Privacy Policy

Last updated: January 8th, 2021

Intro

This Privacy Policy describes our policies and procedures on the collection, store, use, share and disclosure of your personal information when you use our services and informs you about your privacy rights and how the laws protect you.

This Privacy Policy is applicable to all our services provided by Pluramaks d.o.o. used on any supported platform (iOS, Android, PC), this is also applicable on any activities such as advertisement and marketing.

By using any of our services or part of our services, you agree to this Privacy Policy. If you disagree with any section described in this policy, please do not play our game(s) or use our services and as soon as possible uninstall our game/application from your device.

When starting the game for the first time, while creating your user account, you must accept our Terms and Conditions and Privacy Policy, otherwise you will not be able to play our game or use the application. By accepting these agreements, you automatically agree that your personal information, such as ad identifiers, may be used for serving targeted ads within our application. You can change this option at any time by disabling targeted ads and you will still be able to see ads, but they might be irrelevant to you. To change this option, just run our application and go to the setup menu (press right arrow to change the view from game modes to setup). Inside of the setup menu press the privacy button where you can select the “yes” or “no” option to turn on and off targeted ads. Also, by changing the settings of your device, you can reset your device ad identifier. Settings can vary depending on which device you use, but usually, they can be found under “ads” or “privacy” in your device settings.

Interpretation and Definitions

Interpretation

Regardless of whether the following definitions appear in singular or plural they have the same meaning.

Definitions

For the purposes of this Privacy Policy:

- **You** (refers to as either “your”, “user” in this policy) refers to individual accessing or using our services
- **Company** (refers to as either "the company", "we", "us" or "our" in this policy) refers to Pluramaks d.o.o., Šibička 36 10290 Zaprešić.
- **Account** means a unique account (refers to “user account”) created by you to access our services or parts of our services
- **Website** refers to PLURAGAMES, accessible from https://pluragames.com/index.html
- **Service/services** refers to our game, application, website, marketing and advertising activities and other services
- **Service Provider** refers to third-party companies (e-mail provider, advertising service provider, payment service provider, platform provider)
- **Personal data** is any type of data that can be used to directly or indirectly identify an individual
- **Cookies** are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses
- **Usage data** refers to data collected automatically, either generated by using of the service or from the service infrastructure itself
- **In-game items** refers to virtual items such as jokers that can be obtained in few ways such as in-app purchase, while playing game or by watching ad
- **In-game currency** refers virtual currency such as credits that are used for unlocking new levels and playing certain mini games
- **Virtual things** refer to mutual name for In-game items and In-game currency
- **Ad identifiers** refers to non-permanent, non-personal identifiers which are uniquely associated with your device such as the Android advertising ID and/or Apple's ID for advertising (IDFA).

Types of Data Collected

Personal Data

We do not collect information that identifies you or another person, which may be transmitted or received when you use our services, including without limitation, your names, physical addresses, e-mail addresses, telephone, fax, SSN and information stored within your devices.

Usage Data

Usage Data is collected automatically while using our services.

Usage data may include information such as your device's Internet Protocol address (e.g. IP address) or unique device identifiers.

By installing our game, you consent to us, and our advertising partners such as ad identifiers, including device information, IP address, country and region collecting your data. IP address is used once for better user experience during registration. We make an approximation of which country should be selected so that user's do not have to scroll through the long list of countries. If the user chooses a different country from the list, the user country choice will be shown inside of the game. We never store IP addresses afterwards or at any other time anywhere. In case you disagree with any section in this Privacy Policy please do not play our games or use our applications and uninstall/delete them from your device as soon as possible.

When you access our services by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, Android ID, the IP address of your mobile device, your mobile operating system, unique device identifiers and other diagnostic data. That information, if collected, will be used for analytic purposes and automatically recovery option only and will not be shared with any third parties.

Tracking Technologies and Cookies

We do not use Cookies and similar tracking technologies to track the activity on our services and we do not store any information.

Information about the processing of your personal data

Considering we take your privacy very seriously and we are aware that personal information is very sensitive data **we do not collect, store, use, share or sell any of your personal data.**

Based on certain data privacy laws/acts (such as General Data Protection Regulation (GDPR) for EU residents, California Consumer Privacy Act (CCPA) for US state of California residents) users have certain rights related to their personal data (such as obtain, correct, delete, object to processing of their personal data for marketing, request the restriction of processing of their personal data, etc.) but as mentioned above, **we do not collect, store, use, share or sell any of your personal data** so even if a user contacts us referring to this rights, we cannot fulfill such requests because we do not have anything to deliver.

Use of Your Personal and Usage Data

The company may use personal data for the following purpose:

- **To manage Your requests:** To attend and manage your requests with us. In case the user contacts us via support e-mail, we will not share, sell or store any data such as e-mail address or e-mail contents locally. That information will only be stored on a third-party server owned by our current e-mail provider (Google) and we will only use them for communication purposes with user.

We do not collect and store your personal data so we do not share it anywhere, but we may use your usage data in the following situations:

- **With Service Providers:** We may allow our advertising service providers to use your usage information such as ad identifiers with advertising companies to show targeted advertisements to you.

In-app purchase

When using our in-app purchase we never collect, share, use, store or handle your payment info / personal data. Our payment service provider will handle that information.

Sometimes, we might collect some payment information from you on the side of our payment service providers while you make in-app purchases. If an in-app purchase was successful our payment service provider (Google, Apple) will inform us about the transaction status and you will immediately get bought virtual items such as jokers. Payment information is temporarily cached but for us it is unreadable.

We do not collect or store any payment information from you, and we do not keep or collect credit card information.

Retention of Your Personal and Usage Data

The only way that we can collect your personal data is when you contact us directly via our e-mail with any kind of requests. Your personal data will remain only on our e-mail service providers server because we do not collect or store any kind of personal data. If you request us to delete all of your personal data, we will delete it directly from the server of our e-mail service provider if there are no open disputes between you and us.

The company will retain usage data for internal analysis purposes only. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our services, or we are legally obligated to retain this data for longer periods of time.

Security of Your Personal Data

The security of your personal data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

Advertising

When you use our services, to be able to deliver ads to your device, some information such as ad identifiers from your device is collected and used by our advertising partners. We do not collect or use your ad identifiers. See the list of our advertising partners below and their Privacy policies.

To serve you targeted ads in our games, our advertising partners may combine your ad identifiers information with information which they have about you which they collected when you used their services or third-party services.

You agree that your personal information such as ad identifiers may be used for targeted ads served by our advertising partners as explained in this document and as explained in detail and defined in their privacy policies. For more information we highly recommend that you to review their privacy policies which can be found below this section. Within the “Intro” section you can read how to refuse or withdraw your consent for getting targeted ads.

You can change this option at any time to disable targeted ads, but it does not mean that you will no longer be able to receive ads, it means that you will still get ads, but they might be irrelevant to you.

- **ironSource**

For more information on the privacy practices and policies of ironSource, please visit the ironSource Privacy Policy: https://developers.ironsrc.com/ironsource-mobile/air/ironsource-mobile-privacy-policy/

- **AdMob**

  For more information on the privacy practices and policies of AdMob, please visit the AdMob Privacy Policy: https://policies.google.com/privacy?hl=en

- **Amazon**

  For more information on the privacy practices and policies of Amazon, please visit the Amazon Privacy Policy: https://www.amazon.com/gp/help/customer/display.html?nodeId=468496

- **AppLovin**

  For more information on the privacy practices and policies of AppLovin, please visit the AppLovin Privacy Policy: https://www.applovin.com/privacy/

- **Chartboost**

  For more information on the privacy practices and policies of Chartboost, please visit the Chartboost Privacy Policy: https://answers.chartboost.com/en-us/articles/200780269

- **Facebook**

  For more information on the privacy practices and policies of Facebook, please visit the Facebook Privacy Policy: https://www.facebook.com/legal/FB_Work_Privacy

- **Fyber**

  For more information on the privacy practices and policies of Fyber, please visit the Fyber Privacy Policy: https://www.fyber.com/privacy-policy/

- **HyprMX**

  For more information on the privacy practices and policies of HyprMX, please visit the HyprMX Privacy Policy: https://www.hyprmx.com/pp

- **Mintegral**

  For more information on the privacy practices and policies of Mintegral, please visit the Mintegral Privacy Policy: https://www.mintegral.com/en/privacy/

- **Tapjoy**

  For more information on the privacy practices and policies of Tapjoy, please visit the Tapjoy Privacy Policy: https://www.tapjoy.com/legal/advertisers/#privacy-policy

- **Vungle**

  For more information on the privacy practices and policies of Vungle, please visit the Vungle Privacy Policy: https://vungle.com/privacy/

- **InMobi**

  For more information on the privacy practices and policies of InMobi, please visit the InMobi Privacy Policy: https://www.inmobi.com/privacy-policy/

- **AdColony**

  For more information AdColony, please visit the Privacy Policy of AdColony: https://www.adcolony.com/privacy-policy/

- **Unity Ads**

  For more information about Unity Technologies, please visit Unity Technologies Privacy Policy: https://unity3d.com/legal/privacy-policy

Marketing

We market our games in media using third-party marketing partners which may collect some of your information when you use their services. We highly recommend that you read their Privacy Policies because we are not responsible for your information collected by our marketing partners. Unless you opt out of interest-based advertising as explained in the “Intro” section, based on information which our marketing partners have collected about you, they tailor ads which are the most relevant to you. For more information on how they handle your information please check their privacy policies in the list below.

- **Facebook**

  For more information on the privacy practices and policies of Facebook, please visit the Facebook Privacy Policy:
  https://www.facebook.com/legal/FB_Work_Privacy

- **Instagram**

  For more information Instagram, please visit the Privacy Policy of Instagram: https://help.instagram.com/519522125107875

- **Twitter**

  For more information about Twitter please visit Twitter Privacy Policy:
  https://twitter.com/en/privacy

Social and Community

We use social and community networks to communicate with our users. If you decide to interact with our social and community networks, we will see your information while you use them, but we will not collect or store them. If fraud or crime activities are detected, social network account information may be shared with crime and fraud prevention organizations such as the police.

Nobody, without our permission, may advertise their products/services or any form of advertising through our social and community networks, unless agreed differently in advance. If anyone gets caught doing such things, that post will be removed as soon as possible.

We will not tolerate insults based on religion, ethnicity, race, color, sexism or any kind of hate speech. Those who do such things will be reported and their posts will be removed as soon as possible. If you notice something that violates those rules you can inform us through our support e-mail: support@pluragames.com

To raise awareness of potential crime and fraud we advise you not to click on any link other than our official ones to prevent phishing or such techniques used for frauds. If you notice something suspicious, please let us know so we can act as soon as possible. Contact us through our support e-mail: support@pluragames.com

Check the list of social and community networks that we use:

- **Facebook**

  For more information on the privacy practices and policies of Facebook, please visit the Facebook Privacy Policy:
  https://www.facebook.com/legal/FB_Work_Privacy

- **Instagram**

  For more information Instagram, please visit the Privacy Policy of Instagram: https://help.instagram.com/519522125107875

- **Twitter**

  For more information about Twitter please visit Twitter Privacy Policy:
  https://twitter.com/en/privacy

Children's Privacy

Our service does not address anyone under the age of 16. Our games are intended to be played by adults. We do not collect or store any personal data; we might only collect usage data as described in the “Collecting and Using Your Personal Data” section. Please do not play our games or use our services if you do not meet age requirements. We do not knowingly collect usage data from anyone under the age of 16. If you are a parent or guardian and you are aware that your child has provided us with usage data, please contact us. If we become aware that we have collected usage data from anyone under the age of 16 without verification of parental consent, we will take steps to remove that information from our servers.

Links to Other Websites

Our service may contain links to other websites that are not operated by us. If you click on a third-party link, you will be redirected to that third-party website. We strongly advise that you review the privacy policy of every site that you visit.

We have no control over, and we are not responsible for the content, Privacy Policies or practices of any third-party sites or services.

Changes to this Privacy Policy

There is a chance that from time to time this policy will change so please check if you are familiar with the latest version of this policy, which you can find on this website: https://pluragames.com/wp_legal.html. Users might be notified in advance about changes of this policy within the game so further usage of our services means that users have agreed, read and are informed about the new policy changes.

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.

Contact Us

If you have any questions about this Privacy Policy, You can contact us:

- By email: support@pluragames.com
- By visiting this page on our website: https://pluragames.com/contact.html

THIS PRIVACY POLICY SHOULD BE READ TOGETHER WITH OUR TERMS AND CONDITIONS. YOU UNDERSTAND AND AGREE THAT THIS POLICY TOGETHER WITH THE TERMS OF CONDITIONS FORMS COMPLETE AGREEMENT BETWEEN YOU AND US.