



Privacy policy

1 Data protection

Capturing and use of your personal data

1.1 You are anonymous when visiting the website. Any access by a user of the website and any retrieval of a file always collects access data on this process in the protocol file on our server without personal relevance and is stored in our server as follows: Internet Protocol, address / IP address, page from which the file was requested, date, time, browser type and operating system, the page you visited, transferred data quantity, access status (file transferred, file not found, etc.). This data is used to generate statistics which help us to adapt the services offered to your requirements. Please note that the main offices of Maata Games are situated in the Netherlands and the Philippines and that your data will be visible to both parties.

1.2

In principle, we only gain knowledge of, capture and utilise such data which you provide when using the website within the scope of your initial registration and full user registration and, if applicable, when making use of services subject to a charge. Upon initial registration and full user registration, all you need is to give a username and an e-mail address.

1.3

Within the scope of executing the concluded user agreement, in particular with regard to any services subject to a charge which you have selected, you may be required to provide further data, such as for example, full name, address, banking details, credit card numbers, etc. The processing of your requests or your support may also require us to ask for personal data, such as your name, address, e-mail address and telephone number. We will treat this data confidentially and according to the legal data protection provisions. We will not pass such information to a third party without your authorisation, other than to the extent required to execute the agreement, to process your requests or for your support.

Maata Games reserves the right to edit or change your account information for the purposes of updates, bug fixes, certain awards or prizes and/or rollbacks.

1.4

We reserve the right to store IP addresses and log files for a reasonable period of time after making use of the website to monitor whether the user complies with the conditions and game rules, in particular to ensure proper processing of the payment that you have authorized. This process especially serves to prevent or clarify any cases of abuse and to allow these data to be appropriately passed on to the investigative authorities in specific instances. For the rest, as far as possible, any other evaluation of the data takes place in an anonymized form. Provided there is no pending concrete prosecution action and no preliminary proceedings have been initiated for abuse, the IP addresses and log files are deleted in full at the end of this deadline.

1.5

At our own initiative or at your request, we can complete, correct or delete incomplete, incorrect and/or outdated personal data which we store in connection with the operation of the website. Your personal data is stored with us until we receive a request to delete it. The deletion process can be started by the user by clicking the "Delete account" button found on their player profile.

1.6

Within the scope of legal provisions, we immediately delete personal data at the authorised person's request, provided this does not contradict mandatory legal retention obligations.



1.7

With your registration, you confirm that you agree to receive regular e-mail information about the game (e.g. information about updates, etc.) for which you have initially registered / fully registered, as well as a newsletter with current information about other games, etc. You can, at any time, send us a message that you no longer wish to receive such information. In addition, you always have the option to de-register via a special link located directly in the information about the game or in the newsletter to stop any further receipt. You can send this request to withdrawal@maatagames.com.

1.8

Cookies and web beacons, advertising by third parties, links to other websites

In order to design our Internet offer in the most user-friendly manner for you, we, as well as many other companies, also use so-called permanent or temporary cookies and web beacons. Cookies are small text files which are stored on the user's computer and allow for an analysis of how he or she uses the website. This storage, for example, serves to enable an auto-login so that you do not have to identify yourself each time you access the site. No personal identification of the user takes place based on the data stored in the cookie.

If you do not want cookies to be stored on your computer or wish to be informed of their storage, you can prevent the installation of cookies by a corresponding adjustment to your browser software by selecting the option "do not accept cookies" in your browser settings. Your browser manufacturer's instructions will give you more details on how this works. However, we would like to point out that by preventing cookies, you may find that you cannot use all of the website's functions to the full extent.

1.9 Google Analytics

Google Analytics, a web analysis service from the provider Google Incorporated ("Google"), collects and stores data on the company's website, enabling the creation of user profiles under pseudonyms. These user profiles serve to analyse visitor behaviour and are evaluated in order to improve and design our offer so as to meet the demands. Cookies can be used for this purpose. You can prevent cookies being installed by making a corresponding adjustment to your browser software; however, we must point out that if you do so, you may not be able to use all the functions on this website to the full extent. The pseudonymous user profiles are not merged with personal data via the pseudonym carrier without an especially granted approval by the affected person. You can, at any time with effect for the future, object to the collection and storing of data for the purpose of web analysis by installing the browser add-on to deactivate Google Analytics:

<http://tools.google.com/dlpage/gaoptout?hl=en>

1.10 Advertising by third parties, links to other websites, Google AdSense, Facebook button

1.10.1 From time to time, the website may also contain advertising by a third party and interactive links to third party Internet appearances for which we are not responsible. In particular, we have no influence on the content and design of the linked external pages or the Internet appearances which you reach via these pages. The relevant providers are exclusively responsible for the content and design of these Internet appearances as well as their compliance with the provisions of the Data Protection Act.

1.10.2

The website may use Google AdSense, a web services provided by Google, through which third party advertisements are posted on the website. Within these advertisements, Google can post cookies on the user's hard drive in order to read out the data and can use web beacons (small, invisible graphic files) to collect information. Information created by the cookies and/or web beacons are transferred to a Google server in the USA and processed there.

1.10.3 Occasionally, the advertisers or companies use technologies through which advertisements appearing on our page are sent directly to your browser, resulting in an automatic transfer of your IP address. The relevant advertisers or companies at times also use cookies as well as other technical means to measure their advertisements' efficiency or to



improve their content. This particularly, but not exclusively, affects the allocation of Internet pages to certain interest categories according to your Internet use. In this context, no connection is created between this information and your name, address, telephone number or e-mail address. We have no influence on this. Data handling by these third parties is therefore not included in this data protection declaration. You can deactivate the use of cookies in your browser settings (refer to clause 3.1). In addition you can prevent the collection of interest-related data and their categorisation by deactivation on www.google.com/privacy_ads.html.

1.10.4 The website can include the so-called Facebook button “Like”, which is exclusively operated by the social network Facebook and thus by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA (“Facebook”). Should you click on the Facebook button “Like” you will be asked by Facebook, if you do not have a Facebook account or are not currently logged into your Facebook account, to register with Facebook in order to use the function. The consequence is that your information is transferred to Facebook. However, should you already have a Facebook account and are logged into your Facebook account parallel to your visit to the website, a connection is automatically created to Facebook’s servers, in other words, even without you clicking on the Facebook button; this means that data is transferred to Facebook immediately following your visit to the website. The transfer of your data and the allocation to your Facebook account therefore takes place automatically without any further notification. We have no influence on this. You can only prevent this transfer if you log out of your Facebook account beforehand. We expressly point out that you can obtain further information about the data which Facebook collects and your individual rights in this regard from Facebook’s website and the data protection provisions stated there. You can read Facebook’s data protection provisions on page <https://www.facebook.com/policy>.

1.10.5 In certain cases we will forward your personal data to the following third parties:

- Payment service providers
- Third party platforms (eg. for mobile tracking)
- IT service providers (e.g. email providers, host providers)
- Database services (e.g. analysis of advertising campaigns)
- Associated companies
- State agencies (e.g. investigating authorities)

Such third parties are legally bound to manage your personal data in a confidential and secure manner in accordance with prevailing legislation and can only access your personal data if such data is required to fulfill their contract, respectively there is a legal basis for such access. Moreover, we will only allow third parties to contact you for advertising purposes with your express, prior consent, in which case we will forward your email address to such third parties.

We will in principle only pass your personal and/or billing-related data to third parties, that is to partner companies, other companies cooperating Maata Games, external service providers and investigative authorities as far as this is required to fulfill the agreement and for the aforementioned purposes, in particular for payment processing as well as to protect other users or as provided by law. Payment processing takes place via external payment service providers. Your protected interests are considered according to the legal provisions.

External payment service providers are obliged to treat your data confidentially and securely and may only use your data as far as this is required to fulfil their duties.

We point out that

Maata Games may be obliged to pass data on the basis of legal provisions (e.g. passing to investigative authorities). Data are only passed as far as this is required or prescribed by law.

In the event of payment arrears, we will, if necessary, instruct a collection company or a lawyer to collect the payable amount. The required data are passed for this purpose and utilised in compliance with all data protection guidelines.

In other instances, we will only pass your personal data which you provided to us during the course of your registration and to process your order if you have previously given your express approval.



If you use a mobile app, we, in accordance with the privacy settings you have agreed with your mobile operator, can collect your IP address, i.e. the unique identification number automatically assigned to your device; the device type; and any information you voluntarily provide or publish (such as your e-mail address).

We pass on some of this information during the installation of the mobile app to contracted suppliers as well as to other service providers with whom we work who require the duplication or disclosure of this data for the purpose of providing you with the provided services and / or for analysis purposes.

You can, at any time, revoke permission to the access and / or storage of your data for the purpose of analysis by thirdparty platforms or prevent such access and / or storage of this by using the following apps:

1.11 Customer Service

Our customer service uses the Helpscout platform to manage and answer your e-mails, through this service Helpscout also has access to the data you send us in your e-mails.

As a customer you have the right to file complaints or requests.

Helpscout's privacy policy can be found here: <https://www.helpscout.net/company/legal/privacy/>.

The Maata Games website contains links to some other websites. Maata Games is not responsible for the content or privacy policy practices of any other websites or for the actions of the companies responsible for those websites.

Please review the privacy policy of these websites before providing them with any personal information.

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