us," or "our"), collect, use, and disclose information when you ("customer" or "you") use our Discord bot, Orb, and any related services (collectively, "(the) service" or "(the) bot"). Your privacy is of utmost importance to us, and we are committed to protecting your personal information and complying with applicable data protection laws.

By using Orb, you agree to the practices described in this Privacy Policy. If you do not agree with our practices, please do not use our service.



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## 1. Information we collect and process

This section outlines the information we collect and process when you use our Discord bot, Orb, and any related services in relation to users, servers, and members within the Discord environment. For this document, the following definitions apply:

- User: A "user" ("users") refers to an individual Discord account holder who interacts with Orb and utilizes its functionalities through a Discord account.
- Server: A "server" ("servers") pertains to a specific Discord community (a "guild" in the Discord API) where multiple users interact.
- Member: A "member" ("members") represents a Discord user account that is part of a particular server.

This section primarily focuses on the data stored in the Orb database, as well as data that is processed but not stored. It distinguishes between information related to individual users, individual servers, and combined user-server data.

To clarify what type of data is being addressed, the following definitions apply for this document:

- Database: A "database" is a structured collection of data. Orb utilizes two databases to store its data, including all information, in a secure and organized manner. Whenever the term "database" is used in this policy, it will be specified to which database it refers.
- Data Entry: A "data entry" ("database entry", "entry") is an individual object within the database that represents a specific entity, such as a user account or a Discord server. Each data entry contains various "data points" associated with the respective entity.
- Data Point: A "data point" is a singular piece of information within a data entry that represents a specific property or value of the associated entity. Examples of data points include a user's XP count, server-specific settings, or the creation date of a data entry.

To protect user privacy, certain information is only processed but never stored.

Orb divides the data it stores into multiple types of entries depending on the object of which data is stored. Multiple entries exist, such as user entries, server entries, and combined user-server data entries.

The following section will go into detail on the data that Orb stores.

## A. User Entries

For each user database entry, Orb stores the following information:

- Orb ID: A unique ID assigned by Orb's self-developed system to identify the user's database entry.
- Discord User ID: The Discord User ID of the user, linked to this specific database entry.
- Patreon Support Status: A flag indicating whether the user supports Orb through Patreon and, if yes, any specific details about the level of support.
- Orb Settings and Preferences: User-specific settings and preferences that enhance the user's experience with Orb. This includes, but is not limited to, notification preferences, privacy preferences, and command behavior settings. The settings stored are not settings of the Discord user account and are only specific for Orb.
- Customization Options: Custom data entered in the Orb profile, such as pronouns, birthday, and data in the custom "About Me" section.
- Custom Color: The user's preferred custom color, used for personalizing the appearance of the Orb profile and other Orb interface elements.
- Badges: Badges that the user can equip on the Orb profile, reflecting achievements, special roles, or accomplishments.
- Lifetime XP Counter: A counter that tracks the user's lifetime experience points (XP) in Orb's leveling system.

Orb will process but not store the following user data from Discord:

- Profile Picture: Orb may access and process the user's profile picture for specific features or commands but will not store it in the database.
- Username, Global Name and Server Nickname: Orb may use the user's username, global nickname, or server nickname for display purposes in certain contexts, but this data is not stored in the database.
- User Flags: Orb may use the flags on the user's Discord account to optimize user experience but will never store this data.

## B. Server Entries

For each server database entry, Orb stores the following information:

- Orb ID: A unique ID assigned by Orb's self-developed system to identify the server's database entry.
- Discord Server ID: The Discord Server ID of the server, linked to this specific database entry.
- Server-Specific Settings and Preferences: Settings and preferences specific to the server, such as command prefix, language preferences for the server, and customization options for certain features.
- Channel and Role Data: If specific features require it (e.g., role rewards), Orb will store relevant channel and role data.
- Badges: Badges unique to the server that can be granted to members for achievements or roles within the community.
- Object Tokens: Objects, such as level-up rewards or custom role rewards, get assigned a three-letter code unique to each type of object. This code is valid only on the specific server and is used to reference the object when using the bot.

Orb will process but not store the following server data from Discord:

- Server Name and Icon: Orb may access and process the server's name and icon for display purposes, but this data is not stored in the database.
- Complete Member Lists and Their Data: While Orb may process server members' data for specific features, it does not store complete member lists or individual data like nicknames or user data.
- Complete Channel Data and Role Data: Orb may process channel and role data for certain features, but it does not store the complete data of all channels or roles on the server.
- Channel and Role Permissions: Orb will not store channel and role permissions in the database. It may modify certain channel permissions temporarily or permanently to execute specific functions (e.g., verification), but it will not do so independently without user or admin action.

## C. Combined User-Server Entries

For combined user-server entries, Orb stores the following information:

- Orb ID: A unique ID assigned by Orb's self-developed system to identify the combined user-server data entry.
- Discord Server ID: The Discord Server ID of the server to which the data is linked.
- Discord User ID: The Discord User ID of the user to which the data is linked.
- Leveling Data: Server-specific leveling data, including the member's current level, rank, and XP count on that server, as well as the total XP collected on that server.
- Server-Specific Settings: Settings of Orb that the user has set that apply only within specific servers.
- Verification Status: A flag indicating whether the user has verified through Orb on that specific server, if the server has verification through Orb enabled. This flag will not be stored if verification is not enabled.
- Utility Data: Utility data that varies from server to server and from user to user, such as cooldowns specific to that server or member or moderation-related data (e.g., a member's infractions).

Orb will process but not store the following user-server data from Discord:

- Member Permissions: Orb may process member permissions on a specific server to ensure safety but will not store this data.
- Member Roles: Orb may process the roles of a member on a specific server for certain features but will not store this data.
- Member Messages: Orb may process message data of a member, such as the time the message was sent. Orb will neither access nor store the content of the message. Orb will process the content of a message when specific server moderation features are enabled but will never store the content of a message.
- Server Member Flags: Orb may process flags of a member on a specific server (such as timeout length or boost status) for specific functionalities but will never store this data.
- Member Join Date: Orb may process the join date of members on a server for certain features but will not store this data.

## D. Error Reporting Data Entries

When an error occurs while using Orb, the bot will automatically generate an error report to aid the developer team in resolving issues promptly. These error reports are stored separately in a dedicated error report database, and they contain the following information:

- **Error Report ID:** An error-specific unique ID assigned to each error report. The ID comprises five random characters for identification purposes, along with the UNIX timestamp of the minute when the error occurred, represented as a base 32 number.
- **Discord Interaction Data:** Error reports store the entire Discord interaction object and its associated data, including the specific command the user ran and any data the user input into the command.
- **User and Server IDs:** The error report will include the Discord User ID of the user who triggered the command and the Discord Server ID where the error occurred.
- **User Roles and Permissions:** Orb will store all roles and permissions that the user had at the time of the error to facilitate swift troubleshooting.
- **Orb's Channel Permissions:** The error report will also include the permissions of Orb in the channel where the error occurred, enabling efficient diagnosis.

Error reports are automatically enabled by default to ensure smooth functioning of Orb. However, users have the option to disable automatic error reporting at any time. If a user chooses to disable error reporting, they will be directed to contact the support server in the event of an error and no automatic error report will be generated.

As error reports may contain sensitive data, we retain this information for a limited time. By default, error reports are stored for 30 days and then automatically deleted. In specific cases where the error data is crucial for fixing an error, we may retain the error report and its associated data for up to 365 days. Users will be notified in such cases, and they can choose to disable the extended data retention if they prefer, after which the error entry will be deleted after the standard 30-day retention period.

For more detail on the data contained in Discord interaction objects as well as the data contained in roles and permissions, please refer to the Discord API documentation under the following link: <https://discord.com/developers/docs>



## 2. User Interactions and Data Handling

Orb automatically creates database entries upon interaction with the bot. An "interaction" refers to any activity initiated by a user within the Discord platform that triggers Orb's functionalities. Interactions include, but are not limited to, running commands, sending messages, or participating in activities using Orb's functionalities. Interactions may differ from server to server depending on the configuration of Orb.

### A. Creation of Database Entries

The following entries are created upon interacting with Orb:

1. **User Entries:** Each Discord user who interacts with Orb will have a user database entry. This entry is created the first time the user interacts with Orb, and it will store user-specific data, preferences, customization options, and support status, as outlined in the "Information We Collect and Process" section.
2. **Server Entries:** Whenever Orb joins a Discord server, a server database entry will be created. This entry will store server-specific settings, preferences, badges, and object tokens, as described in the "Information We Collect and Process" section.
3. **Combined User-Server Data:** Orb stores unique user-server data that varies for each user on different servers, such as leveling information, privacy settings, verification status, and utility data. This data allows for a personalized experience for users within each server.

### B. Third-Party Services and Data Handling

Currently, Orb does not use any third-party analytics tools or services. If Orb incorporates third-party services in the future, data shared with these providers will be anonymized and devoid of sensitive information. The Orb profile and its data will never be shared with third-party providers.

### C. Importing Data from Other Bots

Orb includes inbuilt commands to migrate leveling data from other bots, such as MEE6, into Orb's leveling system. When importing data, Orb automatically creates database entries for users, regardless of whether they have previously interacted with Orb. However, the imported data will use default values, and customization options like the profile will remain empty.

## 3. Data Retention and Deletion

Orb follows specific data retention practices to manage user entries, server entries, user-server data entries, and error reports. It is essential to understand how long data is retained and under what circumstances it may be deleted.

### A. User Entries

User entries are stored for at least as long as the associated Discord account remains active and continues to interact with Discord. Orb will delete a user entry when at least one of the following circumstances is given:

1. The user account associated to an entry has not interacted with Discord for at least 365 days.
2. The user account associated to an entry has been disabled by Discord.
3. The user account associated to an entry has been deleted, either by the user or by Discord.
4. The user has voluntarily chosen instant deletion of the user entry when using Orb's user data migration feature. The data of the entry is migrated to the target account specified by the user. The entry is deleted.

The deletion of a user entry is final and cannot be reversed. The data stored in the user entry is irrecoverably lost. Migrated data will not be deleted.

### B. Server Entries

Server entries are stored for as long as the associated Discord server exists. Orb will delete a server entry when at least one of the following circumstances is given:

1. The Discord server is deleted, either voluntarily or by Discord.
2. The server owner has voluntarily chosen instant deletion of the server entry when using Orb's server data migration feature. The data of the entry is migrated to the target server specified by the server owner. The entry is deleted.
3. The server has had neither voice nor text channels for at least 365 days.
4. Orb has been removed from a server for at least 730 days.

The deletion of a server entry is final and cannot be reversed. The data stored in the server entry is irrecoverably lost. Migrated data will not be deleted.

## C. User-Server Entries

User-server entries represent a combination of both user and server entries. Depending on the circumstances, rules for deletion of the entry differ. User-server entries will be deleted if one of the following circumstances occur:

1. The server to which the user-server entry belongs is deleted. Only the user-server entry belonging to the deleted server is deleted, other entries are unaffected.
2. The user entry of an account is deleted. All user-server entries belonging to the deleted user entry are deleted instantly.
3. The user has left the server and has not rejoined for at least 365 days.

## D. Error Reports

Error reports are stored separately to aid in troubleshooting and improving Orb's functionality. By default, error reports are retained for 30 days and then automatically deleted. However, in certain crucial cases, Orb may retain error reports and associated data for up to 365 days. Users will be notified in such instances, and they can choose to opt out of extended data retention, after which the error entry will be deleted after the standard 30-day retention period.

## E. Notification of Data Deletion

Prior to deleting user or server entries, Orb will notify the respective users or server owners/administrators to inform them about the impending deletion. Notifications will be sent through Discord Direct Messages as follows:

- User entry deletion: Three notifications are sent to the user: 60 days before deletion, 14 days before deletion, and 3 days before deletion.
- Server entry deletion: Three notifications are sent to the server owner and all server members with "Manage Server" permission: 30 days before deletion, 14 days before deletion, and 3 days before deletion.
- User-Server entry deletion: One notification is sent to all members of the corresponding server 7 days before deletion.

Impending deletion of a user entry is aborted when the user reads the notification, as that is considered an interaction with Discord. Server owners can abort the deletion of a server entry and the corresponding user-server entries by following the instructions given in the notification.

## 4. Data Security and Protection

At Orb, we prioritize the security and protection of user data. We take multiple measures to ensure data is stored, transmitted, and accessed securely.

### A. Data Encryption

To safeguard against potential security risks, we have chosen to present these measures in a generalized manner. Our goal is to provide users with an understanding of our commitment to data protection while minimizing the release of specific technical details that could potentially be exploited by malicious actors. We take the following measures to protect data stored and processed by Orb:

- **Database Encryption:** All information collected and processed by Orb is stored in a PostgreSQL database, which is encrypted to safeguard user data from unauthorized access.
- **SSL-Encrypted Connection:** Internal data communication within Orb's program is secured through an SSL-encrypted connection, ensuring that information remains confidential during transmission.
- **One-Time Tokens:** One-time tokens used for data migration (e.g., when a user switches accounts) are stored as secure hashes for maximum protection. Orb does not store any passwords or similar data.
- **Encrypted File System:** The PostgreSQL server utilizes an encrypted file system to enhance the security of stored data.

### B. Error Report Handling

Error reports are stored in an encrypted SQLite database ("error report database") for sharing of error data within the developer team without having to access the main database. The server handling the error report database employs the following security measures:

- **SSL-Encrypted Connection:** Internal data communication in the error report database is secured through an SSL-encrypted connection.
- **Encrypted File System:** The error report database server utilizes an encrypted file system to enhance the security of stored data.

Error reports are subject to the data deletion periods specified in the "Data Retention and Deletion" section to ensure sensitive information is not retained longer than necessary.

## C. Limited Access and Consent

Access to the database containing user, server, and user-server data is strictly controlled. Only individuals requiring access for maintenance purposes or resolving errors will have temporary access. Data stored in the database will never be exported unless in the form of a database backup. User data, server data or user-server data will never be modified without consent of the corresponding user or server owner.

## D. Data Minimization

Orb is designed to collect and store the minimum data necessary for its functionalities. We prioritize data minimization to enhance user privacy and security.

## E. Discord API Limitations

While Orb takes extensive measures to secure data within the bot itself, we cannot guarantee encryption of data when interacting with the Discord API. Command inputs from users and messages containing information from Orb to users may not be encrypted during interactions with the Discord API, as Discord controls the encryption process for data transmission.

## F. Data Breach Notification

In the unlikely event of a data breach that compromises user information, Orb will promptly notify all affected users and take necessary measures to mitigate the impact of the breach.

## **6. Data Location and International Transfers**

Orb operates on servers located in Germany, and all data collected and processed by the bot is stored on servers based in Germany. These servers are operated by Strato AG, located in either the city of Berlin or Karlsruhe. Strato AG servers adhere to DIN ISO/IEC 27001, ensuring robust data protection measures.

As Discord is used worldwide, data transferring to and from Orb will involve international data transfers to and from Germany. All data transmission will occur solely through the Discord API.

Data may also be transferred within Germany between servers at different physical locations. As described previously, this will happen through encrypted and secure SSL connections.

## 7. User Rights and Data Access

As part of our commitment to data privacy and transparency, we acknowledge the rights users and server owners have regarding their personal data. Orb will never prevent you from exercising the rights you are granted in this Privacy Policy. This section outlines these rights and provides information on how they can be exercised.

### A. Rights of Users

As a user interacting with Orb, you have specific rights regarding your personal data, these being as follows:

1. **Right to Access:** You may request a copy of your user entry and all user-server database entries associated with your Discord account ID. To do so, you can directly use Orb's built-in commands. However, if you request a copy through other means of communication, we will verify your ownership of the account before providing the data.
2. **Right to Rectification:** You can rectify user database entries using Orb's built-in functions. Certain data, such as user levels, ranks, XP count, badges, inventory, currency amount, server verification flags, infraction lists, and role rewards, cannot be rectified by invoking this right to prevent abuse and unfair advantages. Refer to section E for details.
3. **Right to Erasure:** You have the right to request the deletion of your user entry and all user-server entries associated with your Discord account ID. If you invoke the Right to Erasure, Orb will permanently delete your data from its records, but will create new database entries for you if you interact with Orb again after deletion. Certain limitations apply to the Right to Erasure, please familiarize yourself with Section F for additional details.
4. **Right to Object:** At any time, you can object to Orb processing or storing your data. If you object to data processing, Orb will immediately stop processing your data. Certain consequences and limitations apply to this right. Please familiarize yourself with the details to the Right to Object as laid out in Section G.

To exercise your rights as swift and easily as possible, Orb offers built-in commands. Refer to Section C for further details on exercising your rights through our built-in commands.

## B. Rights of Server Owners

As a server owner using Orb on your Discord server, you have specific rights regarding your server's data and how it is processed. These rights are:

1. **Right to Access:** As a server owner, you may request a copy of your server's database entry. To obtain a copy of your server data, you can use Orb's built-in commands. Similar to the user's right to access, Orb must verify your identity as the true owner of the server before processing the request if you request access through other means of communication.
2. **Right to Rectification:** You can rectify server database entries using Orb's built-in functions. However, certain data, such as member count and the leaderboard, cannot be rectified through these functions. Please refer to Section E for further details on the Right to Rectification.
3. **Right to Erasure:** As a server owner, you have the right to request the deletion of your server's database entry. If you invoke the Right to Erasure, Orb will permanently delete your server's data from its records. Please refer to Section F for additional details on the Right to Erasure.
4. **Right to Object:** Server owners can also object to Orb processing or storing their server's data. If you object to data processing, Orb will store only your server ID on a blacklist, ensuring no further data processing or storage. Please refer to Section G for additional details on the Right to Object.

Please note that server owners cannot request a copy of user-server data entries associated with their server as these contain the personal data and server-specific settings of all members. Users must request their own copies of user-server data entries to access user-server data for a specific server.

To exercise your rights as swift and easily as possible, Orb offers built-in commands. Refer to Section D for further details on exercising your rights through commands. Orb however encourages owners of larger servers or community servers to reach out to us through a designated communication method on the Orb website to exercise these rights. This way, we can provide solutions more tailored to your specific needs and without the limits of the built-in commands.

You can find contact data to get in touch with us on the official Orb website. Please understand that we have to verify your identity and server ownership before proceeding with requests



## C. Exercising these Rights as a User

Users can conveniently exercise their rights through integrated commands in their settings. The following commands are available:

- `/settings data-control access-data` (Right to Access)
- `/settings data-control erase-data` (Right to Erasure)
- `/settings data-control toggle-data-processing` (Right to Object)

There is no specific command for invoking the Right to Rectify. Most data points can however be edited by using their corresponding editing commands, such as `/profile edit` to edit data in a user's profile. To invoke this right on data that cannot be edited through such a command, users can contact us through the contact options available on the Orb website.

Certain data points are excluded from being edited through this right as described in detail in Section E. Details for the Right to Erasure and the Right to Object are found in Section F and G.

## D. Exercising these Rights as a Server Owner

Server owners can exercise their rights through integrated commands in the server settings. The following commands are available:

- `/server settings data-control access-data` (Right to Access)
- `/server settings data-control erase-data` (Right to Erasure)
- `/server settings data-control toggle-data-processing` (Right to Object)

There is no specific command for invoking the Right to Rectify for server owners. Similar as with users, server owners may use the corresponding edit commands to rectify data they want to be changed, or contact us if no such command exists.

Certain data points are excluded from being edited through this right, as detailed in Section E. The Right to Erasure and the Right to Object are detailed in Section F and G.

Due to Discord limitations, administrators may trigger the server data control commands. Orb will check if the command was run by the server owner and abort if not. We encourage server owners of larger servers to disable these commands and handle all exercising of rights by contacting us directly, as we can provide more flexible solutions than the built-in commands offer this way.

## E. Details on the Right to Rectification

The Right to Rectification allows users and server owners to correct inaccurate, incomplete or corrupted data in their database entries. While Orb provides edit commands to facilitate data modification for most data points, there are certain data points exempt from rectification, and invoking this right on specific data types is not possible due to important bot functionality and prevention of abuse.

By using Orb or services provided by or through Orb, users acknowledge that certain data points are fundamental to the bot's functionality and should remain unaltered to ensure a safe and continuous operation and therefore, users permanently waive their right to rectify or edit the following data points by invoking their Right to Rectify:

- The Orb ID: A unique identifier crucial for user account identification.
- The Discord User ID: The link between the user account and Orb, essential for database associations.
- The Patreon Support Flag: Indicating whether the user supports Orb through Patreon, required for specific interactions and rewards.
- Global Inventory and Badges: Core elements used for various interactions and achievements.

Furthermore, by using Orb or services provided by or through Orb, users waive their right to rectify or edit any data point in their user-server database entries to prevent potential abuse of this right to gain unfair advantages and to maintain an equal environment among users.

In an equivalent manner, server owners understand the importance of preserving critical server data and certain user-server associations for Orb's proper functioning. Consequently, by using Orb or services provided by or through Orb, server owners permanently waive their right to rectify the following data points in their server database entries when invoking their Right to Rectify:

- The Orb ID: A unique identifier used to differentiate servers, vital for database organization.
- The Server ID: The link between the Discord server and Orb, essential for proper data management.

We understand that server owners desire to have a functioning server and community. To achieve this, server owners may need more in-depth control over their server's data. Therefore, server owners may invoke their Right to Rectify on certain data points in user-server database entries associated with their server.

By using Orb or services provided by or through Orb, server owners additionally acknowledge that certain data points in user-server database entries are essential to Orb's uninterrupted function or hold private data only meant for the user, and therefore permanently waive their right to rectify and edit the following entries in user-server database entries by invoking their Right to Rectify:

- The Orb ID: Necessary for tracking server ownership and data associations.
- The Server ID: The link between the Discord server and Orb, crucial for database organization.
- The User ID: The link between individual users and server data, significant for user-server interactions and customization.
- Any Server-Specific User Settings: Essential for personalized user experiences and functionality.

These waivers are in place to safeguard Orb's integrity and prevent both the misuse of data and the abuse of the Right to Rectify. While users and server owners may not rectify certain data entries, they can still exercise other rights, such as the Right to Access, Right to Erasure, and Right to Object, as specified in Sections B, E, and F, respectively.

## F. Details on the Right to Erasure

The Right to Erasure enables you to request the deletion of specific data entries associated with your Discord account ID or server.

For users, invoking the Right to Erasure will instantly and irrecoverably delete the following entries when confirmed:

- Your user entry, containing your preferences and customization options.
- All user-server entries associated with your Discord account ID.

If you interact with Orb at any time after invoking the right to erasure, Orb will create new user and/or user-server database entries to provide functionality.

For server owners, invoking the Right to Erasure will instantly delete the database entry for the specified server. If an interaction with Orb happens on the server after the erasure, Orb will create a new database entry for this server.

It's essential to understand that the Right to Erasure is a final and irreversible action. Once invoked, the deleted data cannot be recovered or restored.

Both users and server owners must be aware that this action will significantly impact the user experience of other server members or users, as data associated with the invoking account or server will no longer be available.

## G. Details on the Right to Object

The Right to Object allows you to instantly prevent Orb from storing and processing most of your user or server data. When you invoke this right, your Discord user ID or server ID is stored on a blacklist, preventing further data processing or storage. Orb will have to process the user or server ID to match it against the blacklist.

Due to limitations of the Discord API, Orb must process interactions, including commands and their user input, as one element. Please note that running a command on Orb is a voluntary choice, and by doing so, you assume full responsibility for the data processing that occurs as a result.

For server owners, invoking the Right to Object severely compromises the user experience for every member on the server. While Orb will not store any new data after this right is invoked, it must still process the server ID to check it against the blacklist and to find user-server data entries when users run commands on the server.

By default, Orb will store a copy of either user or server data, subject to standard data retention rules, when the Right to Object is invoked. This backup copy allows Orb to restore your data if you later choose to revoke your objection. However, it's important to understand that Orb will not write or alter stored server or user data in any way while the objection is in effect.

To reliably delete all data associated with your user or server, including the backup copy, you must separately invoke your Right to Erasure.

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Note: [Insert Effective Date] will be the date when this Privacy Policy becomes effective and applicable.