

Privacy Policy

Last Updated: June 10, 2026

1. Scope and Definitions

This Privacy Policy applies to all users of the Verba platform and related services ("Service").

For consistency with our Terms of Service:

- "Account" means a registered user profile.
- "Subscription" means recurring access to premium features (including Patreon-linked membership tiers).
- "Credits" means prepaid, non-transferable digital units used to access AI generation or related paid features.
- "Verbs" means user-created AI characters, configurations, or agents and all associated data.
- "Service Providers" means third parties used to operate the Service (e.g. Patreon, PayPal, Discord, AI model providers).

This Privacy Policy should be read together with our Terms of Service and Refund Policy. In case of conflict, the Terms of Service governs service usage, while this Privacy Policy governs data handling.

2. Data We Collect

We only collect data necessary to operate, secure, and improve the Service.

2.1 Account Information

- Email address, username, and hashed password (if applicable)
- Profile data (avatar, banner, display settings)
- Connected account data (e.g. Discord, Google, or other linked services you authorize)
- Patreon data (Patreon ID, email, tier, pledge status, lifetime support totals, OAuth tokens)
- Credit system data (balance, purchase history, usage logs, refunds, bonuses)
- Authentication and security data (2FA secrets, backup codes, password reset tokens, verification codes and expiry)
- Account activity metadata (creation date, login timestamps, session history, preferences)

2.2 Service Content Data (Verbs and AI Data)

- Verb ownership and identity metadata (creator ID, email reference)
- Verb configuration (name, description, avatar, banner, tags, vanity URL)
- Character attributes (age, language, birth month/day where provided)
- Personality and behavioral data (backstory, traits, instructions, beliefs, preferences)
- User-generated training data, memories, and knowledge bases

- Safety and model settings (e.g. moderation toggles, generation parameters)
- Discord bot integration data (bot credentials, server counts, channel settings, status configuration)
- Usage metrics (request counts, timestamps, generation activity, feature usage logs)

2.3 Technical Data

- IP address and approximate geolocation
- Device, browser, and operating system information
- Performance metrics and error logs
- Usage analytics (feature interaction patterns)
- Billing and transaction metadata related to Credits and Subscriptions

2.4 Communication Data

- Chat messages (including attachments, reactions, mentions)
- Conversation history required for AI context continuity
- Support tickets and support communications
- Feedback, surveys, emails, and Discord communications with staff

3. How We Use Data

We process data strictly for operational purposes:

3.1 Service Delivery

To provide core functionality, including AI generation, account management, Credits system, and Subscription access.

3.2 Contract Performance

To fulfill obligations under:

- Subscription agreements (including Patreon-linked access)
- Credit purchases and usage
- Refund processing (as defined in the Refund Policy)

3.3 Platform Improvement

To improve reliability, performance, and feature quality. User content is not used to train third-party foundation models.

3.4 Security and Abuse Prevention

To detect fraud, enforce limits, prevent abuse, and protect accounts and systems.

3.5 Communication

To send:

- Service notices
- Security alerts
- Transaction confirmations
- Support responses

3.6 Analytics

To understand usage patterns, system performance, and feature adoption.

4. Data Sharing and Third Parties

We do not sell personal data.

4.1 Service Providers

We may share limited data with providers required for Service operation, including:

- Payment processors (PayPal)
- Subscription platforms (Patreon)
- Communication platforms (Discord)
- AI infrastructure providers (e.g. OpenAI, Anthropic, Google, Meta or equivalent providers used for inference)
- Hosting and analytics infrastructure providers

These providers process data only to the extent necessary to provide their services.

4.2 Legal Requirements

Data may be disclosed if required by law, court order, or to protect legal rights, users, or system integrity.

4.3 Business Transfers

If the Service is involved in a merger, acquisition, restructuring, or asset sale, data may be transferred as part of that transaction.

4.4 Consent

We may share data in other cases only with your explicit consent.

5. Data Retention

We retain data only as long as necessary to:

- Provide the Service
- Comply with legal obligations
- Enforce agreements (including Terms of Service and Refund Policy)

- Prevent fraud and abuse

When accounts are deleted, most personal and content data is removed. Some limited records (e.g. payment history) may be retained where legally required.

6. Account Deletion and Refund Interaction

Deleting an account removes associated Service data, including Verbs, chat history, and account configuration.

However:

- Refund eligibility is governed exclusively by the Refund Policy
- Deleting an account does not guarantee or trigger refunds
- Refund requests must comply with defined time windows (Subscriptions: 48 hours; Credits: 72 hours unused)

After deletion, we may retain minimal transactional records to:

- Comply with accounting laws
- Prevent fraud
- Resolve disputes

These records are not used to operate the Service.

7. Your Rights

Depending on your jurisdiction, you may have rights to:

- Access your data
- Correct inaccurate data
- Delete your data
- Export your data
- Restrict or object to processing

Requests can be made via account settings or support channels.

8. Data Security

We implement appropriate technical and organizational safeguards:

Technical Measures

- Encryption in transit and at rest
- Secure infrastructure with monitoring
- Multi-factor authentication for administrative access
- Rate limiting and brute-force protection
- Regular security testing

Organizational Measures

- Access control based on roles
- Employee security training
- Incident response procedures
- Backup and disaster recovery systems
- Privacy-by-design development practices

9. Relationship With Terms of Service and Refund Policy

This Privacy Policy is part of the overall legal framework governing the Service.

- The Terms of Service governs usage rules, account termination, arbitration (if included), and service restrictions
- The Refund Policy governs eligibility and timing for Subscription and Credit refunds
- This Privacy Policy governs how user data is collected, used, stored, and shared

In case of conflict:

- Service usage disputes → Terms of Service applies
- Payment/refund disputes → Refund Policy applies
- Data handling disputes → This Privacy Policy applies