

BanSync: Terms of Service

LAST UPDATED AND EFFECTIVE: JANUARY 6, 2023

Overview

BanSync is a Discord bot that is designed keep out possible troublemakers from your server by knowing user's previous bans. Communities spread across multiple servers can keep their servers safe by linking servers together to sync bans within them.

You may not use BanSync to violate any applicable laws or regulations, [Discord's Terms of Service](#), or [Discord Community Guidelines](#). You also may not use BanSync to harm anyone or anything.

We reserve the right to change these terms at any time.

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Global Ban Database

BanSync offers a feature called the Global Ban Database. This database tracks the reasons a user has been banned from Discord servers. When submitting a ban reason to the global database, the ban reason may be subject to review by a limited amount of team members.

Note: We ask for ban reasons to be semi-professional if they are being submitted to the *Global Ban Database*. For example, “this user being mean” would not be valid, while “Harasses other members” may be a valid reason. We additionally will not permit slurs to be in our database, use abbreviations such as “n-word” instead.

Bots

BanSync does not track the ban of bots. If you ban a bot in your server, it will not be submitted to the global database or synced within server groups.

Limits

To prevent abuse of this service, the following is a non-exhaustive list of things we may do to protect our service(s):

- Blacklist servers from submitting to the Global Ban Database.
 - Limit the amount of bans that can be submitted at once.
 - Remove the bot from servers that continually break the Discord or BanSync ToS
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Allowed Reasons

The following is a non-exhaustive, in no particular order, list of ban reasons we allow to be submitted to the global ban database:

- Scams (Nitro, Phishing, etc.)
- Spam
- Harassment
- NSFW in a non-NSFW channel
- Impersonation
- Raiding
- Racism
- Slurs (**Note:** In most cases, profanity would not be an allowed reason because that may vary across communities)
- Underage
- Trolling
- Ban Evading (Should have a reason along the lines of “Ban Evading: [Original Banned User ID], [Reason for original ban]”)

Disallowed Reasons

The following is a non-exhaustive, in no particular order, list of ban reasons we don't allow to be submitted to the global ban database:

- Test bans (to avoid spam in our database)
 - Personal grudges
 - Intellectual insults (retard, stupid, etc.)
 - Role-play / Server-specific reasons ("Didn't finish assignment", "Died in game", etc.)
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Dispute a Ban Reason

We typically will not intervene with a server management. However, in some cases we understand this may not be possible if you can't contact the server management or they won't take any action. This is a non-exhaustive list of reasons we may remove a ban reason from a user:

- Breaks Terms of Service for BanSync (this document)
- Ban reason is unrelated to the actual action
- Ban reason includes PII (Personally Identifiable Information)

Note: Requesting to delete a ban reason does *not* unban you from that server.

Response Time

The team are still humans, and have other responsibilities outside of Discord. This may cause your ban to be waiting to be approved for a while. Most of the time, you should expect an approval/denial within the 24 hours. If more than 24 hours have passed, please [contact us](#) ASAP so we can assign someone to the case.

Ban Decision Making

If we decide to deny a ban, it is non-personal. All bans reviewed follow the above policies to ensure everyone gets an equal experience. If you feel your ban was unfairly denied, [contact us](#) and we'll work it out with you.

Unbanning

When you decide to unban a user from your server the following may happen:

- If you have a ban pending approval for the *Global Ban Database* it will automatically be denied/revoked.
- If you have a ban that has been approved for the *Global Ban Database* it will be removed and require re-approval to be added again.
- If your server is within a Server Group, and the user has been banned within it, the ban will be removed.

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Opt Out of Ban Reason Tracking

If you visit the dashboard, and go to the Opt Out page, you're able to opt out of Ban Reason Tracking. This means that ban reasons of your bans won't be stored, however the count of bans you have will remain. Check the dashboard for more information.

Server Groups

Server Groups are a way to link up your servers so bans can be synced within them. By using them, you agree to not add bans only for the purpose of causing harm to our services.

Dashboard

By using the dashboard you agree to respect the limits added in the application, and not exceed rate limits.

Request to Delete

The BanSync team is willing to delete information if there is a valid reason to delete said data. The following is a non-exhaustive list of data that can be requested to be deleted:

- Ban Reasons
- Non-essential server data
- Non-essential user data

The following is a non-exhaustive list of valid reasons to delete the data:

- Privacy concern
- Includes PII (Personally Identifiable Information)

Note: Requesting to delete a ban reason does *not* unban you from that server.

Contact Us

If you need to ask us something or get support, please join the [BanSync Status & Support](#) Discord server and open a ticket in our support channel.

Usage

By using BanSync or being in a server with BanSync you are agreeing to follow these terms of service. We reserve the right to refuse service if we believe you are abusing our service (the bot

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and/or all related services). If you do not agree with these terms, discontinue use of the bot immediately.

Other Resources

- [BanSync's Privacy Policy](#)
- [BanSync Website](#)

Thank you for using BanSync.