

Effective Date: **2023-02-26**

Last Modified: **2024-08-14**

§1. Introduction

This Privacy Policy governs the way Melonslab ("Melon"), owned by Hypefox Ltd ("Hypefox"), collects, uses, keeps, and shows information collected from users of our website and services.

§2. Information we collect

Melon may collect personal information from users, such as name, email address, postal address, phone number, and payment information. We may also collect nonpersonal identification information about users whenever they interact with our website. Non-personal identification information may include the browser name, the type of computer, and technical information about users' means of connection to our website.

§3. How we use collected information

Melon may collect and use users' personal information for the following purposes:

- To process payments: We may use the information users provide about themselves when placing an order only to supply service to that order. We do not share this information with outside parties except to the extent necessary to supply the service.
- To improve customer service: Information provided by users helps us respond to customer service requests and support needs more efficiently.
- To personalize user experience: We may use information taken together to understand how our users as a group use the services and resources provided on our website.
- To improve our website: We may use feedback provided by users to improve our products and services.
- To send periodic emails: We may use the email address to send users information and updates about their order. If the user has opted in to it, we may also send occasional news, updates, and promotions.

§4. How we protect user information

We adopt proper data collection, storage, and processing practices, as well as security measures, to protect against unauthorized access, alteration, disclosure, or destruction of users' personal information, username, password, transaction information, and data stored on our website.

§5. Sharing your personal information

We do not sell, trade, or rent users' personal identification information to others. When interacting with Melonbot, our AI-driven customer service representative on Discord, the conversation data is temporarily stored in our database. This temporary storage allows Melonbot to remember and reference prior interactions, ensuring a more seamless and personalized user experience. Importantly, Melonbot will automatically delete this stored data from the database once the corresponding ticket is closed.

The temporary storage of conversation data is exclusively for improving Melonbot's performance and refining user interactions during an active ticket by allowing the bot to remember what the user previously said. We do not share any personal identification information with third parties for this specific function. Rest assured, our commitment to safeguarding user privacy and implementing robust security measures remains a top priority.

To provide this convenient support option, your queries will be sent to AI company Anthropic (Anthropic PBC, anthropic.com), who sends the answer back to us. This is what makes Melonbot function properly. Anthropic specializes in developing AI models that are safe and reliable, with AI safety being their top priority. This is how we ensure high safety of our AI systems.

You can at any point stop data transmission to Anthropic by telling Melonbot that you want to be transferred to the human support team.

You can refer to the [Anthropic Privacy Policy](#) for more information about how Anthropic processes your information.

If you have any concerns or require further clarification regarding the data storage, deletion process, and security measures with Melonbot, please feel free to contact our support team. Your privacy is important to us, and we appreciate your trust in Melon's commitment to maintaining a secure and transparent user experience.

§6. International Data Transfers

Melon may transfer personal information to countries beyond the European Economic Area (EEA) and the United States in connection with the services we provide. Your use of our services implies your consent to the international transfer of your personal information to these countries. This transfer is essential for the seamless provision of our services and ensures that your data is handled in accordance with the high standards of privacy and security upheld by Melon. If you have any concerns or require further information about this data transfer, please don't hesitate to contact our support team. Your privacy is of utmost importance to us, and we are committed to maintaining transparency and safeguarding your information across borders.

§7. Your Rights

Under applicable data protection law, you have certain rights, including the right to access, correct, update, or remove personal information we hold about you, the right to object to processing, the right to data portability, and the right to withdraw consent. To exercise these rights, please contact us using the contact details supplied in §9.

§8. Changes to this Privacy Policy

Melon reserves the right to update this Privacy Policy at any time. We encourage users to often check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

§9. Contacting Us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at legal@melonslab.cloud or Hypefox at contact@hypefox.net.

§10. Data Controller

The data controller for the processing of your personal information is **Hypefox Ltd**, a company registered in **England and Wales** with company number **14423502** and registered office at **27 Old Gloucester Street, London, United Kingdom, WC1N 3AX**. Hypefox is registered with ICO with under registration reference **ZB529343**.