

Privacy policy

This is the Privacy Policy of Fgfactory LTD, a company registered at the address Kyrchatov av. 9 office 30, Kharkiv, 61108, Ukraine with the TAX number 42283418. This Privacy Policy explains how we collect, use, share and protect data.

By using our Website and Services, you understand and agree to the collection and use of information in accordance with this privacy policy. Our Privacy Policy applies to all visitors, users, and all others who have access to the Website and Services.

Your personal information

Fgfactory LTD collects your personal information when you register with us for our products or services, use our online store, mobile applications or otherwise contact us online. We use this personal information to: provide you the products or services you have requested; create your user profile; to send you information about our products or services and your registration; when you agree, to send you marketing information; and to respond to your correspondence. For more information on how we use your personal information see our full Privacy Statement.

Privacy Statement

We respect the privacy rights of our online/mobile customers and are committed to protecting the personal information collected about you. We have adopted this Online Privacy Statement to guide how we collect, store, and use the information you provide us. By using the Fgfactory LTD websites, products and applications where this Privacy Statement is displayed ('Services'), you signify your assent to the terms of the Privacy Statement. If you do not agree to this Privacy Statement, please do not use the Services. We reserve the right to make changes in this policy, so please check back from time to time to ensure you are aware of any changes in our information collection practices. Your continued use of the Services will signify your acceptance of these changes. This Privacy Statement was last updated on May 20th, 2021.

When does Fgfactory LTD collect your personal information?

Fgfactory LTD collects your personal information at different times when you interact with our services, buy our products or otherwise contact us. Whatever the activity may be, we will only collect information to the extent deemed reasonably necessary to fulfill your requests and our legitimate business objectives.

Use a service?

When you use Services on which this Privacy Statement is made available or otherwise play Fgfactory LTD's games or demos we will collect personal information about you as part of accessing a relevant service.

What personal information does Fgfactory LTD collect?

Fgfactory LTD only collects personal information from you on a voluntary basis. When you submit personal information to Fgfactory LTD, it will usually take the form of:

- product registration;
- contest registration;
- demo or patch downloads;
- registration for game-specific event participation;
- shopping at our online store;
- Service registration;
- customer service and technical support sessions; and/or;

The information we collect may include personal information such as your name, date of birth, e-mail address, phone number, fax number and home address. Visitors purchasing goods or services through our online store will need to provide a valid credit card number and expiration date, in addition to the credit card holder's name, mailing address, phone number and e-mail address. In addition, we may collect demographic information such as your age, gender, favourite styles of gaming and the systems you own or plan to buy. Fgfactory LTD collects personal information via conventional Internet forms. For example, a new user to any of the Services may be asked to register by providing his or her name, phone number, fax number, and home address. This information will then be associated with your e-mail account, so that you may identify yourself during future visits to each of the Services. Fgfactory LTD also stores and maintains personal information that you submit to us in an e-mail or that you post on our bulletin board.

What happens if I refuse to provide my personal information?

If you do not submit personal information when asked by Fgfactory LTD, your refusal may limit our ability to process your online product registration, contest registration, purchase via our online store, or request for technical support. However, you do not need to provide personal information to Fgfactory LTD in order to access and use the Services.

What about other websites?

In addition to the Services, Fgfactory LTD also owns several other domain names that may provide links to the Services. We may from time to time also offer new websites that may or may not be Services. Please note, however, that this policy applies only to the Services on which this Privacy Statement is made available by Fgfactory LTD and not to websites maintained by other companies or organizations to which we may provide links. Please note, however, that when you link to foreign sites or any other third party sites from our Services, this Privacy Policy no longer applies. Fgfactory LTD does not control the activities on those third party Services and cannot and does not guarantee the security of any personal information disclosed on those third party Services.

Does Fgfactory LTD Use Cookies, Track IP Addresses or Use Other Passive Means to Collect Information?

Fgfactory LTD uses cookies on the Services. A 'cookie' is a small bit of record-keeping information that web sites often store on a user's computer. Cookies do not include people's names, e-mail addresses, or other information that is personally identifiable; they are typically used to quickly identify a user's computer and to 'remember' things about the user's visit. For example, Fgfactory LTD uses cookies to keep track of selected items in your shopping cart and to remember your login name and password. Any information collected this way is held only up until midnight of the same day, at which point, the information is deleted. You can disable cookies or set your browser to alert you when cookies are being sent to your computer, although this may affect your ability to shop online. For more information about cookies, please see <http://www.allaboutcookies.org>

Fgfactory LTD also keep tracks of Internet Protocol (IP) addresses for safety and security reasons. An IP address is a number that is used by computers on the network to identify your computer every time you log on to the Internet. The only other information passively collected by Fgfactory LTD is in the form of logs - files that record web site activity, including how many "hits" a particular web page is getting (a.k.a. "click-through data"). This information is used in an aggregated form and not to identify specific use patterns of you or any individual. These entries enable Fgfactory LTD to assess overall site activity, track interest in advertised sales, and troubleshoot technical concerns. We also use the log file entries for our internal marketing and demographic studies, so we can constantly improve the referral services we provide you.

Fgfactory LTD may collect information regarding the user's behaviour, and his/her use of Fgfactory LTD's demos and in-game data such as achievements, rankings, time played to better adapt our products and services to users' interests and for a better quality of our services.

Who is collecting my personal information and how will it be used?

The information you submit to our Services is collected and used by Fgfactory LTD as set out above. In addition, Fgfactory LTD may use the submitted information to send you advertising or promotional materials, including information about special rebates, promotional offers and other events of interest in accordance with your choices. We also use your personal information for our internal marketing and demographic studies, so we can constantly improve the products and services we provide you and to better meet your needs.

If you use our Services from outside Ukraine, please be aware that your personal information may be transferred to, stored in, and processed in Ukraine. The data protection and other laws of Ukraine have been recognized as providing an adequate level of protection for personal data by the European Commission. If you are transferring your personal data from the Ukraine, please be assured that in processing any personal information in Ukraine, Fgfactory LTD complies with these laws.

With whom does Fgfactory LTD share my personal information?

Fgfactory LTD may share your personal information within our company. This sharing enables us to provide you with information about products and services, which might interest you. To the extent that our corporate affiliates have access to your information, they will follow practices that are at least as restrictive as the practices described in this Privacy Statement.

From time to time, we may share your personal information with technical partners which help Fgfactory LTD with the operation of the Services, including, without limitation, payment processing, and products delivery. To the extent that our technical partners have access to your information, they will follow practices that are at least as restrictive as the practices described in this Privacy Statement.

From time to time, we are approached by companies and organizations that provide products or services that we believe may be of interest to you, and we may share your personal information with such third parties in accordance with your choices. We strive to limit use of the information you provide to those offers that we think you would appreciate receiving. If you do not wish to receive information from these third party partners, you can opt out at the time of information collection (i.e., when you fill out the product registration form).

Should you decide to link your Fgfactory LTD Account to your console manufacturer gaming account Fgfactory LTD will only exchange information regarding your age, country, date of birth and email with such parties. No other personal information such as your credit card information or address will be exchanged with such parties.

Can I choose how my personal information is used?

If you do not want Fgfactory LTD to send you communications about special rebates or promotional offers, you may opt-out from receiving these communications at the time your personal information is collected or by contacting us by:

support@fgfactory.com

In addition, along with every communication sent to you, Fgfactory LTD gives you the opportunity to discontinue receiving future communications.

How do I access my personal information?

If for any reason you wish to question, view, correct or delete the personal information collected about you by Fgfactory LTD, please send an email to support@fgfactory.com. We will be happy to review, update or remove information as appropriate. However, we may still retain information in our files to resolve disputes, enforce our agreements, due to technical or legal requirements or matters related to security, integrity or operation of our Services.

Does Fgfactory LTD Collect Personal Information from Children Under 13?

Fgfactory LTD encourages parents and guardians to spend time online with their children. We urge parents to instruct their children to never give out their real names, addresses or phone

numbers, without permission, when using the Internet. We recognize a special obligation to protect personal information obtained from young children. Therefore, in order for children under 13 years old to register on any Service, we require that the child provides the email address of a parent or guardian who will be contacted by Fgfactory LTD in order to confirm, modify or refuse his or her child's registration. Fgfactory LTD reserves the right to request written proof of the parent or guardian's authorization at any time. If the parent or guardian does not answer within 30 days of Fgfactory LTD's email, the child's personal information will be deleted and his or her registration refused.'

What Safeguards Does Fgfactory LTD Use to Protect My Personal Information?

We take your privacy and the security of your personal information very seriously. To protect your personal information, Fgfactory LTD maintains appropriate safeguards to ensure the security, integrity and privacy of the information you have provided. Our Services have security measures in place to protect the loss, misuse and alteration of the information under our control. Personal information collected by Fgfactory LTD is stored in secure operating environments that are not available to the public (e.g., locked rooms). To prevent unauthorized electronic access to personal information, Fgfactory LTD maintains information collected online behind a firewall-protected server and uses SSH encryption.

In addition, we take reasonable steps to assure that third parties who collect personal information on our behalf provide sufficient protection of personal information in addition to requiring their compliance with this Privacy Statement at all times.

How do I contact Fgfactory LTD about my personal information?

Any questions or complaints or comments about this Privacy Statement or our use of your personal information, please contact our support email at support@fgfactory.com