

Privacy Policy

Last updated: August 25, 2026

Purpose. This policy explains how the Diamond Support Discord application processes Discord data for the Diamond Roleplay community and its related FiveM server operations.

01

Data We Process

The Service may process the following Discord data when required for its features:

- Discord user IDs.
- Usernames, global names, server display names, and avatars.
- Guild membership and Discord role membership.
- Guild and channel identifiers required to perform configured server-management actions.
- Message content, mentions, and attachments only when needed for authorized administrator text-command workflows. Ordinary member message content is not intentionally processed for storage, profiling, advertising, or analytics.

02

How We Use Data

Discord data is used only to provide operational features for the Diamond Roleplay community, including:

- Assigning, removing, synchronizing, and expiring configured Discord roles.
- Detecting relevant member joins, leaves, and role changes.
- Providing authorized staff with a management view of members holding designated roles.
- Sending Discord direct messages and operational announcements requested by authorized administrators.
- Providing server restart and related Discord notifications.

03

Data Stored Outside Discord

For temporary role management, the Service stores a Discord user ID and a role-expiration timestamp in a MySQL database. These records are removed when they are no longer needed by the expiration workflow.

Member profile, role, and avatar information may be returned to an authenticated internal staff panel. Avatar images may also be cached temporarily in the bot process memory to reduce repeated requests to Discord's CDN and improve reliability.

The Service does not persist Discord message content in its database. Message content used by authorized administrator commands is processed transiently to perform the requested Discord-side action.

04

Message Content

Message content access is used only for a limited set of administrator-only bot commands. Non-authorized users cannot invoke these administrative workflows.

Message content is not used to train machine-learning or artificial-intelligence models.

05

Sharing of Data

We do not sell Discord user data. Data is not shared with advertisers or data brokers.

Access to the internal management API is restricted to authorized systems and staff. Discord data may be processed through Discord's own API and CDN as necessary to operate the bot.

06

Security

We use reasonable technical and organizational safeguards to limit access to Discord data.

The management API used by the Service is authenticated, and access to operational data is intended to be limited to authorized Diamond Roleplay staff and systems.

07

Data Retention and Deletion

We retain data only for as long as reasonably necessary to provide the relevant bot feature. Temporary role-expiration records are deleted when processed. In-memory cache data is temporary and is cleared when the bot process restarts or when relevant cached data is invalidated.

Users may request access to or deletion of data associated with their Discord account by contacting Diamond Roleplay staff through the community's official support channels.

08

User Choice

Ordinary users' message content is not stored by the Service. Administrator message-content workflows are initiated by authorized staff when they intentionally use a supported bot command; staff may choose not to use those workflows.

09

Changes to This Policy

We may update this Privacy Policy when the Service or its data practices change. The "Last updated" date at the top of this document identifies the latest revision.

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Contact

For privacy questions or data requests, contact Diamond Roleplay through its official Discord support channels.

Website https://diamondrp.ir/	Service Diamond Support
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This document describes the data practices of the production Diamond Support service.