

BanSync Privacy Policy

Last updated and effective: January 6, 2023

This Privacy Policy applies to the BanSync Discord bot and Dashboard

Data Usage

Storage

The following Discord data provided in the BanSync /setup command gets stored:

- **Server ID:** This is stored and used to link the setup data to your server and provide functionality.
- **Channel ID:** This is stored and used for channel you want logs regarding changes to BanSync's settings in your server, and ban notifications.
- **Role ID:** This is stored and used for managing access to some of BanSync's commands and managing on the Dashboard.

The following Discord data is stored *each time* a ban is made when ban tracking is enabled:

- **Banned User:** This is the user who was banned from a server. This is so the ban record can be maintained for that user.
- **Ban Issuer:** This is the moderator who banned the user from a server. This is only stored for internal use and isn't shown publicly.
- **Banning Server:** This is the server that issued the ban for the user. This is used for displaying publicly what server banned the user.
- **Ban Reason:** This is the provided reason of the user being banned. This is shown publicly. (Unless the user has opted out)

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Temporary Storage

Certain BanSync's features require data that is stored temporarily in a cache. Currently, stale data is stored for no longer than 24 hours. The following is a list of the data stored, when it's stored, features using it, and the duration of the data being stored:

- **User - Interactions/Messages:** The username and discriminator of members are temporarily stored when they send a message or use a command of BanSync. This is only used to display their name in the dashboard if they're added as a group owner in a group. This is stored for about 24 hours after the last message/interaction.
- **Recently Joined User - Join/Leave/Interactions/Message:** The record of someone joining a server is stored for about 30 minutes. This is so banning of people who've *recently* left the server can be tracked.
- **Server Name - Interactions/Member Updates:** The name of a server is temporarily stored for 24 hours for displaying in the Dashboard.
- **Channel Name - Interactions/Messages/Channel Updates:** The name of certain channels is temporarily stored for 24 hours for displaying in the Dashboard.
- **(Dashboard only) Mutual Servers** A cached list of mutual servers between a user and the bot is temporarily stored to show servers in the dashboard where a user can manage it. This is stored for 2 minutes.

Usage

In addition to the above, BanSync processes the following Discord information, but does not store it:

- **Member Updates / Messages:** This data is only used for detecting when a user is present in a server. BanSync can *not* read your messages.

Opt Out of Ban Reasons

You can opt out the tracking of ban reasons from the dashboard. Make sure to read the warnings on the site carefully before proceeding to opt out.

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Contact Us

If you need support or to contact us, there are two options.

- You can open a ticket in the [support server](#) (usually fastest way to get a response)
- You can send an email to support@dcode.site

Removing Data

If you are a **moderator** of a server, you can remove all saved data for that server by running the **/setup** command and pressing the **Clear Saved Data** button.

If you are a **user**, you can [opt out of reason tracking](#) to prevent ban *reasons* from being tracked.

Thanks for using BanSync!