

Privacy Policy

Ascyra respects the privacy of its online visitors and the customers of its products and services, and complies with the applicable laws for the protection of their privacy, among which the General Regulation of data protection of the European Union ("RGPD") and the EU Privacy Shield frameworks.

1. Definitions

When we discuss Personal Data below, we will refer to any information that may identify you as an individual ("Personally Identifiable Information") or that may relate to you indirectly through your linking to Personally Identifiable Information. Ascyra also processes anonymous data, collective or not, in order to analyze and compile statistics related to the habits, usage patterns and demographic data of clients in groups or individually. Such anonymous data does not allow the identification of the clients to whom they refer

2. Why Ascyra collects and processes data

Ascyra collects and processes personal data for the following reasons:

- a) when it is necessary for the performance of our agreement with you in order to provide a complete game service and deliver the associated Content and Services;
- b) when necessary to comply with the legal obligations to which we are subject (for example, our obligations to retain certain information under the tax laws);
- c) when necessary for the purposes of the legitimate and legal interests of Ascyra or a third party (for example, the interests of our other clients), except when such interests are canceled by their legitimate and prevailing interests and rights; or
- d) when you have given your consent for it.

These reasons for collecting and processing Personal Data determine and limit what Personal Data we collect and how we use it (see section 3 below), how long we store it (see section 4 below), who has access to it (see section 5 below), and what rights and other control mechanisms are available to you as a user (see section 6 below).

3. What data we collect and process

3.1 Basic data of the account

When you set up an account, Ascyra will collect your email address and country of residence. You should also choose a username and password. It is necessary to provide this information to register an Ascyra User Account. During the configuration of your account, this is automatically assigned a number that is subsequently used to refer to your user account without directly displaying personally identifiable information about you. We do not require you to provide or use your real name to set up an Ascyra User Account.

3.2 Payment and transaction data

In order to make a transaction in Ascyra (for example, to purchase virtual currencies from the game), it may be necessary to provide payment data to Ascyra to allow the transaction. If you pay by credit card, you must provide the usual information of the credit card (name, address, credit card number, expiration date and security code) to Ascyra. Ascyra will process and transmit this data to the payment service provider of your choice to allow the transaction and perform anti-fraud controls. Also, Ascyra will receive the data from your payment service provider for the same reasons.

3.3 Other data you explicitly submit

We will collect and process Personal Data when you explicitly provide it to us or send it by communicating with third parties on Ascyra, for example, on the Ascyra Forum, or by providing comments or other user-generated content. These data include: • the information that you publish, comment or follow in any of our Contents and services; • the information sent through the chat; • the information you provide when requesting information or assistance from us, or purchasing Content and services from us, including the information necessary to process your orders with the corresponding payment merchant or, in the case of physical goods, the shipping providers; • the information you provide to us when participating in competitions, contests and tournaments, or when responding to surveys, for example, your contact information.

3.4 Tracking data and Cookies

The use of Cookies is common on the Internet. Although most web browsers accept cookies automatically, the decision to accept them is not yours. You can adjust your browser settings to prevent receiving cookies or to provide notification each time a cookie is sent to you. You can refuse the use of cookies by selecting the appropriate settings in your browser. However, keep in mind that if you do this you may not be able to access all the functionality of our websites. When you visit any of our services, our servers register your global IP address, which is a number that is automatically assigned to the network to which your computer belongs.

3.5 Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files located on the computers of visitors, to help website operators to analyze the use made by visitors to the site. Generally, Google receives and stores the information generated by the cookie about the use of website visitors on servers in the United States. The anonymization of the IP has been activated on this website. The IP addresses of users who visit Steam will be shortened. Only in exceptional cases will complete IP addresses be transmitted to a Google server in the United States to be shortened there. On behalf of the operator of the website, Google will use this information for the purpose of evaluating the website for its users in order to compile reports on website activity and provide other services related to website activity and use. Internet for website operators. Google will not associate the IP address transferred in the framework of Google Analytics with any other data held by Google. You can refuse the use of cookies by selecting the appropriate settings in your browser. However, please note that in this case you may not be able to use the full functionality of this website. In addition, users may prevent the collection of data about your use of the website (including your IP address) generated by the cookie, as well as the processing of data by Google when downloading and installing browser add-ons through the following link :
<http://tools.google.com/dlpage/gaoptout?hl=en>

4. How long do we store the data

We will only store your information for as long as necessary to comply with the purposes for which such information was collected and processed or, when the applicable law allows it to be stored for longer and the retention period is longer, during the period of retention and storage required by the law. After this, your Personal Data will be deleted, blocked or anonymized, as provided by applicable law.

5. Who has access to the data

5.1 Ascyra and its subsidiaries

They may share their Personal Data with each other and use it to the extent necessary to achieve the purposes listed in section 2 above. In the event of reorganization, sale or merger, we may transfer the Personal Data to the third party in question, in accordance with applicable laws.

6. Your rights and control mechanisms

The data protection laws of the European Economic Area and other territories grant their citizens certain rights in relation to their personal data. Although other jurisdictions may offer less legal rights to their citizens, we make available to all our clients worldwide tools designed to exercise such available rights.

As a resident of the European Economic Area, you have the following rights in relation to your Personal Data:

6.1 Right of access.

You have the right to access the Personal Data that we keep about you, that is, the right to demand free (i) information about whether we keep your Personal Data, (ii) access to the Personal Data stored and / or (iii) the duplicates of the Personal data saved. You can exercise your right to access your Personal Data through the Privacy Panel. If the request affects the rights and freedoms of third parties, or is considered manifestly unfounded or excessive, we reserve the right to charge a reasonable fee (taking into account the administrative costs arising from the provision of information or communication, or the execution of the requested action) or to refuse to act in relation to the petition.

6.2 Right to rectification.

If we process your Personal Data, we will endeavor to ensure by applying the appropriate measures that your Personal Data is precious and up-to-date for the purposes for which it was collected. If your Personal Data is inaccurate or incomplete, you can change the information provided through the Privacy Panel.

6.3. Right to oblivion.

You have the right to have Personal Data concerning you deleted by deleting your Ascyra User Account by contacting support@ascyra.net.

As a result of the removal of your Ascyra User Account, you will lose access to the Ascyra services.

We will allow you to restore your Ascyra User Account for a grace period of 30 (thirty) days from the time you request the removal of your Ascyra User Account. This functionality will allow you to not lose your account due to an error, the loss of your account credentials or piracy. During the suspension period, we may conclude the financial and other activities that you have initiated before sending the request to remove the Ascyra User Account. After the grace period, the Personal Data related to your account will be deleted without prejudice to the provisions of section 4 mentioned above.

6.4 Right to objection.

When the fact that we process your Personal Data is based on legitimate interests in accordance with Article 6 (1) (f) of the General Data Protection Regulation / section 2.c) of this Privacy Policy, you have the right to object to this processing. If you object, we will not process your Personal Data unless there are solid and prevailing legitimate bases for such processing, as described in Article 21 of the General Data Protection Regulation; in particular, if this information is necessary to establish, exercise or defend legal claims.

You also have the right to file a claim with a supervisory authority.

7. Children

The minimum age to create an Ascyra User Account is 13 years. Ascyra will not knowingly collect personal information from children under this age. Ascyra urges parents to instruct their children never to provide personal information when they are online.

8. Contact information

You can contact the person responsible for data protection at Ascyra through the email: support@ascyra.net.

Although we review all the requests sent by mail, keep in mind that, with the aim of combating fraud, harassment and identity theft, the only way to access your data, correct or eliminate them is to log in with your User Account of Ascyra at <https://ascyra.net/>

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