

Data Privacy Statement

1. Service Provider

PlayClan.net Company Information:

Name: Gyula Erdei EV

Address: 1188 Budapest, Kölcsey u. 109/b

Company Registration Number: 51866190

Company Tax Number: 68521633-1-33

Contact Information for Client Communication:

Email: info@PlayClan.net

Hereinafter referred to as the Service Provider:

PlayClan.net is committed to protecting the personal data of our users, clients, and those who use our websites and services. This Data Privacy Statement details the personal data we collect, share, and use. If you have any questions about this Data Privacy Statement or the information described herein, please contact us via the email address provided above.

2. Privacy

This privacy notice outlines what personal and other information we collect, use, and share from you (as a user). This privacy notice applies to all of our websites, products, and services (hereinafter referred to as "Services"). This privacy notice does not cover how our users utilize or share data obtained through the use of our Services.

3. Information We Collect

During your use of our services, we may collect the following information from you:

Registration; User Information

Information you provide: for example, email address, if you provide it.

Information you give us while using our services:

- IP address
- Username
- User passwords (encrypted)
- Chat data
- Penalties
- Purchases
- PlayCoin transfers
- Login and logout times

We store this data in various places and ways on our servers, including system log files, databases, and analytical systems. Social Media: Information from independent social media platforms, including data that you or the social media platform provide to us when you contact us through these platforms. The information we can access from social media depends on the privacy settings of the respective platform. You can find information about privacy options and settings on the specific social media platform. Other Sources:

Information you provide to us in public opinion surveys:
Information that is publicly available; and
Information that we may receive from third parties with your consent. More details are provided below.

4. More Details on the Data We Store

4.1 The data listed above is stored by PlayClan:

4.1.1 User IP address

4.1.1.1 To protect and translate the IP, the user's IP address is required, allowing our server to process the IP address.

4.1.2 Username

4.1.3 Passwords (Encrypted, stored by PlayClan)

4.1.3.1 Thus, even the PlayClan management cannot view the passwords; therefore, if the user forgets them, sharing of the passwords is not possible.

4.1.4 Purchases within PlayClan

4.1.4.1 Exact amount of PlayCoin purchased.

4.1.4.2 Amount of PlayCoin deducted or spent within services.

4.1.4.3 Transactions related to PlayCoin.

4.1.5 Transactions within PlayClan servers

4.1.6 Devices logged into PlayClan services

4.1.7 Logins within PlayClan services

4.1.8 Logins to PlayClan servers

4.1.9 Connections to PlayClan servers

4.1.10 Failed login attempts to PlayClan servers

4.1.11 Logouts from PlayClan servers

4.1.12 Time spent on the server

4.1.12.1 Global playtime (includes all servers)

4.1.12.2 Regional playtime (measured per server separately)

4.1.13.1 Plugins operating on servers that include user data in their logs

4.1.13.2 AntiCheat alerts

4.1.13.3 Exploit alerts

4.1.13.4 Inappropriate message alerts

4.1.14 Statistics within servers

4.1.15 Sent chat messages and commands within servers

4.1.16 Modifications related to appearance

4.1.17 Friend lists

4.1.18 Any modifications related to PlayClan websites

5. Websites

5.1 PlayClan saves all data in its database, which is accessible within the user's profile.

5.2 PlayClan does not transmit data to third parties or transfer it to them, except to authorities with written consent.

5.3 PlayClan stores login tokens in cookies.

6. Database

6.1 PlayClan's database is accessible only to PlayClan's server machines.

6.2 PlayClan retains all user data from registration until account deletion.

6.3 PlayClan protects all data collected from its users.

6.4 PlayClan stores user passwords securely with encryption.

7. Access to Data

7.1 Access to user data is limited to PlayClan's management and development team.

8. How We Use the Information and Data

- To provide you with Services;
- To ensure the proper functioning of the Services;
- To improve our services;
- To provide you with information or technical support;
- To facilitate the use of our website and Services;

- To better advertise and market our Services (only with clear consent, as required by law);
- To diagnose problems with our servers and Services, including security systems;
- To administer our websites;
- To communicate with you;
- To protect your personal data and Services;
- As described in this privacy notice.

We also use information you provide in anonymized form for statistics and reports, such as fine-tuning advertising campaigns (e.g., number of users reached, clicks, views, purchases). We may use recorded phone/email/website conversations for quality assurance and to protect ourselves.

9. Information Sharing

We share certain personal information with:

Purchased PlayCoin, top-up points.

Services and items bought with PlayCoin.

Invoices based on PayPal receipts for customers.

Privacy notice to all users who have access to our system; with our employees; with authorities, as required by law. Billing information may include details of purchased services or products (name, price), and billing information may include user data (name, email address, billing address, phone number).

10. Legal Procedures

10.1 If legally required, or if we believe it is necessary, we may share your personal data with courts, law enforcement authorities, and similar third parties:

- In case of breach of our terms of service;
- For damage, property rights, or other legal violations against us, other users, or third parties;
- In the case of legal violations.

11. Security

11.1 Data transmission over the internet, via email, and text messages is not entirely secure. While we take measures to protect your personal data, we cannot guarantee the security of data transmitted during certain services or email use, and thus, the responsibility rests with you. Once we receive information, we will take all possible technical and organizational measures to protect your personal data from loss, theft, misuse, unauthorized access, or alteration. When using our website, data transmission is protected with TLS protocol encryption.

All data you provide is stored securely on servers that we own and manage. Our servers are located in Hungary, in the RackHost Zrt data center (Budapest, Victor Hugo u. 18-22, 1132).

12. Communication with Us

12.1 Promotional Emails

We will only send you promotional emails if you have previously subscribed to our newsletter. You can unsubscribe from these emails at any time by following the unsubscribe link at the bottom of the promotional email.

12.2 Non-Promotional Emails

Some emails from us are one-time or service-related (e.g., important user notifications and billing information) and pertain to the products or services provided to you. To unsubscribe from these emails, you need to cancel the service or your registration on our website. To cancel your registration, please email or message us through our website.

12.3 Browser Cookies

For more information and to avoid the use of cookies, please visit our cookie information page.

13. Retention of Personal Information

13.1 We retain personal data to provide services to users, meet legal obligations, and enforce our agreements. Personal data is not retained longer than 7 years after the last Service ends or after March 1, 2023, whichever is later, unless legally required to be retained longer.

14. User Rights

Where the European Union General Data Protection Regulation 2016/679 (GDPR) is applicable, you have rights regarding the data we store about you. Please note that we need to clearly identify you to ensure that you can exercise your data-related rights. To exercise your rights, please contact us. Please be aware that, if legally required, we may deny your request, and we will inform you of the reason. You have the right to access, transfer, correct, delete, object to, withdraw, and restrict your data. For more information, read GDPR Articles 13-19 or contact us.

15. External Website Links and Data Collection

Some of our services may contain links to external websites. Since we do not manage the privacy practices of other sites, we recommend reviewing their privacy notices to understand what data they collect and how they use it. If you use social media features, such as the Facebook Like button, or modules like Share buttons, or if you use mini-programs integrated into our website, the respective social media site may collect your IP address, the website you visited, and set cookies in your browser.

16. Children

Our services are available to individuals aged 16 and over. For those under 16, services are available with parental consent. We do not intentionally collect personal information from individuals under 16. If a parent or guardian becomes aware that their child has provided personal information to us without parental consent, they should contact us. If we become aware that a child under 16 has provided personal information, we will delete that information.

17. Complaints

If you wish to make a complaint about our data processing, please contact us, and we will try to resolve the issue. If we are unable to respond or address your complaint, you may also file a complaint with the data protection authority: National Authority for Data Protection and Freedom of Information, 1125 Budapest, Szilágyi Erzsébet fasor 22/C., www.naih.hu, Email: ugyfelszolgalat@naih.hu, Phone: +36 (1) 391-1400, Fax: +36 (1) 391-1410.

18. Notification of Changes

We reserve the right to modify this privacy notice at any time, so please review it regularly. If we make changes to the privacy notice, we will notify you here and via email before the changes take effect. Continued use of our Services will be considered acceptance of the changes.

Last modified: February 26, 2024

Effective date: February 26, 2024

Communication with Us

PlayClan utilizes the services of the following companies:

VPS4You KFT.

Address: 9400 Sopron, Tó utca 5, Hungary

Tax ID: 32064526-2-08

Email: info@vps4you.hu

Phone: +36-30/874-1982

Privacy Notice: <https://vps4you.hu/hu/privacy>

Nethely Kft.

Address: 1115 Budapest, Halmi utca 29., Hungary

Tax ID: 23358005-2-43

Company Registration Number: Cg.01-09-961790

Email: info@nethely.hu

Phone: +36-1-445-2040

Privacy Notice:

https://www.nethely.hu/files/Nethely_kft_adatvedelmi_es_adatkezelesi_szabalyzat.pdf

Rackhost Zrt.

Address: 6722 Szeged, Tisza Lajos körút 41, Hungary

Tax ID: 25333572-2-06

Company Registration Number: 06-10-000489

Email: info@rackhost.hu

Phone: +36-1-445-1200

Fax: +36-1-445-1201

Privacy Notice: <https://www.rackhost.hu/terms>

Rackhost is responsible for the physical security of the data.

Dated: Gomba, November 6, 2023