

This policy outlines how we use your data, what data we collect and store, how we protect stored data, data retention and waivers of rights. It also outlines our procedures for the handling cases under the general data protection regulations in the European Union, as well as our further commitment to supporting industry best security practices and supporting the protection of children whilst they utilise our platform.

### 1. ALLOCATED DATA PROTECTION OFFICER

- a. The allocated Data Protection Officer, for the purpose of this agreement, to observe and oversee the active functions this policy, shall hereby be assigned to Mr JTucker B, CEO.

### 2. BINDING NATURE

- a. For the purposes of this policy, it shall serve to live for the remainder of the customers' use of our services, with an additional term of 'five' (5) years.
- b. By utilising any service, or part of our platform, owned or controlled by us, you accept that you are in agreement of all clauses within this policy.

### 3. CHILDREN'S PRIVACY

- a. Konsole Host may collect and store children's information for the reason that our services are directly targeted towards children, as they are the focus and target audience of the products we sell. We will ensure that parent consent has been obtained by parents of children under the age of 16 who are registered on our site.
  - i. We collect a child's information when they;
    1. Create an account to be utilised on our platform.
    2. Purchase any product or service we offer.
    3. Interact with any of our customer service platforms.
    4. Interact with our platform or services.
- b. We will never sell your child's data to any third party, and will only share what is absolutely necessary with trusted third parties who allow us to operate the day-to-day operations of our business.
- c. We ask children to share certain information with us for notification, transaction and security purposes, and we strongly recommend that guardian(s) of children utilise their own details instead of permitting their children to use any of their own details on any section of our platform.
- d. By agreeing our utilising any part of our platform or services, both the child and parent expressly consent that they have read, understand and agree to all clauses within this policy.
  - i. **WAIVERS;** -
    1. We cannot be held liable for any interaction that your child has as a result of purchasing one of our multiplayer game products, as these services are privately owned and not managed, nor controlled by Konsole Host.
    2. We recommend that guardians/parents regularly review their children's activities online to ensure they remain safe.

### 4. DATA RETENTION

- a. As per our commitment to the European Union's GDPR ("General Data Protection Regulations") – we will only retain data for as long as is necessary, by purchasing, using or subsequently accessing any services we own or control, you accept that we may hold your data for 5 years past the point that we deem the data is no longer reasonable to hold. We hold this data for further taxation purposes, and our financial obligation to the United States.
- b. Site access logs and requests are retained indefinitely for the purpose of ensuring security, this is inclusive of cookie based data, but this shall expire based on the deletion by the end user, or by the cookie expiring naturally.

- c. Service files, hereby defined as, ' information uploaded to a service provided by Konsole Host ' , will be retained only for as long as is necessary, even past the termination of business between the end user and Konsole Host .

## 5. DATA ERASURE

- a. Data erasure will be carried out where a client requests the erasure of their data should take place. In many cases, you will be required to provide proof of the name, and address assigned to the billing account before we can process or access your personal data, and before we can proceed with any erasure request.
- b. This policy does not serve as a waiver of rights.
- c. **POLICY REGARDING DATA ERASURE; -**
  - i. The formal process begins by the clients' request to proceed with an erasure request, this must be received at the designated location (hereby, via email to the address ('admin@konsolehost.com')).
  - ii. Within 24-48 hours (dependent on office hours, and public ho days), Konsole Host may request proof of identification – inclusive of photographic state/government issued identification, and/or a letter addressed to the name and address of the client.
  - iii. The client will then have 7 days to submit documents.
  - iv. Konsole Host will confirm receipt of the document, and provide next steps.
  - v. Konsole Host will then provide written response to the request, with either acceptance to the erasure request, or in cases where there is a reason why we cannot proceed with a request – we'll provide feedback relating to this and offer the opportunity to resolve the reasoning behind our rejection. (I.e., identification not sufficient).
- d. If at any point, an erasure request is lost. Konsole Host cannot be held responsible for damages, and this is an express waiver of responsibility in relation to any erasure requests either being filed incorrectly, or lost in transmission.
- e. Erasure of data attaining to a person under the age of 13 can be requested by the parent, or legal guardian of the child. The guardian may be required to provide transaction-based identification before we can process an erasure request.

## 6. RIGHT OF APPEAL

- a. If you believe that we have made a mistake with our judgement of your erasure request, you can follow the appeal steps on the final written response from Konsole Host , to be able to appeal, you accept that you must appeal within 28 days of receiving this response confirming the steps to make an appeal, if you do not appeal the decision within 28 days, you waive your right to appeal.

## 7. DATA WE COLLECT

- a. We collect and store a series of data, such as (but not exhaustive); -
  - i. Personally-identifiable information ("PII")
    - 1. For example, your name, email, phone number, postal address, IP address, geolocation.
  - ii. Cookies
  - iii. Log-based data
    - 1. Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.
  - iv. Third party services may additionally collect data, these respective services have their own data protection policies and privacy policies, and it is expected for the end user to review these individual policies.
  - v. Some, not all, of the third-party services we use include:
    - 1. Crisp Chat (and, overall Platform)
    - 2. Google Advertising
    - 3. FontAwesome

4. WHMCS
  5. TrustPilot
  6. Cookie declaration services
  7. Cloudflare
  8. CosmicGuard
  9. Discord
  10. Voluum (and other marketing platforms, we'll never share your details without requesting your permission first).
  11. Amazon
  12. Optinmonster
- vi. Because of any data shared with third party services – we may be unable to regulate erasure requests with the listed companies/services above, and you may be required to submit erasure requests to the specific company, as listed above.

## 8. ACCESS ARRANGEMENTS

- a. Provisions are made for Law Enforcement Agencies to request access to personal customer data with regards to court orders. Any court orders, subpoena requests and requests from law enforcement agencies can be submitted to [admin@konsolehost.com](mailto:admin@konsolehost.com) for a 24-hour maximum response.
- b. Access arrangements are made for a portion of your recorded data to Konsole Host employees. Data under this access arrangement is controlled under their individual nondisclosure agreements.

## 9. RIGHT TO REVIEW THE DATA WE HOLD

- a. You do not waive your right to access the data we hold about you.
- b. You may request 1 data record export, in any 30-day period.
- c. You may only request a maximum of 6 data record exports in any given year, additional requests can be processed with an administrative fee (\$80).
- d. You can send any requests to Konsole Host via email (' [admin@konsolehost.com](mailto:admin@konsolehost.com) ' ).
- e. Konsole Host may take up to 2 months to provide you with the outcome of any subject access request ('SAR'). We may charge an administrative fee in cases when exports are likely to require significant periods of time to produce. We will make you aware of this prior to us preparing the request.
- f. We will ask for identification when you make a subject access request; we're more stringent on the identification process for this as we'll be providing a full record of the data we hold about you.

## 10. DATA BREACHES

- a. In the extremely unlikely event of a data breach, we will; -
  - i. Provide notice within 48 hours of becoming aware of the breach.
  - ii. Provide information based on what information we believe was breached, and when we become aware.
  - iii. Inform data controllers so that data breaches can be investigated fully.
  - iv. Perform a network suspension on any services which we believe have been breached to prevent further breaches until we can investigate the source.
- b. Our data protection officer will make you aware, and provide next steps in line with the above protocol.

## 11. DATA COLLECTION CONSENT

- a. By using any of our services included but not limited to, our website, our game servers, our virtual private server services, our dedicated server services, our domain registration services your data may be collected under this policy, you formally by using any of these services (not limited to) allow us to collect your data and consent to said collection and record of the data.

## **12. LINKS TO THIRD-PARTY SERVICES**

- a. Our services may contain links to third-party services. Konsole Host is not liable for third-party data collection, breaches, or procedures. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

## **13. CHANGES TO THIS POLICY**

- a. We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## **14. CONTACTING THE DATA PROTECTION OFFICER**

- a. Konsole Host welcomes your questions or comments regarding this statement of privacy. If you believe that Konsole Host has not adhered to this statement, please contact Konsole Host's data protection officer using the below details:
  - i. Direct Email: [tucker.b@konsolehost.com](mailto:tucker.b@konsolehost.com)
  - ii. Corporate: [corporate@konsolehost.com](mailto:corporate@konsolehost.com)
  - iii. DPO Enquiries & Data Protection Requests: [admin@konsolehost.com](mailto:admin@konsolehost.com)