

Privacy Policy

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1. Introduction

GB Digital Systems Ltd ('Geobox', 'we', 'us') is committed to protecting your personal data. This Privacy Policy explains what data we collect, how we use it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Geobox is the data controller for personal data collected in connection with the Geobox service and our website at geobox.ai. If you have any questions about how we handle your data, please contact us via Discord or your Whop dashboard.

2. Data We Collect

Account & payment data: When you purchase a membership via Whop, Whop collects and processes your payment and account details in accordance with their own Privacy Policy. Geobox receives limited information from Whop including your username, email address (where provided), and membership status.

Discord data: When you join our Discord server, we collect your Discord username and ID for access management and support purposes.

Activision account identifier: To provide the service, we collect and store the Activision ID(s) you submit after subscribing. Your Activision ID is the identifier that links your paying membership to the in-game account(s) the service operates on your behalf. We use it to deliver and manage your access, to ensure each membership is used only by the authorised subscriber, and to detect account sharing, resale, or other misuse of the service. We may associate your Activision ID with your Discord ID and membership record so that we can correctly link your account, provide support, and enforce our Terms of Service.

Creator program applications: If you apply to the Geobox creator program through our website, we collect the name or handle you provide, your Discord username, and links to your streaming or social media channels. You may also choose to provide an email address, an indication of your audience size, and any further information you wish to include. Applications are delivered directly to a private channel in our Discord server; they are not stored on our website.

Usage & activity data: We collect limited technical usage data including connection logs, session activity, and records of service actions performed on your behalf (for example, the region or instance assigned to a session and the time it occurred). This data is used to maintain service performance, troubleshoot issues, and detect misuse or abuse of the service.

Communications: If you contact Geobox support, we may retain records of that correspondence.

Support assistant interactions: Where you interact with our automated support assistant, we log the questions you ask and the responses given. We use these records to maintain, troubleshoot, and improve the quality and accuracy of the assistant. Access to these records is restricted to Geobox staff and

authorised contractors on a need-to-know basis. We do not use these records for any purpose other than operating and improving our support, and we do not share them with third parties for their own purposes.

3. How We Use Your Data

We use your personal data for the following purposes: (a) to provide and manage your Geobox membership and access; (b) to process and verify payments in conjunction with Whop; (c) to provide customer support; (d) to detect and prevent misuse, fraud, account sharing, or violations of our Terms of Service; (e) to communicate service updates, outages, or changes to your membership; (f) to assess creator program applications and to contact you about your application.

Our legal basis for processing is primarily the performance of a contract (your membership agreement with us) and, where applicable, our legitimate interests in operating a secure and functional service, in preventing misuse and fraud, and in reviewing and responding to creator program applications.

4. Data Sharing

We do not sell, rent, or trade your personal data to third parties.

We share limited data with the following categories of third parties where necessary: (a) Whop Inc. — for payment processing and platform management; (b) Infrastructure and hosting providers — third-party server and hosting providers used to operate the service may process technical data as part of normal operation, and some of this processing may take place on servers located outside the UK. Where data is transferred internationally, we take reasonable steps to ensure an appropriate level of protection; (c) Law enforcement or regulators — where required by law or to protect our legal rights.

All third-party processors are required to handle your data in accordance with applicable data protection law.

5. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law. Different categories of data are retained on different schedules:

- **Account, membership & Activision ID data:** retained for the duration of your membership and for up to 24 months after your membership ends. We retain this data after cancellation so that we can readily reinstate returning members, defend against payment disputes or chargebacks, and detect repeat misuse or ban evasion. After this period it is deleted unless a longer period is required to handle an ongoing dispute or to meet a legal obligation.
- **Usage & activity logs:** retained for up to 24 months. Because these logs include the Activision ID associated with each action, they allow us to identify repeat misuse and ban evasion even where a user changes their Discord account, and they are retained for this purpose alongside the account data above. After this period they are deleted, unless a longer period is required to handle an ongoing dispute or investigation.
- **Support communications:** retained for a reasonable period to handle related queries and any subsequent disputes.

- **Support assistant interaction logs:** retained for up to 12 months to allow us to review, troubleshoot, and improve the assistant, after which they are deleted or anonymised so that they no longer identify you.
- **Creator program applications:** retained in our Discord server for as long as needed to assess your application and, where accepted, to administer your participation in the program. Applications we do not take forward are deleted once they are no longer required.
- **Abuse and enforcement records:** where we identify serious misuse, fraud, account sharing, or a breach of our Terms of Service, we may retain a limited enforcement record on a longer-term basis. This record is limited to the Activision ID(s) concerned and the reason and date of the enforcement action. We retain this limited information for as long as necessary to prevent the same individual from regaining access or repeating the abuse, on the basis of our legitimate interest in protecting the integrity and security of the service.

Where you ask us to delete your data, we will do so in line with Section 6, subject to any retention we are legally entitled or required to maintain.

6. Your Rights

Under UK GDPR, you have the following rights regarding your personal data: (a) the right to access a copy of the data we hold about you; (b) the right to request correction of inaccurate data; (c) the right to request deletion of your data ('right to be forgotten'), subject to our legal obligations; (d) the right to object to or restrict processing in certain circumstances; (e) the right to data portability where technically feasible.

To exercise any of these rights, please contact us via Discord or Whop. We will respond within 30 days.

7. Security

We take reasonable technical and organisational measures to protect your personal data from unauthorised access, loss, or disclosure, including restricting access to account identifiers to those who need it to operate the service. While no internet-based service can guarantee absolute security, we are committed to protecting your data and to meeting our obligations under applicable data protection law.

8. Our Website, Cookies & Tracking

Geobox operates a website at geobox.ai. The website does not use tracking or advertising cookies, and we do not run third-party analytics on it.

We do not store personal data on the website itself. Creator program applications submitted through it are passed straight to our Discord server, as described in Section 2.

To protect the application form from automated abuse, the connection's IP address is used to limit how many applications can be submitted from the same connection in a short period. The address is converted into an irreversible value before it is recorded, so it is not stored in a form that identifies you. It is not retained beyond the period needed to apply that limit and is not used for any other purpose.

Any cookies or tracking on the Whop platform are governed by Whop's own Privacy Policy.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any material changes will be communicated via the Geobox Discord server. The current version of this policy is always available at geobox.ai and on our Whop product page.

10. Contact

For any data protection queries or to exercise your rights, please contact Geobox support via Discord or through Whop's Resolution Centre.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) at ico.org.uk if you believe your data rights have been infringed.

Geobox is a service operated by GB Digital Systems Ltd. For support, contact us via your Discord server or Whop dashboard.