

§ 01 – Introduction This Privacy Policy describes how SILENTRA TICKET collects, uses, and stores data when you use our Discord bot. We are committed to protecting your privacy and handling your data responsibly. By using SILENTRA TICKET, you agree to the collection and use of information as described in this policy.

§ 02 – Data We Collect SILENTRA TICKET collects only the data necessary to provide its service: User IDs (identify ticket authors and staff), Server IDs (associate tickets with the correct server), Role IDs (manage permissions), Ticket IDs (track each ticket), Ticket Subject (categorize requests), and Message Transcripts/Logs (store conversation history).

§ 03 – How We Use Your Data Data is used exclusively to operate the ticketing system, generate transcripts, track ticket history, manage permissions, and improve the bot. We do not sell, share, rent, or monetize your data with any third parties. Your data is never used for advertising.

§ 04 – Data Retention Data is retained for as long as necessary to provide the service. Server administrators may request deletion of their server's data at any time. When a server removes SILENTRA TICKET, we will delete all associated data upon request within a reasonable timeframe.

§ 05 – Data Security We take reasonable technical and organizational measures to protect your data against unauthorized access, alteration, or destruction. Access to stored data is restricted to authorized personnel only.

§ 06 – Your Rights You have the right to: access a copy of your data, request deletion of your data, request correction of inaccurate data, and opt-out by removing the bot from your server.

§ 07 – Third-Party Services SILENTRA TICKET operates within Discord's platform and is subject to Discord's Privacy Policy (discord.com/privacy). We do not share your data with any other third-party services.

§ 08 – Children's Privacy SILENTRA TICKET does not knowingly collect data from users under the age of 13. If you believe a minor has provided personal data, please contact us immediately.

§ 09 – Changes to This Policy We may update this Privacy Policy at any time. Changes will be reflected with an updated effective date. Continued use of the bot after changes constitutes acceptance of the new policy.