

## **Privacy Policy**

We are committed to protecting your information responsibly and using appropriate security measures. In this policy we explain how we look after your Personal Data (regardless of where you access it) when you access our websites or games.

### **Who are we?**

We are a video games developer based in Helsinki Finland. Contact us at [support@remoterealms.com](mailto:support@remoterealms.com)

### **Information we may hold about you**

Whenever you access our websites or games we will collect the following technical information as well as potentially login information given by you. The technical information is your IP address and the login information consists of a username and a password that you provide when registering an account. When registering you may also choose to associate the account with an email address. Additionally, when making purchases from our website we collect the following billing information through PayPal: An email associated with the PayPal account.

### **How we may use your personal data**

We use the login information to authenticate you to our game. The email when given is used to facilitate a potential account recovery. The PayPal email when making a purchase is used to send you the product information.

### **How long we keep your information**

We will not keep your personal data for any purpose(s) for longer than is necessary and we will only retain the relevant personal data that is necessary in relation to the purpose.

### **Where we store your personal data**

The personal data that we collect from you may not be transferred to and stored outside the European Union (EU) or the European Economic Area ("EEA"). However, it may (in some cases) be processed by staff operating outside the EEA who work for us or for one of our suppliers, third party providers, including middleware providers. Where we do so, the third country's data protection laws will have been approved as adequate by the European Commission, or other applicable safeguards are in place.

## **Your rights**

Under the GDPR, you have the following rights which, in most cases, you can exercise free of charge:

### *Right of Access*

This is commonly referred to as a Subject Access request or 'SAR'.

The right to be provided with a copy of your personal data and to certain other supplementary information that this Privacy Policy is already designed to address.

### *Right to Rectification*

The right to have inaccurate personal data rectified e.g., if you consider that your personal data is incorrect, out of date or incomplete.

### *Right to Erasure*

This right is also known as 'the Right to be Forgotten'.

The right to require us to delete your personal data.

This right is not absolute and only applies in certain circumstances.

### *Right to Restrict Processing*

The right to restrict the processing of your personal data where you may have a particular reason for wanting the restriction.

This right is not absolute and only applies in certain circumstances.

### *Right to Data Portability*

The right to receive personal data that you have provided to us in a structured, commonly used, and machine-readable format. It also gives you the right to request that we transmit this data directly to another data controller.

### *Right to Object*

The right to object to the processing of your personal data at any time. This effectively allows you to stop or prevent us from processing your personal data.

The right to object only applies in certain circumstances.

You have the absolute right to object to the processing of your personal data if it is for direct marketing purposes (refer to section below).

### *Rights related to automated decision-making including profiling*

The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

### *Your right to withdraw consent*

Where you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent

If you would like to exercise any of these rights, please write to [support@remoterealms.com](mailto:support@remoterealms.com)

If we choose not to action your request, we will explain the reasons for our refusal.

To maintain the security of our customers' personal details, we may need to request proof of identity before we disclose personal data to you in response to any of the above requests.

### **How to complain**

We hope that we can resolve any query or concern you may raise about our use of your personal data.

However, if you feel that your personal data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the competent supervisory authority in the country of residence.

### **Cookie Policy**

Our website uses a session cookie when you log in or add items to the shopping cart. This is essential to our website and strictly necessary in the aforementioned cases.

Additionally, when you proceed to checkout at the web store, our site features a cookie from PayPal to provide the PayPal's checkout flow.

Session cookies operate from the moment you enter the website until the moment you leave. Once you log off, session cookies are deleted. No other cookies are used.