
Privacy Policy

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1. Introduction

This Privacy Policy explains how ProfileNest ("ProfileNest", "we", "us", or "our") processes personal data when you use ProfileNest.

It applies to the website available at profilenest.link, its related subdomains, features, and connected Discord bot.

This Privacy Policy should be read together with the Terms of Service, which govern your use of ProfileNest. The Terms of Service contain the rules applicable to your use of the Service, while this Privacy Policy explains how we process personal data in connection with that use.

Where applicable, this Privacy Policy is based on Regulation (EU) 2016/679 ("GDPR") and applicable Italian data protection law.

2. Data Controller

ProfileNest is operated by Mattia Inzani & Silvano Martelli, acting as the data controller for the personal data processed in connection with the Service.

For privacy-related questions or to exercise your data protection rights, you can contact us at:

Email: support@profilenest.link

3. Personal Data We Process

The personal data we process depends on how you use ProfileNest.

3.1 Account and Discord data

ProfileNest uses Discord OAuth for authentication. When you authenticate through Discord, we receive the information made available through the **identify** and **email** scopes, including:

- Discord user ID;
- username;
- display name (global name);
- verified email address;
- avatar and banner images;
- avatar decoration and nameplate, where available;
- primary server information, where available.

We do not receive or store your Discord password.

We also store the OAuth refresh token issued by Discord so that we can maintain the connection between your ProfileNest account and Discord without requiring you to authenticate again each time. The refresh token is stored server-side and is deleted when it is revoked or when your Account is deleted.

3.2 Content and profile data

We process the content you create, upload, save, or publish through ProfileNest, including:

- profiles and biographies;
- text and images;
- links and social links;
- layout and audio settings;
- visual effects;
- profile tags;
- advertising creatives;
- content shared through collaborative workspaces.

We may retain previous versions of profiles for a limited period to provide version history and restoration functionality.

3.3 Data submitted to AI features

Some ProfileNest features use third-party AI services.

When you use the AI-assisted bio generator, the information you enter for the generation may be sent to our AI provider. This can include interests, hobbies, personality descriptors, preferred style or tone, length, target language, themes, and other references you provide.

When you publish profile tags, those tags may be sent to our AI provider for automated moderation before publication.

We do not send your Discord email address, account identifiers, or unrelated profile information to the AI provider as part of these requests.

We also record the date and time of AI generations to enforce applicable usage limits.

Further information about our AI provider and international transfers is provided in Sections 7 and 8.

3.4 Optional AI training

For profiles that you have made public, ProfileNest may provide an optional AI training setting.

This setting is disabled by default. If you enable it, the content of that public profile may be processed for AI training purposes on the basis of your consent.

You can withdraw this consent at any time by disabling the setting or making the profile private.

3.5 Advertising and campaign data

If you use ProfileNest's advertising campaign functionality, we process the information necessary to create, review, and manage the campaign, including the creative materials and campaign-related information you submit.

This may include the campaign title, sponsor name, subtitle, video, logo, call-to-action text, destination link, selected package, and information concerning the review of the campaign.

3.6 Virtual currency and service records

We process information relating to your use of ProfileNest's internal virtual currency system, including:

- Gold and Silver balances;
- transactions affecting those balances;
- timestamps associated with relevant transactions or advertising sessions;
- records necessary to apply usage limits, rewards, adjustments, refunds, or other account-related operations.

We do not process or store the payment card, bank account, or other payment instrument information used to purchase Gold through Discord. Payment information is handled by Discord and the payment providers involved in that transaction.

3.7 Support, moderation, and safety information

When you contact us or interact with ProfileNest's reporting and moderation systems, we may process:

- support requests and messages;
- files attached to support requests;
- bug reports;
- optional screenshots;
- limited technical information included with a bug report;
- content reports;
- appeals and requests for review;
- records of moderation or administrative actions relating to your Account.

We may also retain records necessary to investigate abuse, protect the Service, resolve disputes, and comply with legal obligations.

3.8 Usage and audience information

For public profiles and biographies, ProfileNest may collect information about how those pages are viewed.

Profile view counts are stored as daily aggregate totals.

For biography views, we may record individual view events containing the time of the view and the referring page. These records do not associate the view with the viewer's identity, account, or IP address.

We may also process information about likes on public profiles, including the account that submitted the like.

3.9 Technical information

When you access ProfileNest, our hosting, infrastructure, and security systems may process standard technical information required to deliver and protect the Service, including:

- IP address;
- browser and device information;
- timestamps;
- requested pages or resources;
- other technical information contained in standard web requests.

4. How We Use Personal Data

We process personal data for the following purposes:

- to authenticate you and operate your Account;
- to provide, maintain, and personalize ProfileNest;
- to store and display profiles and other content according to your settings;
- to provide features that you request, including optional AI-assisted features;
- to enforce technical and usage limits;
- to process internal account and virtual currency records;
- to review and moderate content where necessary;
- to provide customer support;
- to investigate reports, abuse, fraud, and security incidents;
- to maintain the security, integrity, and functionality of the Service;
- to understand the use and performance of the Service;
- to comply with legal obligations and lawful requests from competent authorities;
- to provide advertising where applicable and where the required consent has been obtained;
- to process public profile content for AI training where you have separately provided the required consent.

We do not use your personal data for purposes incompatible with those described in this Privacy Policy unless permitted or required by applicable law.

5. Legal Bases for Processing

Where the GDPR applies, we rely on the following legal bases:

Performance of a contract – Article 6(1)(b) GDPR

We process personal data where necessary to provide the Service and features you request, including account authentication, profile hosting, requested AI features, and other functionality forming part of the service you use.

Legitimate interests – Article 6(1)(f) GDPR

We may process personal data where necessary for our legitimate interests, including:

- protecting the security and integrity of the Service;
- preventing fraud, abuse, and unauthorized activity;
- moderating content;
- investigating reports and security incidents;
- maintaining and improving the Service;
- defending or exercising legal claims.

Where we rely on legitimate interests, we consider and balance those interests against your rights and freedoms.

Consent – Article 6(1)(a) GDPR

We rely on consent where required, including for:

- optional statistics functionality;
- marketing and advertising cookies;
- advertising-related processing where consent is legally required;
- the optional AI training functionality described in Section 3.4.

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

Legal obligation – Article 6(1)(c) GDPR

We may process or retain personal data where necessary to comply with a legal obligation applicable to us.

6. Cookies and Similar Technologies

ProfileNest uses cookies and local storage technologies.

When applicable, your choices are presented through our cookie consent interface.

Necessary technologies

These technologies are required for the operation and security of ProfileNest. They may be used for purposes such as:

- maintaining your session;
- authentication;
- storing cookie preferences;
- storing language preferences;
- providing other essential functionality.

They cannot be disabled through the optional cookie settings where they are necessary for the Service to function.

Statistics

Statistics functionality is optional.

ProfileNest does not use a third-party analytics service. Where enabled, this category allows ProfileNest to provide statistics such as profile or biography view information and other internal statistics features.

Marketing and advertising

Marketing and advertising technologies are optional and are enabled only where the applicable consent has been provided.

These technologies may allow third-party advertising providers to provide advertisements through ProfileNest.

You can change your cookie choices at any time through the cookie settings link available in the footer of the Service.

7. Third-Party Services and Recipients

We may share or make personal data available to third parties where necessary to provide ProfileNest, protect the Service, or comply with legal obligations.

Discord

We use Discord for authentication and for functionality connected to the Discord bot.

Discord provides the account information described in Section 3.1 and may receive or process information in accordance with its own terms and privacy practices.

Groq, Inc.

We use Groq, Inc. as an AI service provider for certain optional AI functionality, including bio generation and automated profile-tag moderation.

Only the information necessary for the relevant AI request is sent to the provider, as described in Section 3.3.

Google

Where applicable consent has been provided, we may use Google's advertising services, including Google AdSense.

Google processes information in accordance with its own privacy documentation.

[Insert official Google advertising privacy policy link.]

Hosting and infrastructure providers

ProfileNest relies on third-party infrastructure providers to host and deliver the Service.

OVHCloud provides hosting and infrastructure services.

Cloudflare provides CDN, security, and related infrastructure services.

These providers process personal data on our behalf where applicable and are subject to appropriate contractual arrangements.

ProfileNest staff

Authorized ProfileNest staff and administrators may access personal data where reasonably necessary to provide support, investigate reports, moderate content, address abuse, or maintain the security and operation of the Service.

Access is limited according to the needs of the relevant task.

Other users

Information that you intentionally make public through ProfileNest may be accessible to other users and to the general public.

Certain information may also be visible to members or owners of collaborative features where necessary for those features to operate.

Public content

You should consider carefully what information you include in content that you choose to make public.

The rules concerning publication, sharing, and use of User Content are governed by the Terms of Service and are not repeated in this Privacy Policy.

We do not sell personal data to third parties.

8. International Data Transfers

ProfileNest uses third-party service providers that may process personal data in different countries.

Our VPS infrastructure is provided by OVHcloud. Where our services are hosted within the European Union, OVHcloud states that personal data hosted on those infrastructures is processed within the EU, subject to the applicable contractual and data protection terms.

ProfileNest also uses Cloudflare as a CDN and security provider. Cloudflare may process or transfer certain technical and network-related information internationally, including outside the European Economic Area ("EEA"). Where required by applicable data protection law, Cloudflare relies on appropriate safeguards for international transfers, including the European Commission's Standard Contractual Clauses and, where applicable to transfers to the United States, the EU-U.S. Data Privacy Framework.

ProfileNest may also use other third-party providers, including providers established outside the EEA, for specific features such as AI services and advertising. Where personal data is transferred outside the EEA, we rely on an appropriate transfer mechanism under Chapter V of the GDPR, where required.

9. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes described in this Privacy Policy, unless a longer period is required or permitted by law.

The applicable retention period depends on the type of data and the purpose for which it is processed.

Account and profile data

Account and profile data is generally retained while your Account remains active. Following account deletion, the relevant data is deleted or anonymized, subject to temporary backup retention and data that must or may lawfully be retained.

Profile version history

Previous profile versions are retained only for a limited period and are automatically deleted thereafter.

AI usage records

Records used to enforce AI usage limits are retained only for as long as necessary for that purpose.

Moderation and support records

Support requests, reports, appeals, and moderation records may be retained for as long as reasonably necessary to provide support, investigate abuse, resolve disputes, protect the Service, or comply with legal obligations.

Technical and security records

Technical and security information may be retained for as long as reasonably necessary to operate, secure, troubleshoot, and protect the Service.

Cookies

Cookie and local-storage retention periods are determined by the relevant technology and are disclosed through the applicable cookie settings or consent interface.

10. Data Security

We implement reasonable technical and organizational measures designed to protect personal data against unauthorized access, alteration, loss, misuse, or disclosure.

However, no method of transmission or storage can be guaranteed to be completely secure.

Where information is intentionally published publicly through ProfileNest, it may be accessible to third parties. You should therefore avoid including personal information in public content unless you are comfortable with that information being publicly available.

11. Children's Privacy

ProfileNest relies on the age requirements applicable to the Discord services through which access to ProfileNest is provided.

We do not knowingly collect personal data from individuals who are not permitted to use the relevant services.

If you believe that we have inadvertently collected personal data from an individual who is below the applicable minimum age, please contact us with the support system.

12. Your Data Protection Rights

Where applicable law grants you these rights, you may have the right to:

- obtain confirmation as to whether we process personal data about you;
- access the personal data we hold about you;
- request correction of inaccurate or incomplete personal data;
- request deletion of your personal data;
- request restriction of processing;
- object to processing based on legitimate interests;
- receive certain personal data in a structured, commonly used, and machine-readable format;
- withdraw consent where processing is based on consent.

To exercise any of these rights, contact us with the support functionality available within ProfileNest.

We may request information necessary to verify your identity before processing your request.

We will respond to requests within the time period required by applicable law.

If you believe that your personal data has been processed unlawfully, you also have the right to lodge a complaint with the competent data protection supervisory authority.

13. Account and Data Deletion

You may request deletion of your ProfileNest Account and associated personal data through the available support functionality.

When an Account is deleted, personal data and User Content are removed or made inaccessible, subject to:

- temporary backup retention;
- information that we are required to retain by law;
- information that we may lawfully retain for security, fraud prevention, dispute resolution, or the establishment, exercise, or defense of legal claims.

The consequences of Account termination concerning access to the Service and other account-related matters are governed by the Terms of Service and are not repeated here.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to the Service, our processing activities, legal requirements, or other relevant circumstances.

When we make changes, we will update the "Last updated" date at the top of this Privacy Policy.

Where required by applicable law, we will provide additional notice or obtain consent before implementing changes that require it.