LEGAL

Privacy Policy

What we collect, why, and what we never do with it. Written to be read.

Last updated October 16, 2026

1. Who is responsible

OptiExpress, 5712 Tomas Morato St., Quezon City, Metro Manila, Philippines, is responsible for the personal data described in this policy (the personal information controller under the Philippine Data Privacy Act of 2012). Contact: support@optiexpress.tools.

2. What we collect

Account data: your name, email address, and Discord username, so we can confirm bookings and reach you around a session.

PC details: Windows version, CPU, GPU, RAM, the games you play, and any notes you add. This tells the technician what to prepare.

AnyDesk access: your AnyDesk address and unattended-access password. The password is stored encrypted, shown only to the technician assigned to your session, and deleted automatically when the session is completed, canceled, or expires.

Session records: the status history of each booking, any reschedule request and its reason, and the recap your technician writes.

3. Why we use it

To confirm and deliver the session you booked, contact you before and after it, send transactional email, handle reschedule requests and payment questions, and keep a record of the work done so you can read it later. We do not use your data for anything else.

4. Payments

Payments are processed by Whop. We never see or store your card details — we receive confirmation that a payment succeeded, the amount, and a payment reference so we can match it to your booking and, in the cases our Return Policy provides for, issue a refund.

5. Emails and Discord

Transactional email (booking confirmed, session completed, session canceled) is sent through Resend. Your Discord username is shared with the staff team so the technician can contact you; we do not link to your Discord account or read your messages.

6. Cookies and analytics

The site uses cookies and local storage to keep you signed in. Firebase Analytics collects anonymous usage statistics — pages viewed and basic device information — so we can see what works. The Whop Pixel records page views and links a visit to a purchase made through Whop checkout, so we can see which pages and campaigns lead to bookings.

7. Service providers

We rely on a small number of providers, each receiving only what it needs for its role: Whop (payments and the Whop Pixel), Firebase by Google (sign-in, database, analytics), Resend (transactional email), Discord (community and support), and AnyDesk (the remote connection, which runs on your PC). Some of them process data outside the Philippines under their own safeguards.

8. What we do not do

We do not sell personal data or share it with advertisers. During a session we do not open, copy, or modify your personal files, accounts, or messages — only system settings, drivers, and game configurations, all of which are listed in your recap.

9. Retention and your rights

Booking records are kept so you can read past recaps and so we can answer payment questions. You can ask us to delete your account and its data at any time by emailing support@optiexpress.tools. Deletion is permanent and completes within 30 days.

Under the Data Privacy Act you may also ask to access or correct your data, or object to its processing. Write to the same address; we answer every request.

10. Changes

We may update this policy from time to time. The date at the top is the current version.

11. Contact

Privacy questions: support@optiexpress.tools.

OptiExpress
5712 Tomas Morato St.
Quezon City, Metro Manila
Philippines

support@optiexpress.tools
optiexpress.tools/privacy/