

Privacy Policy

1. Introduction

Welcome to Whop.com ("Whop," "we," "us," or "our"). Whop operates as an online marketplace for digital goods and services, ranging from Notion templates to paid Discord communities. By using our website, you agree to comply with and be bound by the following Privacy Policy.

This Privacy Policy governs your access to and use of Whop.com, including any content, functionality, and services offered on or through Whop.com. The Policy describes the types of information we may collect from you or that you may provide when you visit Whop.com, and our practices for collecting, using, maintaining, protecting, and disclosing that information.

It is important for you to understand that by accessing or using the website, you agree to the terms and conditions of this Privacy Policy. If you do not agree with our Policy, we advise you to refrain from using our website.

Please be aware that this Privacy Policy applies solely to information collected by Whop.com and does not apply to any third-party websites, services, or applications, even if they are accessible through our website. For the sake of clarity, this policy also extends to the various payment options offered on Whop.com, including but not limited to crypto, Apple Pay, USD, and international payment options.

This Privacy Policy aims to comply with applicable laws and regulations concerning data protection and privacy, including but not limited to the General Data Protection Regulation ("GDPR") and the California Consumer Privacy Act ("CCPA").

The purpose of this Policy is to:

- Inform you about the types of information we collect.
- Detail how we use, store, and protect that information.
- Explain under what conditions we may disclose or share the information.
- Describe the rights and choices you have concerning your personal data.

For any questions related to this Privacy Policy, please refer to Section 14: Contact Information for details on how to get in touch with us. We encourage you to read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it.

2. Information Collection

2.1 Types of Information Collected

When you engage with Whop.com, we collect various types of information from and about you. These can be categorized as follows:

- **Personally Identifiable Information ("PII"):** This includes information like your full name, email address, mailing address, telephone number, and other details that can be used to personally identify you. For example, you may provide this information when creating an account on Whop.com, making a purchase, or when contacting us via our customer service channels.
- **Payment Information:** When you make a purchase through Whop.com, you provide payment information, which includes but is not limited to credit/debit card numbers, billing address, and in some instances, verification numbers. This data is used solely for completing transactions and is processed securely through third-party payment gateways.
- **Technical Information:** We collect information related to your interaction with Whop.com, such as IP address, browser type, device used, pages visited, time spent on pages, and other related metrics. This data is collected using tracking technologies like cookies and is used for analytical and improvement purposes.
- **User-Generated Content:** If you post reviews, comments, or other content on Whop.com, we may collect and store this information to improve our services and provide a personalized experience.

2.2 Methods of Information Collection

We collect this information through various methods:

- **Direct Interactions:** Information that you provide by filling in forms on our site, making a purchase, or interacting with customer service.
- **Automated Technologies:** We automatically collect technical data about your equipment, browsing actions, and patterns as you interact with our website.
- **Third-Party Providers:** We may also receive information about you from third-party partners who help us offer the services available on Whop.com. For example, payment processors may share details confirming your payment.

2.3 Information Collected by Third-Parties

When using Whop.com, third-party services integrated into our website, such as payment gateways or analytics services, may also collect information about you. This information is subject to the privacy policies of those third-party services, and we recommend reviewing those policies separately.

2.4 Purpose of Information Collection

We collect information for specific purposes, including:

- To fulfill the services you have requested, including processing transactions and providing customer service.
- To improve and optimize the user experience.
- To comply with legal requirements and regulations.
- For marketing and promotional activities, subject to your consent where required.

2.5 Consent for Information Collection

By using Whop.com, you consent to the collection of information as described in this section. Should we wish to use your information for purposes not covered in this Privacy Policy, we will seek your explicit consent prior to such use.

3. Use of Information

3.1 General Use

The information collected by Whop.com serves multiple purposes, most of which are essential for the provision and improvement of services to you, the user. The following outlines the ways we use your information:

- **Fulfillment of Services:** To fulfill the services you have requested, including processing transactions, confirming purchases, and providing customer support. For instance, if you purchase access to a paid Discord community, the platform automatically joins the server for you and assigns your role within 5 seconds of purchase.
- **User Experience Optimization:** To analyze and understand user behavior and preferences, aiming to enhance your user experience on Whop.com. This can include modifying website layouts, developing new features, and tailoring content to be more relevant to you.
- **Security Measures:** To maintain the safety and integrity of Whop.com by monitoring for fraudulent activity, verifying user identity, and implementing technical safeguards.
- **Regulatory Compliance:** To comply with legal and regulatory requirements, including tax obligations, legal requests, and other governmental mandates.
- **Marketing and Promotions:** To inform you about offers, promotions, and updates related to Whop.com, but only where we have received explicit consent or where permitted by law.

3.2 Data Analytics

We may use third-party analytics tools or our own algorithms to assess how users interact with Whop.com. This information helps us understand user preferences, improve our services, and may also be used in aggregate form for business development purposes.

3.3 Data Combination

We may combine the information we receive from you with information obtained from other sources or third parties for the purposes outlined above, to help improve the accuracy of our records and better tailor our services to individual user needs.

3.4 Information Sharing Within Business Entities

In the course of operating our business, we may share your personal data with subsidiaries, joint ventures, or other companies under common control, in which case we ensure that these entities also follow this Privacy Policy or maintain at least the same level of data protection as stipulated in this Policy.

3.6 Revoking Consent

You may revoke consent for the use of your information for marketing purposes at any time. However, the revocation of such consent will not affect the lawfulness of processing based on consent before its withdrawal.

4. Disclosure of Information

4.1 General Principles

Whop.com treats your personal information with the utmost care and confidentiality. However, there are circumstances under which we may disclose or share your information. The following subsections detail those conditions:

4.2 Third-Party Service Providers

We may engage third-party service providers for various operational needs, such as payment processing, data analysis, and customer service. In such instances, these third parties are granted access to your information only to perform these specific tasks on our behalf and are contractually obligated to treat your data with confidentiality and security.

4.3 Legal Requirements and Law Enforcement

We may disclose your personal information to meet legal obligations, enforce our user agreements, protect our rights, or respond to court orders, judicial proceedings, or other legal processes. In these cases, we will take reasonable steps to notify you unless prohibited by law.

4.4 Business Transfers

If Whop.com becomes involved in a merger, acquisition, bankruptcy, or any form of sale of some or all of its assets, your personal information may be transferred to a third party as part of that transaction. In such an event, you will be notified via email and/or a notice on our website, along with any choices you may have regarding your information under such circumstances.

4.5 Publicly Shared Information

Please be aware that any information you choose to disclose in public areas of Whop.com, such as reviews or comments, will be considered public information and may be collected and used by others.

5. International Transfers

5.1 General Guidelines

Whop.com operates globally, and your information may be transferred to, stored in, or processed in countries other than your country of residence. These countries may have different data protection laws.

5.2 Data Protection Measures

We maintain stringent data protection measures to ensure that your personal information receives an adequate level of protection when it is transferred internationally. This includes the utilization of standard contractual clauses, reliance on adequacy decisions from the European Commission, or employing other legally recognized mechanisms to safeguard data transfers.

5.3 Consent to International Transfers

By using Whop.com, you consent to the transfer of your information across international borders as described in this section.

5.4 Compliance with Local Laws

While we take measures to ensure that international transfers comply with applicable laws, it is your responsibility to understand the privacy laws and regulations applicable in your own jurisdiction and act accordingly.

5. Cookies and Tracking Technologies

6.1 Use of Cookies

Whop.com utilizes cookies and similar tracking technologies to facilitate website functionality, analyze usage patterns, and enhance the overall user experience. A cookie is a small file placed on your device's hard drive that allows us to recognize repeat visits, save user preferences, and compile aggregate data about site interaction.

6.2 Types of Cookies Employed

- **Essential Cookies:** These are necessary for the operation of our website and include cookies that enable you to log in to secure areas or make purchases.
- **Analytical/Performance Cookies:** These cookies allow us to understand how visitors interact with our website by collecting information on pages visited, time spent, etc.
- **Functional Cookies:** These are used to recognize users when they return to the website, enabling personalized content and preferences.
- **Targeting/Advertising Cookies:** These cookies record your visits to our website and help in displaying targeted advertisements that may be of interest to you.

6.3 Third-Party Cookies

Some cookies on our site are set by third-party services, such as analytics providers or social media platforms. We do not control the use of these cookies; therefore, you should consult the relevant third-party website for more information.

6.4 Managing Cookies

You have the option to accept, decline, or remove cookies through your web browser settings. However, disabling essential cookies may affect the functionality of Whop.com.

6.5 Web Beacons and Other Tracking Technologies

In addition to cookies, we may use web beacons, pixel tags, and other tracking technologies to collect information for the same purposes listed above.

7. Children's Privacy

7.1 Age Restriction

Whop.com is not intended for individuals under the age of 13. We do not knowingly collect or solicit personal information from children under 13 or knowingly allow such individuals to register for an account.

7.2 Parental Consent

If you are under 18, you may use Whop.com only with the involvement of a parent or guardian. If we become aware that we have collected personal information from children without verification of parental consent, we will take steps to remove that information.

7.3 Reporting Violations

If you become aware that a child under 13 has provided us with personal information without parental consent, please contact us immediately as per the guidelines in Section 14: Contact Information.

7.4 Data Deletion

If we learn that we have collected data from a child under the age of 13 without parental consent, we will promptly take all reasonable measures to delete such information from our records.

8. Security Measures

8.1 Commitment to Security

Whop.com is committed to safeguarding the integrity, confidentiality, and availability of your personal information. We employ a comprehensive array of physical, administrative, and technical measures designed to protect your data from unauthorized access, disclosure, alteration, and destruction.

8.2 Encryption and Secure Protocols

All communications between your device and Whop.com are encrypted using secure socket layer technology (SSL) or other advanced encryption standards. Additionally, we employ firewalls, intrusion detection systems, and secure data transmission protocols to enhance security.

8.3 Access Control

Access to personal information is restricted to authorized employees, agents, and contractors who have a legitimate business need for such access. All personnel are bound by confidentiality obligations and may be subject to disciplinary action, including termination and legal prosecution, for unauthorized use or disclosure of personal information.

8.4 Data Breach Response

In the unlikely event of a data breach, Whop.com will promptly investigate the incident and take appropriate corrective actions. Affected individuals will be notified in accordance with applicable laws and regulations.

8.5 Risk Assessment

We regularly conduct risk assessments and security audits to evaluate the effectiveness of our security measures and identify potential vulnerabilities.

8.6 User Responsibility

While we strive to protect your personal information, no security system is completely infallible. Therefore, you are also responsible for taking reasonable precautions, such as maintaining the confidentiality of your login credentials and ensuring that your device is secure.

9. Data Retention

9.1 Retention Periods

Whop.com will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for compliance with legal, accounting, or reporting obligations.

9.2 Transactional Records

Given that all sales on Whop.com are final and non-refundable, transactional records will be kept for a period consistent with legal requirements, generally up to seven years, to manage disputes and for financial auditing purposes.

9.3 Account Deletion

If you choose to close your Whop.com account, we will deactivate your account and remove your personal information from our active databases. However, some information may still be retained in our archives for legal or regulatory purposes.

9.4 Data Archiving

Some data may be archived and stored in an aggregated and anonymized format for analytical and strategic planning purposes.

9.5 Regulatory Compliance

Whop.com is committed to complying with all statutory and regulatory requirements concerning data retention.

10. Your Rights and Choices

10.1 General Overview

Whop.com is committed to ensuring that you have the ability to make informed decisions about your personal information. As a user, you have several rights and choices regarding your data as outlined below:

10.2 Right to Access

You have the right to request access to your personal information held by Whop.com. Upon request, we will provide you with a copy of your personal data in a commonly used electronic format.

10.3 Right to Correct

If you find inaccuracies in your personal information, you have the right to request corrections. Whop.com will make the necessary modifications in a timely manner.

10.4 Right to Delete

Subject to applicable legal requirements, you have the right to request the deletion of your personal information from our systems.

10.5 Right to Opt-Out

You may opt out of receiving promotional communications from us at any time by following the 'unsubscribe' link provided in the emails or by contacting us directly. This does not include essential service messages or transactional notifications.

10.6 Right to Data Portability

You have the right to request your personal information in a structured, commonly used, and machine-readable format for the purpose of transferring it to another service, where applicable.

10.7 Right to Object

You have the right to object to the processing of your personal information under certain conditions, including for direct marketing purposes.

10.8 Exercising Your Rights

To exercise any of the rights mentioned above, please contact us as indicated in Section 14: Contact Information. We will respond to your requests within a reasonable timeframe in accordance with applicable laws.

11. Third-Party Links and Services

11.1 Third-Party Integration

Whop.com may include links to third-party websites, applications, or services. These external sites have their own privacy policies and terms of use, which are not governed by this Privacy Policy.

11.2 Disclaimer

We do not take responsibility for the content, privacy policies, or practices of third-party sites. We encourage you to read the privacy policies of each website you visit.

11.3 Data Sharing with Third-Parties

As indicated in Section 4: Disclosure of Information, Whop.com may share your information with third-party service providers for specific operational purposes. We ensure these third parties adhere to similar data protection standards.

11.4 Third-Party Payment Processors

Given the variety of payment options available on Whop.com, some of your transactional information may be processed by third-party payment processors. These entities are subject to their own legal obligations and privacy policies.

11.5 User Discretion

You should exercise caution and review the privacy statements of third-party websites before providing any personal information or engaging in transactions.

12. Changes to Privacy Policy

12.1 Policy Updates

Whop.com reserves the right to modify, amend, or update this Privacy Policy at any time and for any reason. Changes to the Privacy Policy will be effective immediately upon being posted on our website.

12.2 Notification Mechanism

While we will make reasonable efforts to notify users of any changes, it is your responsibility to review this Privacy Policy regularly for updates. Changes will also be announced via email or other direct communications to users, where appropriate.

12.3 Material Changes

In the case of material changes that substantially alter our privacy practices in a manner that affects your rights, we will provide more prominent notice, such as through an email notification or an announcement on our website's home page.

12.4 Versioning

Each version of this Privacy Policy will include an effective date at the top or bottom of the document, so you can identify the most recent version.

13. Compliance with Specific Laws and Regulations

13.1 General Compliance

Whop.com operates in compliance with all applicable federal, state, and local laws, rules, and regulations regarding privacy and data protection.

13.2 GDPR Compliance

For users residing within the European Economic Area (EEA), Whop.com adheres to the requirements of the General Data Protection Regulation (GDPR). This includes, but is not limited to, providing the rights of access, correction, and deletion of personal data as well as data portability.

13.3 CCPA Compliance

For users residing in California, we comply with the California Consumer Privacy Act (CCPA) in terms of providing appropriate disclosures, ensuring data portability, and granting the right to opt out of the sale of personal information.

13.4 Other Jurisdiction-Specific Compliance

We will also comply with other jurisdiction-specific laws and regulations where Whop.com offers its services, including but not limited to, the Brazilian General Data Protection Law (LGPD) and the Personal Data Protection Act (PDPA) for users in Singapore.

13.5 Regulatory Reporting

In the event of a data breach or other incident requiring regulatory reporting, Whop.com will act in accordance with applicable laws and regulations, including timely reporting and notification to relevant authorities and impacted individuals.

14. Contact Information

14.1 General Inquiries

For general inquiries about this Privacy Policy or any related concerns about how we manage your personal information, you may contact us via the methods outlined below. We are committed to resolving any complaints or queries you may have concerning your data.

14.2 Contact Details

The Data Controller responsible for your personal information is Whop.com. You can contact us through the following means:

- **Email:** support@whop.com