

Terms of Service

Usage Agreement

By inviting the bot and using its features, you automatically accept the Terms of Services and Privacy Policy of the bot mentioned below.

You accept that your right to use this bot freely and anywhere may be revoked if you do not comply with the Terms of Service, the Privacy Policy and/or the Community Guidelines of Discord Inc.

By inviting this bot, you accept that the bot collects data as explained in our Privacy Policy. The intended use of this data is for the functionality of the bot, as well as storing guild specific settings.

Definition

- Bot means the service provided to you by us.
- Privacy Policy means the processing of your data mentioned later in this text.
- We, Us, Our or Hufeisen Games refers to the people who own Receive Support 2
- Receive Support 2 means the previously mentioned Discord Bot
- Discord Inc. is the company behind the "Discord" program
- Discord is a reference to Discord Inc.

Required age

Using the Discord bot below the minimum age explained in the Discord Terms of Service is not allowed. Violation of this rule may result in removal and/or banning of the bot from all servers you own.

Affiliation

The bot is not affiliated with Discord and is not originated or supported by Discord Inc. Any association with Discord or any of its branded properties is purely coincidental. We do not claim to own the copyright or intellectual property of Discord Inc.

Liability

Hufeisen Games cannot be held liable at any time for people who violate this agreement. Users are responsible and liable for the use of the music feature. The end user is responsible for all copyright infringements based on this feature. Hufeisen Games will not be held liable in this case.

IN NO EVENT SHALL HUFEISEN GAMES BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, ACTUAL OR OTHER INDIRECT DAMAGES, INCLUDING LOSS OF REVENUE OR INCOME, LOSS OF DATA, PAIN AND SUFFERING, EMOTIONAL DISTRESS OR SIMILAR DAMAGES, EVEN IF HUFEISEN GAMES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

We trust that all data will be provided lawfully, and that the bot will not be abused in a malicious way. We reserve the right to update these terms at our discretion, giving you one week (7 days) to reject this agreement. If you do not agree to the Terms of Service, you have the option to remove the bot from all servers you own.

Contact

You can always contact us through our Official Support Email (support@hufeisen-games.de) or through our Support Discord server.

Privacy policy

Use of the data

The bot stores data for the information defined below to provide various features. There is no use of the collected data other than the cases described above. The collected data will not be shared with other services or third parties at any time.

Stored data

The bot automatically saves the following data after it is invited to a Discord server:

- **Guildid**, with the server ID as value
- **Language**, with *en* as default value
- **System channel**, this is automatically created after the first use and its ID is automatically saved

Other values that the bot saves as soon as settings are changed include:

- Support channels
- Support roles
- Music URLs
- Ticket categories
- Ticked channels
- Message IDs

We reserve the right to store other data sent by you via one of the commands registered by our bot.

Modify the saved data

All stored data can be changed by users via the required command. The saving of this data requires the input of an end user and cannot take place without it. No confidential data, such as the content of a message from the bot, is stored for any length of time.

Temporarily Stored Data

The bot can store given information for a certain time in an internal memory mechanism. After this period has elapsed, this data is deleted and reloaded into the cache only when it is needed again. The retention of this data usually lasts no longer than a few seconds.

Requesting the data

You have the possibility to request all stored data of your server. This step can only be done by the owner of the server. For security we need a proof that shows us that the server belongs to them. You can request the stored data through our support email (support@hufeisen-games.de) or through our support Discord server. The processing of this request may take some time.

Remove the data

All saved data can be removed automatically by removing the Discord bot from the respective server. To do this, the bot must be either kicked or banned from the respective Discord server. Reinviting the Discord bot will add the default values described above back to the database.

A manual deletion of the data can be done via our support email (support@hufeisen-games.de) or via our support Discord server. It will be necessary to show proof of ownership of the Discord server in question. Only a server owner can request a deletion of the data that was stored from this server.