

Privacy Policy

Last Updated: 27/04/2026

1. Introduction

Your privacy matters to us, this policy explains the ins and outs of how **Plutana (“we”, “us” or “our”)** collects, uses, stores and protects personal information when you access or use our website, applications, Discord Bots, Roblox Database Services, or any related services **(Collectively the “Service”)**.

If your Roblox Game (**“Experience” or “Game”**) uses our Services, the data processed through those integrations is handled in accordance with this Privacy Policy.

2. Information We Collect

2.1 Information you provide

We collect information you submit directly through our Services. This includes data transmitted through the Roblox API for legitimate operational purposes such as:

- storing game data for later use
- verifying identifiers
- limited IP collection for rate-limiting and security purposes.

IP data used for rate-limiting is automatically removed once the applicable rate-limit period expires.

2.2 Discord Information Handling

When using our Discord services, certain information may be processed for moderation, screening, or optional features such as pattern-based message checks (e.g., Nexus’ screening and fun modules).

We do store message content on our servers, please see **Section 2, Chapter 2.5**. However, Discord itself may retain logs such as:

- deleted messages
- flagged messages
- moderation actions

These logs are stored **within Discord channels**, not on Plutana-owned discord servers.

2.3 Roblox Information Handling

For Roblox-related services, we store game data submitted by the operator or developers of the Experience. This data is retained until:

- the operator or developer requests deletion, or
- the Experience violates our legal documentation

Privacy Policy

If a violation occurs, access to our Roblox services may be terminated and the Experience may be blacklisted, preventing further data submission. Our systems actively monitor and prevent attempts to bypass termination or blacklisting.

2.4 Information Collected Automatically

We collect certain information automatically when you interact with our services, including:

- IP addresses (retained for up to 3 days) for DDoS protection and rate limiting
- non personal analytics such as:
 - Number of games using our services
 - Datastore usage counts

This information is used for operational insight and may be displayed publicly in aggregated, non-identifiable form.

2.5 Shared Information

Some Discord-related information may be logged through Discord's own systems, third-party servers, or our own Servers. This includes:

- Deleted Messages
- Flagged Messages
- Moderation Logs

These logs are retained up to **30 days** unless removed earlier by server administrators through our API.

3. How we use your information

3.1 Operating The Service

We use your information we collect to operate, maintain and provide the service. Data is used strictly for its intended operational purpose.

Aggregated analytics (e.g., number of Experiences using our datastore) may be publicly displayed, but no private or identifying information is ever disclosed.

If an incident involving unintended exposure of information occurs, we take responsible steps to minimise impact and resolve the issue promptly, we are not liable for any damages that occur.

3.2 Using information to communicate with users

We may use the information you provide to contact you regarding service updates, issues, or required notices.

If direct contact is not possible, we may publish general notices on our [Website](#) or [Discord Server](#).

Privacy Policy

3.3 Using information to improve features

We only use information voluntarily provided through official channels (Such as our discord server [here](#).) to improve features, functionality, and user experience.

We do not use personal information for improvement of purposes without your consent.

3.4 Using information for security and fraud prevention

We use your information to protect the service from:

- DDoS attacks
- Fraudulent activity
- Malicious Behaviour
- Automated Abuse

This include the use of pattern-matching. Rate-limiting, and other security measures across our Discord bots and Roblox Services.

4. Legal Bases for Processing

4.1 Consent

By using our services you consent to the processing of your information as described in this privacy policy. You have the right to withdraw consent from this contract at any time, we will delete your data in accordance with our retention policies.

4.2 Contract

Using the Services form a contractual relationship between you and Plutana. If you withdraw from this contract, we will delete your data in accordance with our retention policies.

4.3 Legitimate interests

We process certain data where necessary for our legitimate interests, including:

- Maintaining service integrity
- Preventing abuse
- Ensuring operation functionality

We do not process data beyond what is necessary for these purposes.

4.4 Legal Obligations

We comply with applicable data protection laws, including UK GDPR. You have the right to access, modify, or delete your data, and we may take up to 30 days to fulfil such requests.

Privacy Policy

5. Sharing Your Information

5.1 Service providers

We share only the data necessary for a service to function. For example, Roblox datastore requests may include game identifiers to verify authenticity. We do not share unnecessary or excessive data with third parties.

5.2 Legal Compliance

We may disclose information if required to comply with legal obligations or lawful requests.

6. Cookies & Tracking

6.1 How we use cookies

Our websites do not use cookies unless explicitly stated. If cookies are used, they do **not** contain passwords, personal information, or sensitive data.

6.2 What the cookies do

Cookies store small pieces of data on your device to improve your browsing experience, such as remembering preferences or login states.

6.3 How can users manage them?

You may modify or revoke cookie permissions at any time through your browser settings or our website footer controls (soon).

7. Data Retention

7.1 How long we keep your data

- Roblox datastore data is retained until deleted via API or after **30 days of inactivity**
- Temporary files (images, uploads, etc.) is retained for up to **30 days**
- Personal information (emails, passwords, etc.) is retained until deleted by the user.

7.2 Why we keep your data

We retain data to:

- provide continuous service
- avoid requiring repeated user input
- support datastore functionality

Privacy Policy

Personal information must **not** be stored in Roblox datastore entries. Our systems automatically scan for prohibited data and notify us to take action if detected.

8. User Rights

Under UK GDPR, you have the right to:

- access your data
- correct inaccurate data
- delete your data
- object to processing
- request data portability

Requests may take up to **30 days** to process.

9. Security

We implement physical and technical safeguards to protect data, including:

- secure server environments
- access controls
- encryption
- monitoring for unauthorised access

We continuously review and improve our security measures.

10. International Transfers

10.1 Data leaving the UK/EU

Data may be transferred outside the UK/EU when required for service functionality (e.g., communication with Roblox or Discord servers). All transfers are encrypted and protected using appropriate safeguards.

10.2 Safeguards

We use:

- encryption
- access keys
- IP validation
- secure transmission protocols

These measures help ensure data is transferred safely and only to authorised systems.

Privacy Policy

11. Children's Privacy

We do not knowingly collect personal information from users under the age of 13. Users must be **13 or older** to use our Services, both on and off Roblox.

12. Changes to this policy

We may update this Privacy Policy from time to time. Updates will be communicated through our website and Discord server.

Updates will be communicated through our [website](#) and [discord server](#).

13. Contact Information

If you have questions or requests regarding this Privacy Policy, you may contact us via:

- [email](#)
- [discord](#)