

Privacy Policy

Last updated: 25/11/2025

This Privacy Policy explains how **Shock** ("we", "us", "our") collects, uses, and protects information when you purchase products or access our community through **Whop.com**.

1. Information We Collect

When you purchase or access content through Whop, the following information may be collected:

- **Account Information:** Email address, username, and payment confirmations provided through Whop.
- **Access & Usage Logs:** Timestamps, product access history, download events, and community entry logs.
- **Device & Security Data:** IP address, device type, and security identifiers used for fraud prevention.
- **Support Communications:** Messages or tickets you send to us through Whop or Discord.

We do **not** collect or store full payment information. All payments are processed securely by **Whop's payment providers** (e.g., Stripe, PayPal).

2. How We Use Your Information

We use your information to:

- Provide access to purchased products and community features.
- Verify account ownership and prevent unauthorized sharing.
- Detect abuse, fraud, or chargeback-related issues.
- Communicate updates, support responses, and product changes.
- Improve product performance and customer experience.

3. Sharing & Disclosure

We do **not** sell or rent your personal information. We may share necessary data only with:

- **Whop** (platform provider)
- **Payment processors** for verification

- **Legal authorities** if required by law (rare and only if legally mandated)

4. Data Security

Whop stores and secures your data using industry-standard procedures. We rely on Whop's infrastructure for secure data handling and do not maintain separate databases outside of it.

5. Data Retention

We retain access logs and customer support history for as long as needed for:

- Fraud prevention
- Chargeback disputes
- Compliance with Whop's policies

You may request deletion of your data through Whop Support; some data may be retained if required for fraud prevention or legal compliance.

6. Your Rights

Depending on your location (including UK/EU), you may have rights to:

- Request access to the personal data we hold
- Request correction or deletion
- Object to or restrict processing
- Port your data

Requests can be submitted through Whop support.

7. Third-Party Services

Your purchase, access, and payment information are handled by Whop and its providers. Their privacy policy applies in addition to ours.

8. Changes to This Policy

We may update this Privacy Policy at any time. Changes will be visible on our Whop listing.

9. Contact

For any privacy-related questions, you may contact us through Whop Support.

3. How We Use Your Data

- To deliver products and services
- To process payments and refunds
- To provide customer support
- To send transactional emails and occasional service updates
- To analyze and improve our Services

4. Data Sharing

We share data only with trusted processors and service providers, e.g. payment processors (Stripe/Gumroad), hosting providers, and Discord for community hosting. We will not sell your personal data.

5. Retention

We retain customer data as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements.

6. Security

We implement reasonable administrative and technical safeguards to protect personal data, but no system is completely secure.

7. Your Rights

Depending on your jurisdiction, you may have rights to access, correct, delete, or restrict processing of your personal data. Contact us at [privacy@yourbrand.example].

8. Cookies and Tracking

Our site may use cookies and analytics. Third-party providers may collect analytics data under their own policies.

9. Changes to this Policy

We may update this policy; material changes will be posted with a revised date.

