

Privacy Policy

Effective Date: 18 September 2025

This Privacy Policy ("Policy") explains how The Reality ("we," "us," or "our"), managed by KITT, collects, uses, and protects your personal information in compliance with applicable laws and regulations, including the General Data Protection Regulation (GDPR) where applicable.

By using The Reality's website, platform, or services ("Platform"), you agree to the practices described in this Policy.

1. Information We Collect

We only collect personal information that you voluntarily provide to us, such as:

- Username,
- Email address,
- Other information necessary to operate your account and provide services.

We collect this data either:

- With your consent, or
- When necessary to fulfill our contract with you.

We do not sell, rent, or lease your personal data.

2. Data Security & Transmission

We take appropriate technical and organizational measures to safeguard your information against unauthorized access, loss, misuse, or disclosure.

Please note:

- Your content (excluding payment details) may be transmitted over various networks,
- Technical adjustments may occur to meet the requirements of different devices and connections.

3. Payment Security

- We do not store or access your credit or debit card details.
- All payments are processed by trusted third-party payment providers, who are responsible for securely handling your transactions.
- Your payment details will never be stored, sold, rented, or shared by us.

4. How We Use Your Information

We may use your personal information for purposes including:

- Operating and delivering the services you request,
- Managing your account and subscription,
- Providing updates, notifications, or changes to your account or the Platform,
- Fulfilling contractual and legal obligations,
- Sending marketing communications (only if you have opted in),
- Any other purpose with your explicit consent.

5. Sharing Your Information

We do not sell or trade your personal data. We may share your information only with trusted service providers who help us operate the Platform, such as:

- Customer support services,
- Email delivery services,
- Data analysis and performance tools.

These providers are contractually bound to keep your information secure and may not use it for any other purpose.

We may also disclose your information if required to:

- Comply with legal obligations,
- Respond to lawful requests or processes,
- Protect our rights, property, or safety,
- Protect the safety of users or the public.

6. Your GDPR Rights (EEA & UK Users)

If you are located in the EEA or UK, you have the right to:

- Access your personal data,
- Correct inaccurate or incomplete data,
- Request deletion of your personal data,
- Object to how your data is processed,
- Restrict processing in certain cases,
- Request portability of your data.

You may also withdraw consent at any time. Withdrawal does not affect processing carried out before withdrawal.

To exercise any of these rights, please contact us via our Discord: discord.gg/thereality.

You also have the right to lodge a complaint with your local data protection authority.

7. Right to Deletion

We will delete your personal information upon receiving a verifiable request unless retention is necessary to:

- Complete a transaction or contract,
- Detect, prevent, or investigate fraud or illegal activity,
- Debug, fix, or maintain the Platform,
- Comply with legal obligations.

8. Children's Privacy

The Reality does not knowingly collect information from children under 13 years of age.

- If you are under 13, you must obtain parental consent before using the Platform.
- If we discover that we have collected information from a child under 13 without consent, we will delete it immediately.

9. Email Communications

We may use your email to send:

- Service-related updates and announcements,
- Important account or subscription information,
- Promotional content (only if you've opted in).

You can unsubscribe from promotional emails at any time by clicking the "unsubscribe" link in the message.

10. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices, services, or legal obligations. Updates will be posted on this page with a revised effective date.

Continued use of the Platform after updates constitutes acceptance of the updated Policy.

11. Contact Us

For any questions, concerns, or requests related to this Privacy Policy, please contact us via our official Discord community:

👉 discord.gg/thereality