

PRIVACY NOTICE

Lobotomy's SMP Store

A plain-English explanation of what information may be used when you visit the store, make a purchase, or ask for support.

Effective: July 25, 2026 | Version 1.0

THE QUICK VERSION

We only use information that is reasonably needed to run the store, deliver purchases to the correct Minecraft account, prevent abuse, and help with support. Payments and checkout are handled by Tebex under its own privacy policy. We do not sell personal information.

1. Who this notice covers

This notice explains the privacy practices of Lobotomy's SMP for its Tebex-powered storefront. It applies when you browse the store, enter a Minecraft username, purchase a package, or contact us about a store order.

The checkout itself is operated by Tebex. Tebex has its own privacy policy and terms, which also apply when you use its checkout services.

2. Information we may receive

Depending on how you use the store, we may receive or create limited information such as:

- The Minecraft username or account identifier you enter so a purchase can be delivered to the correct player.
- Basic order details made available through Tebex, such as the package purchased, order status, purchase date, transaction reference, and delivery status.
- Support messages, screenshots, Discord usernames, or other details you choose to provide when asking for help.
- Server records needed to confirm that a package was delivered, removed, refunded, or restored.
- Moderation or fraud notes when an order appears unauthorized, abusive, duplicated, or connected to a chargeback.

We do not ask you to send us full card numbers, bank login details, or payment passwords. Payment information is entered into and processed through Tebex and its payment providers.

3. How we use information

We may use the information above to:

- Deliver store packages, tips, ranks, or other purchased benefits to the correct Minecraft account.
- Confirm payment and delivery status, fix missing purchases, and answer support questions.
- Prevent fraud, chargeback abuse, duplicate claims, impersonation, and other misuse of the store.
- Maintain basic store records and comply with legal, tax, accounting, or platform requirements.
- Improve store descriptions, delivery instructions, and support processes.

4. Tebex, checkout, and third parties

Tebex operates the checkout and acts as the merchant of record for purchases made through the store. Tebex may collect and process information such as contact, transaction, payment, device, and fraud-prevention data under its own policies.

You can read the [Tebex Privacy Policy](#) for details about checkout data, legal rights, retention, security, and international processing.

We may also use services that are reasonably necessary to run the community, such as Discord for support and Minecraft server software for purchase delivery. Those services have their own privacy practices.

5. When information may be shared

We do not sell personal information. Information may be shared only when reasonably necessary, including:

- With Tebex and service providers involved in checkout, fraud prevention, delivery, hosting, or customer support.
- With trusted staff members who need the information to resolve a specific order or delivery problem.
- When required by law, a valid legal request, or to protect players, the server, the store, or another person from harm or fraud.
- As part of a server ownership or service transfer, provided the information remains subject to appropriate privacy protections.

6. How long information is kept

We keep store-related information only for as long as it is reasonably needed for delivery, support, fraud prevention, recordkeeping, disputes, and legal obligations. Some order records may remain available through Tebex for longer periods under Tebex's own retention rules.

Support messages and delivery notes may be deleted or anonymized after the issue is resolved, unless they are needed for an active dispute, safety issue, or repeat-abuse record.

7. Security

We take reasonable steps to limit access to store information and keep account access protected. Only people who need information for store operations or support should access it. No online system is completely secure, so we cannot promise that unauthorized access will never happen.

8. Cookies and technical data

The storefront and Tebex checkout may use cookies or similar technology for login, preferences, security, analytics, and checkout operation. Browser, device, IP address, and activity information may be processed by Tebex or its service providers under their policies. You can manage many cookies through your browser settings, although disabling necessary cookies may prevent parts of the store or checkout from working.

9. Children and younger players

The SMP community may include younger players, but store purchases must follow Tebex's age requirements and applicable law. Players who are not old enough to purchase on their own should ask a parent or legal guardian to review and complete the purchase. Do not submit another person's payment information without permission.

10. Your choices and privacy requests

Depending on where you live, you may have rights to ask what personal information is held about you, request corrections, request deletion, or object to certain uses. Some information may need to be kept for legal, security, fraud-prevention, or transaction-record reasons.

For information held by Lobotomy's SMP, open a private support ticket through the official Discord link shown on the storefront. Include your Minecraft username and order reference, but do not post payment details publicly. For checkout or payment information controlled by Tebex, contact Tebex through its official privacy or customer-support channels.

11. Changes to this notice

This notice may be updated when the store, delivery process, platform, or legal requirements change. The current version will be posted through the store, and the effective date at the top will be updated when meaningful changes are made.

Questions about this policy?

Use the official Discord link in the store footer and open a private support ticket. Never send full card information, passwords, or private payment credentials in Discord messages.