

Tickmc Privacy Policy

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Introduction

Welcome to the tickmc Privacy Policy. This policy governs the collection, use, storage, and sharing of personal information by tickmc across our Minecraft server network, webstore, Discord community, and related web interfaces. Your privacy and security are paramount to us, and we are committed to being transparent about how your data is handled. By connecting to or using any tickmc service, you agree to the practices described in this Privacy Policy.

Definitions

- **"tickmc"**: Refers to the Minecraft server network, webstore, Discord network, and associated online services operated by the owners and administration of tickmc.
- **"User" or "You"**: Refers to any individual accessing, connecting to, or interacting with tickmc services.
- **"Personal Information"**: Refers to any data that identifies or can be used to identify an individual, such as IP addresses, email addresses, Discord IDs, and Minecraft account details.
- **"Services"**: Refers to the tickmc Minecraft server, webstore, Discord server, and related tools or APIs managed by tickmc.

Information Collection

We collect specific types of information necessary to run the server, handle purchases, and protect our network:

1. **Gameplay & Connection Data**: When you connect to our Minecraft server or website, our systems automatically log technical connection details, including your assigned Universally Unique Identifier (UUID), player username, and IP address.
2. **In-Game Authentication Credentials**: Because tickmc operates in offline mode (`online-mode=false`), we manage account creation through an in-game registration system. We store your account username along with an encrypted (hashed) version of your password.
3. **Discord Integration**: If you choose to link your Discord account with your tickmc account, we collect your unique public Discord User ID (a string of numbers) and your Discord username. We cannot read private messages, inspect your friends list, or view other servers you have joined.

4. **Email Address Information:** If voluntarily provided during account registration, account recovery setups, or store purchases, we store your email address in our database.

5. **Webstore Information:** When you make a purchase on the tickmc store, transaction metadata is collected via our third-party merchant provider (Tebex/CraftingStore). This may include your name, email address, country, postal code, payment reference IDs, and Minecraft username. **tickmc never sees or stores raw credit card numbers or bank account details.**

6. **Cookies & Web Analytics:** Our website and webstore use standard session cookies and web beacons to manage active logins, enhance navigation, and analyze traffic flow.

Use of Information

We process the collected data strictly for operational, security, and administration purposes:

- **Access & Account Operations:** To authenticate logins, manage player profiles, synchronize community ranks, and process account password resets.
- **Technical Support:** To verify account ownership and assist users through our Discord ticket system.
- **Store Fulfillment:** To process webstore transactions and automatically grant digital ranks or items to your account.
- **Security & Ban Enforcement:** To mitigate Distributed Denial of Service (DDoS) attacks, rate-limit network requests, prevent spam, and enforce server mutes or permanent bans across alternate accounts.
- **Performance Analysis:** To monitor server capacity, analyze performance trends, and eliminate bugs.

Zero Data Monetization: We do not sell, rent, trade, or monetize your personal data, email addresses, IP logs, or Discord details to third-party advertisers or marketing agencies.

Storage & Security of Information

- **Encryption:** Sensitive account data (such as passwords and account tokens) is stored in secured databases protected by industry-standard cryptographic hashing algorithms (e.g., Argon2/BCrypt).
- **Security Limitations:** While we implement reasonable technical measures to safeguard database records, no online storage system or server connected to the internet is 100% hack-proof or immune to software exploits. By playing on tickmc, you acknowledge that tickmc and its operators disclaim liability for unauthorized third-party intrusions or data leaks.
- **Data Retention:** We retain your information for as long as necessary to fulfill operational needs, enforce community security, maintain webstore records, or comply with legal requirements.

Sharing with Third-Party Infrastructure

We share data only with essential infrastructure providers required to operate the network:

- **Webstore & Checkout Gateways:** Purchase transactions are processed through specialized platforms (e.g., Tebex) to handle payment routing and tax compliance.
- **DDoS Protection & Network Hosts:** Web traffic and player connections pass through network security providers (e.g., Cloudflare) to filter out malicious attacks by analyzing IP traffic.
- **Authentication Services:** Account verification requests are routed through Discord's official API/OAuth system.
- **Legal Compliance:** We may disclose information if required to do so by applicable law, court order, or governmental authority.

Cookies and Web Beacons

- **Usage:** Cookies help keep you logged into web services, remember store preferences, and provide analytical insights into site performance.
- **Consent & Management:** By using tickmc web platforms, you consent to cookie usage. You can block or clear cookies through your browser settings, though doing so may limit your ability to access certain store features.

Children's Privacy Policy & Minors

- **Age Eligibility:** tickmc is intended for general audiences. Users must be at least 13 years old (or 16 years old in the EU/EEA) to register an account, link an email, or connect a Discord account. Minors below these ages may only participate with explicit parental or legal guardian consent.
- **Parental Assistance:** Parents or legal guardians who believe their child has submitted personal information without consent may contact support to request account adjustments or data removal.

In-Game Purchases & Refunds

All virtual goods, ranks, and perks sold on the tickmc store carry zero real-world value and represent a limited, revocable license for in-game use. As outlined in our Terms of Service, **all purchases are final and non-refundable**. Attempting to bypass this policy via payment chargebacks will result in an immediate global ban.

Discord and email Integration

- **Purpose:** Linking accounts enables automated rank delivery, ticket verification, and self-service password recovery.
- **Management:** You may un-link your Discord account or remove voluntary email addresses at any time through tickmc website or by contacting our support team.

User Rights & Data Erasure Requests

Under applicable privacy laws, you possess specific rights regarding your personal information:

- **Access & Correction:** You have the right to request a copy of the personal data we hold about you or request corrections to inaccurate entries.
- **Data Deletion:** You may request the deletion of your linked email address or Discord ID by opening a support ticket on our official Discord server.

STRICT ANTI-BAN-EVASION EXCEPTION: If you are actively banned or muted on tickmc, **you cannot use a data erasure request to force the deletion of your IP address logs.** Retaining banned IP addresses and technical identifier logs is a necessary security measure to prevent banned users from evading punishments, abusing alt accounts, and disrupting the community. Banned IP logs are permanently exempt from routine deletion requests.

International Data Transfers

Your information may be transferred to, stored, and processed on servers located outside your home state, country, or jurisdiction. Privacy laws in these regions may differ from those in your location. Connecting to tickmc constitutes full consent to these international data transfers.

Compliance with GDPR, ICO, & Applicable Privacy Laws

- **European Economic Area (EEA) & GDPR:** For users in the EEA, we process personal data in compliance with the General Data Protection Regulation (GDPR) based on legitimate interests (network security and service delivery) and contract fulfillment (webstore purchases).
- **United Kingdom (ICO):** We adhere to applicable privacy guidelines outlined by the Information Commissioner's Office (ICO). UK residents have the right to raise concerns directly with the ICO, though we encourage contacting server administration first to resolve issues directly.

- **Exercising Your Rights:** To submit a data request or exercise your privacy rights, please submit a support ticket via our official Discord server at <https://discord.gg/CRZxhQx88> or website <https://mc.tickhosting.com/register.php>

Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. When updates are published, the "Last Updated" date at the top of this page will be revised. Continued use of tickmc services following any changes signifies your acceptance of the updated terms.

Governing Law

This Privacy Policy and any disputes arising from data handling practices are governed by general legal contract principles and applicable jurisdiction laws without regard to conflict of law rules.

Contact Information

If you have questions, concerns, or support inquiries regarding this Privacy Policy or your personal data, please reach out to us through:

- **Website:** <https://mc.tickhosting.com/register.php>
- **Discord Support Tickets:** <https://discord.gg/CRZxhQx88>