

Privacy Policy

Data protection declaration

The following information describes the service provider's data processing and data usage guidelines for entertainment products by the Aeria Interactive GmbH, henceforth to be referred to as Ai.

1. Personal data

The user information defined in this guideline as personal data covers all data which relates to natural persons or which allows information to be associated with a particular person. This includes, for example, the name, date of birth and email address. Any statistical data collected in addition to this which cannot be associated with a particular person is not personal data.

2. Data usage

Personal data is saved and processed when visiting Ai's websites to provide login services and more secure access to the games, for example. The data described below shall be collected on a voluntary, contractually agreed-upon basis as well as on a legal basis for the individual types of contracts or individually used functions. There is no contractual or legal obligation to provide personal data. Should that be the case, however, it may not be possible to use Ai's services. If the data is collected and used for pursuing Ai's legitimate interests, then these legitimate interests will depend on data protection in the pursuit of economic interests. The legal bases for data protection are art. 6 paragraph 1 sentence 1 let. a) (consent), let b) (fulfilling the agreement), let. c) (commercial and tax-related retention requirements) and let. f) (performing legitimate interests) GDPR.

2.1. Using the websites

When accessing Ai's websites, data is automatically forwarded to Ai via the internet browser, which may include the Internet Protocol Address (IP-Address), date and time of access, access status/HTTP status code, browser type, its version and the operating systems and the language used. This information is saved in log files and is necessary for matching the website's language settings or for forwarding to the corresponding website, for recognising and fixing technical problems and avoiding so-called hacking attacks and preventing them in advance. The data is saved in accordance with all legal provisions.

2.2. Using the gaming service

To provide Ai's gaming service and guarantee account security, it is necessary to process personal data. This data is needed during registration and later when the gaming service is used for providing user-specific accounts.

2.2.1. Registration

It is necessary to register for the desired game to use Ai's gaming service, although the type of data accessed during registration can differ from game to game. In addition to an email address, a username and password are also required for accessing the games, although other information such as a user's actual name, age, address or telephone number and possibly also payment details for carrying out the services offered that the user wishes to avail himself / herself of. The data will only be used for carrying out the service. Mandatory information is marked as being such.

2.2.2. Emailing and newsletter

When registering for a product, Ai uses the email address provided by the customer during registration to send any product-specific information such as game updates or events, account and payment-specific information such as password changes or payment confirmations. Furthermore, Ai also offers customers a newsletter they can subscribe to, both during registration and in their private account, which is sent to the email address provided by the user. The newsletter contains product-specific information on Ai offers. If the customer has given his / her consent, then the newsletter will also contain information on other products from the group of companies, including their content, product events and product updates, as well as information on events such as parties and industry trade fairs. If consent has been given, then the newsletter may also contain third-party product placements or information on fan articles such as mugs with motifs for a specific product. It is possible to unsubscribe from the newsletter at any time, free of charge, via the unsubscribe link contained in the newsletters. Emails and newsletters are sent by service providers on behalf of Ai. Pictures and graphics in the emails and newsletters are accessed by the Ai servers when opened. In addition, email and newsletters also contain so-called tracking pixels. These are pixels that match a file, which are retrieved when the email or newsletter is opened by the service provider commissioned by Ai. When the emails that have been sent are opened, information is also sent to Ai, which Ai evaluates for statistical purposes and which serves to optimise the technology and

content of Ai's services. The information forwarded consists, for example, of the user's anonymous IP address, language and hardware used.

3. Voluntary information

Ai may offer the customers on some of its services the option to personalise their account and to provide additional data, such as name, hobby or gender. The information provided by the customer can be adapted directly in the account field by the customer and deleted or indirectly adapted or removed via support message from the Ai support department.

4. Fraud prevention

So as to allow all customers to have a pleasant playing experience, Ai endeavours to ensure compliance with the terms and conditions and game rules and, to this end, processes the data required. Therefore, the game clients provided may, amongst other things, contain an additional program for preventing tampering so that tampering with client-server communications and other well-known technical tampering methods, such as cheat programmes and hacks, can be detected and prevented. This technical data will only then be forwarded to the game servers when tampering is established by means of the relevant programme. The data collected by the programmes will not be used beyond the purposes mentioned. The installation of any additional software to prevent program manipulation is not usually identified. It is only possible for the software to be uninstalled from the gaming client in a few cases and tends to lead to the gaming client crashing. Customers will be informed of any actions of this nature being carried out when the software is launched.

In the event of the terms of use and gaming rules being violated, Ai shall reserve the right to evaluate the personal data and will use this data to prevent access to the services and to also evaluate them from a legal perspective in the event of punishable violations.

5. Consent

If the customer's consent is required for a specific purpose for using the personal data, then this shall be saved along with the date and time, for demonstrative purpose, in the event of it being granted. Any consent granted can be revoked via email at any time, free of charge. Any customers under 16 years of age require the consent of their parent or legal guardian.

6. Forwarding data to third parties

Ai will only forward data to third parties if there is a legal obligation or authorisation for doing so or if there is explicit agreement for forwarding the data subject's pages.

7. Forwarding the data outside the European Union and European Economic Area (third countries)

Service providers in third countries may also be accessed for providing Ai's services, although data will only be forwarded to recipients in third countries which offer an appropriate level of data protection, such as by means of self-certification for a non-European service provider in accordance with the [EU US Privacy Shield](#) or the agreement of so-called EU standard contract clauses for the European Union with the recipient. Furthermore, the customer's consent can be included when forwarding the data to third countries. An overview of service providers outside the European Union, the European Economic Area and a copy of the agreed-upon regulations for ensuring an appropriate level of data protection can be queried via the "Contact and Rights" section (12.) for the contact details that have been provided.

8. Duration of data storage

Ai only saves personal data for the legally or contractually permitted or agreed-upon purposes for the required or prescribed duration that is technically, legally or contractually necessary. Once the purpose or any obligation ceases to apply for storing the data, the customer data is deleted or made anonymous.

9. Cookies

As a rule, small text files are deposited on the user's end device when visiting Ai's websites to provide login services and more secure access to the games, so-called cookies, which allow the user to be recognised when visiting the websites again and for the content shown to be optimised. Cookies may be used for technical reasons, such as providing a user-friendly website and ensuring that a website functions completely so that access to our gaming services can be guaranteed. Cookies are also used for functional purposes, such as for providing preferred settings (e.g. username and password) and for effectively and efficiently using the website, although the use of cookies in this instance is not absolutely necessary, it does improve user-friendliness. Furthermore, cookies may be used for analytical purposes to allow the user's behaviour to be statistically assessed, which leads to the websites offered being optimised. Cookies may also be used for commercial purposes in order to provide customers with personalised advertising on Ai's websites and third-party websites on the basis of browser activity, so-called "retargeting". The end user's consent to using cookies is

obtained via the website or the browser, although the settings may be changed at any time. The cookies are not saved any longer than necessary. They can be deactivated via the browser's settings. Cookies that have already been saved can be deleted via the browser's setting, although the website's complete functionality cannot be guaranteed without cookies.

10. Contacts and rights

The following party is responsible for processing personal data:

Neue Weyerstr. 6

50676 Köln

Deutschland

hello@eriainteractive.com

Customers who wish to object to their data being processed can send this objection to the contact details above by email or by post. This also applies to exercising any rights to information, to correcting, deleting their data or limiting the processing of their data, as well as the right to transfer their personal data. If consent has been given to process the personal data, then this may be withdrawn at any time and apply to the future. The legality of any consent granted for processing data prior to such an objection being received shall remain unaffected.

Customers have the right to submit a complaint to the data protection authority. A list of data protection officers and their contact details can be found at the following link: https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html.

11. Data protection

Ai implements up-to-date measures to guarantee data protection and to protect your personal data from risks in the event of the data being transferred as well as third parties becoming aware of it. It also regularly checks if the relevant security provisions are state of the art.

12. State of the data protection declaration and scope of application

This data protection shall apply to the online offer under eriainteractive.com.

As of January 2019