

Imperial Software Solutions • Privacy Policy

Effective Date: 9/15/2025

Last Updated: 9/15/2025

Imperial Software Solutions LLC ("Imperial Solutions," "ImperialCAD," "we," "our," or "us") values your privacy. This Privacy Policy explains how we collect, use, and protect your information when you use our services, including ImperialCAD, Imperial Hosting, Imperial Tickets, Imperial HelpDesk, and any related products (collectively, the "Services"). By using our Services, you agree to the practices outlined in this Policy.

1. Information We Collect

a. Information You Provide

- **Account details** (name, email address, password, Discord ID, community affiliation)
- **Payment details** (handled securely through third-party providers such as Stripe; we do not store your full payment information)
- **Community-specific data** (civilian records, state returns, call logs, etc., created and managed within your CAD/MDT system)

b. Automatically Collected Information

- **Device information** (IP address, browser type, operating system, device fingerprinting via FingerprintJS)
- **Usage data** (logins, error logs, API requests, workload unit consumption, and feature use)
- **Security data** (2FA/MFA verification, session tokens, access logs)

c. Third-Party Integrations

- **Discord OAuth** (for authentication and role synchronization)

2. How We Use Your Information

We use your information to:

- Provide, maintain, and improve our Services
- Authenticate and secure user accounts
- Manage subscriptions, billing, and payments
- Support communities with CAD/MDT, dispatch, and hosting tools
- Monitor usage (including workload units) to ensure fair access and system stability
- Prevent abuse, fraud, and violations of our Terms of Service
- Communicate with you regarding updates, changes, or support requests

3. How We Share Your Information

We do not sell your personal data. We may share information only in the following limited cases:

- **Service Providers:** With third parties like Stripe, OVH, AWS, and other vendors who help us operate
- **Legal Compliance:** If required by law, regulation, or valid legal request
- **Business Operations:** If Imperial Solutions undergoes a merger, acquisition, or sale of assets
- **Community Data Control:** CAD/MDT data belongs to the community that created it. We may access such data only for troubleshooting, abuse investigations, or compliance reasons

4. Data Retention

- Account data is retained while your subscription is active

- Community data remains accessible to your community until deletion by administrators
- We may retain logs and backups for a limited time for security and compliance
- If you cancel your subscription, we may retain necessary records for billing, legal, or fraud-prevention purposes

5. Security

We take security seriously and implement:

- Encryption in transit (HTTPS/TLS) and at rest (database encryption)
- Multi-factor authentication (MFA/2FA) for enhanced account protection
- Role-based access control for sensitive data
- Continuous monitoring of abuse, fraud, and system misuse

While we take reasonable precautions, no online service can guarantee 100% security.

6. Your Rights

Depending on your location, you may have the right to:

- Access the personal information we hold about you
- Request correction or deletion of your information
- Request a copy of your data in a portable format
- Withdraw consent where applicable

Requests can be made by contacting support@imperial-solutions.net

7. Children's Privacy

Our Services are intended for professional and roleplay community use. We do not knowingly collect personal information from individuals under 13 (or under the age of consent in their jurisdiction).

8. International Users

Our Services are hosted in the United States. By using them, you consent to the transfer and processing of your information in the U.S.

9. Updates to this Policy

We may update this Privacy Policy from time to time. If changes are material, we will notify you via email or through our Services before the changes take effect.

10. Contact Us

If you have questions or concerns about this Privacy Policy, contact us at:

Imperial Software Solutions LLC

Email: support@imperial-solutions.net

Discord: <https://discord.gg/imperialsolutions>