

Florel Stores

Privacy Policy

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1. Introduction

Florel Stores (“we,” “our,” or “us”) values your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, and protect your information when you interact with our services, including our website (**florel.co.uk**), our Roblox platform integrations, and our Discord-based utilities.

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the practices described herein.

2. Scope of This Policy

This policy applies to all products and services provided under the Florel brand, including:

- **The Florel Stores Roblox experience and related API integrations**
- **The Florel website (florel.co.uk)** and all its connected subdomains (e.g., *privacy.florel.co.uk*)
- **Discord integrations**, including but not limited to the Florel Utilities.

This Privacy Policy does **not** apply to any external platforms or third-party services not operated by Florel Stores.

3. Data We Collect

Florel Stores only collects the data necessary to operate and improve its systems. We may collect and process the following types of information:

- **Roblox usernames and associated Roblox user IDs**, obtained through legitimate Roblox APIs.
- **Discord user IDs and related metadata**, when interacting with our Discord utilities or bots.

We do **not** collect email addresses, IP addresses, cookies, or analytical data via our website or Roblox experiences.

4. How We Use Your Information

The information collected is used exclusively to:

- Verify Roblox and Discord identities for system access and security verification.
- Provide functionality within our systems (e.g., ticket support, account linking, and permission handling).
- Maintain platform integrity, prevent abuse, and ensure fair use of our systems.

Your data is **never sold, traded, or shared** with third parties for marketing or analytics purposes.

5. Data Storage and Security

Florel Stores ensures that all collected data is securely handled. We store data in the following trusted environments:

- **Supabase**, for database management and cloud storage.
- **Vercel**, for website hosting and API delivery.

- **Coffee Systems Virtual Private Server**, for hosting our Discord bots and automated systems.

All platforms we use meet or exceed international security and encryption standards. We take appropriate measures to prevent unauthorized access, alteration, or disclosure of personal data.

6. Data Retention

Data collected through our platforms is retained only for as long as it is required for operational, legal, or safety reasons.

Once the data is no longer necessary, it is securely deleted or anonymized to prevent recovery.

7. User Rights

Under the **UK General Data Protection Regulation (UK GDPR)**, you have the right to:

- Access the data we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your data from our systems.
- Object to data processing under certain conditions.

If you wish to exercise any of these rights, you can contact our privacy team using the details provided below.

8. Data Access & Deletion Requests

To request access, deletion, or clarification of your data, please contact us through one of the following:

- **Ticket-based systems** via our official **Tickets Bot** or **Florel Utilities**
- **Email:** privacy@florel.co.uk

Requests are reviewed and processed within **30 days**, subject to verification of ownership.

9. Data Disclosure

We do not disclose personal data to third parties, except when required by law or to comply with valid governmental requests under applicable jurisdiction.

No collected data is transferred outside the United Kingdom except through secure, compliant cloud infrastructure.

10. Protection of Minors

Our services are intended for a **general audience (13+)** and do not knowingly collect personal data from users under the age of 13.

If a parent or guardian believes a minor's data has been collected inappropriately, please contact us immediately so we can investigate and remove it.

11. Compliance

Florel Stores operates under the principles of the **UK GDPR** and complies with the **Roblox Platform Rules**.

We maintain transparent data-handling practices, implement security measures, and respect all lawful requests from users and authorities.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect new features, security improvements, or regulatory changes.

The latest version will always be accessible at <https://privacy.florel.co.uk/>, and the “Last Updated” date will indicate the version currently in effect.

13. Contact Information

If you have any concerns, complaints, or inquiries about this Privacy Policy or your data, you may contact us through:

- **Tickets Bot** (for general or user-specific requests)
- **Florel Utilities** (support system)
- **Email:** privacy@florel.co.uk

We are committed to responding promptly and resolving all privacy-related matters with professionalism and transparency.