

PRIVACY POLICY

Last updated on 23rdth of July, 2024

Thank you for downloading Our Games! This privacy policy sets out how we handle your personal data and forms part of our EULA.

1. WHAT INFORMATION DO WE COLLECT?

- 1.1** We receive and may store information you give to us, such as when you:
- subscribe to our newsletters we will collect your email address;
 - email or message feedback to us;
 - interact with us via social media;
 - request technical support, make a compliment or complaint, or otherwise contact us directly.
- 1.2** We receive and store certain types of information automatically when you interact with us, such as de-identified, aggregated data used to run analytics on Our Games using tools in [Unity](#). We use this information to understand the performance of Our Games, design new services and improve Our Games. This de-identified, and aggregated data is stored by [Unity](#) and does not contain any personally identifiable information.
- 1.3** Sometimes we collect information about you from third parties, such as [Steam](#). We collect this information so that we can deliver Our Games to you. We may collect this information when you download Our Games.

2. HOW DO WE USE YOUR INFORMATION?

- 2.1** Enjoyable games are a complex business. We work with vendors and partners who give us the technical abilities that let you play and enjoy our games, and to run the business that supports those games.
- 2.2** We use personal data to provide customer support, to improve Our Games and to develop new games. We may use personal data for playtesting as well as customer and market insight.
- 2.3** We use personal data to market our games to you such as by email or social media;
- 2.4** We perform Analytics on de-identified, aggregated data collected from Our Games for business analysis and operations, business intelligence, product development and improvement; and
- 2.5** We will collect crash files from Our Games to assist us in making improvements.
- 2.6** We may combine information about you that we have collected from multiple sources.

3. WHEN DO WE DISCLOSE INFORMATION

- 3.1** We may disclose your personal information to our business partners in the course of providing Our Games to you, or generally in the conduct of our business. This may include organisations who provide services to us, such as payment processors. Please see below for more information about third party services.
- 3.2** There may be circumstances where we share your personal information if we are required or authorised by law or by a law enforcement agency; and

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- 3.3** We may disclose your personal information to avoid, lessen or prevent a serious emergency or crime. If we use or disclose personal information about you in those circumstances we will make a written record of such use or disclosure.

4. CHILDRENS' PRIVACY

We do not knowingly contact or collect information from children. If you believe that we have inadvertently collected such information, please contact us so we can promptly obtain parental/guardian consent or delete the information.

5. THIRD PARTY SERVICES

When you use Our Games you might also use third party services, such as platforms like [Steam](#). We do not control how they interact with you and you should ensure that you consent to the terms of use and privacy policies offered by the third party services before providing them with your information. **You acknowledge that we are not liable when third party services use information you provide to them.**

We encourage you to be careful about the protection of your own personal information when using third party services such as social media platforms.

6. MARKETING

Sometimes we will use your information to tell you our news, such as new games we are launching, events we are running, or merchandise we sell. You can opt-out if you don't want to receive this information.

7. OPTING-OUT

You can delete your profile in Our Games, and then delete associated games. If we send you an email, there will be an unsubscribe link. If we post updates via social media you can unlike, unsubscribe or stop following our page and you will no longer get updates. If we use another type of social media you can opt-out using that service.

8. STORAGE, SECURITY & DATA RETENTION

We do not store your personal information on servers outside Australia.

9. ACCESS, CORRECTION & DELETION

We make reasonable efforts to keep our data and platform data up to date, including data that has been modified or deleted. If you reasonably believe we may hold your personal information, you may request access or deletion by sending a written request by submitting an in-game support ticket or by emailing queries@theteadivision.com. Once deleted your data will not be accessible. Please note data deletion requests can take up to 28 days.

10. EXERCISING YOUR RIGHTS

If you wish to exercise your data or privacy rights, or if have any concerns or complaints about your privacy please contact us by either submitting a request through the in game support or sending a

PRIVACY POLICY

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written request to queries@theteadivision.com. We will respond to your complaint within a reasonable time after we receive it, provided you supply return contact details. If you do not provide return contact details, we will be unable to respond to your complaint, although we will consider its content. You may also lodge a complaint about your data or privacy rights with the relevant authority in your country.

11. UPDATES TO THIS POLICY

We will update this Privacy Policy from time to time. These updates will take effect from the date of issue on our website at <https://theteadivision.com/privacy-policy>. Please check back regularly for updates.

12. DEFINITIONS

Analytics Interpretation and interpolation of unidentified data to predict and isolate trends relating to game play and app use.

Our Games means VANGUARD EXILES and other games we release and associated client software, services, websites and supported community channels, and content and data made available through Our Games.

We or us refers to The Tea Division Pty Ltd ACN 671 789 058 a company duly incorporated in Australia.