



Val-Con Data Retention Policy

Effective Date: 11 November 2024

The Val-Con administration team is committed to managing personal data in a manner that complies with applicable laws and regulations. This Data Retention Policy outlines how we handle and retain personal data, as well as the criteria we use to determine how long different types of data are kept.

Purpose of Data Retention

The purpose of this policy is to ensure that we retain personal data only for as long as necessary to fulfil the legitimate purposes for which it was collected, comply with legal and regulatory obligations and protect our legal interests.

Types of Data We Retain

We may retain the following categories of personal data:

- **Contact Information:** Name, email address, phone number, and mailing address.
- **Transaction Data:** Payment details, purchase history, subscription information, and billing records.
- **Usage Data:** IP address, Steam ID, browser type, device information, and browsing behaviour on our website.
- **Support Data:** Communication with customer support, feedback, complaints, and inquiry records.
- **Account Data:** User accounts, login credentials, and preferences.

Data Retention Periods

We retain personal data for different periods based on the type of data and the reason for its collection:

a. Business and Operational Purposes

- **Participant and Account Information:** We retain this data for the duration of your relationship with us (e.g., as long as you remain an active user or customer) and for a reasonable period after your account is closed to manage administrative tasks, such as resolving outstanding payments or fulfilling contractual obligations.

- **Transaction and Billing Data:** Transaction-related data (including payment details) will generally be retained for a period of no longer than **5 years** depending on the requirements of financial reporting and tax laws.

b. Legal and Regulatory Requirements

- **Legal Compliance:** In certain circumstances, we may retain personal data for a longer period to comply with legal, regulatory, or contractual obligations. For example, financial records or documents related to legal claims may be retained for longer periods as required by law (e.g., **7 years** for tax-related records, or **statutory limitation periods** for legal claims).
- **Regulatory and Audit Requirements:** Data that is required to be kept for compliance purposes (such as audit trails or evidence of transactions) will be retained for the duration required by applicable laws and regulations.

c. Marketing and Communications

- **Marketing and Promotional Data:** If you have opted in to receive marketing communications, we may retain your information for as long as you continue to receive communications from us. You may unsubscribe or opt out at any time, and we will stop sending you marketing materials. Even if you opt out of marketing communications, we may retain your data for purposes of fulfilling transactions or providing services.

d. User-Generated Content and Feedback

- **Support and Feedback Data:** Data collected through customer support requests, surveys, or feedback forms will generally be retained for a period of no longer than **5 years** to ensure we can respond to issues and improve our services, unless a longer retention period is required for legal or operational reasons.

Data Deletion and Disposal

Once personal data has reached the end of its retention period or is no longer required for the purposes for which it was collected, it will be deleted or anonymised in a secure manner. We implement reasonable procedures to ensure that personal data is disposed of properly to prevent unauthorised access, use, or disclosure.

- **Electronic Data:** Personal data stored electronically will be deleted from storage media.
- **Physical Data:** If we retain personal data in physical form (e.g., paper records), it will be destroyed through shredding or other secure methods.

Data Subject Rights

In line with data protection laws, individuals may have certain rights concerning their personal data, including:

- **Access:** The right to request a copy of the personal data we hold.
- **Correction:** The right to request corrections to any inaccurate or incomplete personal data.
- **Deletion:** The right to request the deletion of personal data when it is no longer necessary for the purposes for which it was collected.
- **Restriction:** The right to request a restriction on processing personal data under certain conditions.
- **Portability:** The right to request a copy of personal data in a structured, commonly used, and machine-readable format.

To exercise any of these rights, or if you have any questions regarding our data retention practices, please contact us at:

Val-Con Administration Team

Email: valcon.fan.event@gmail.com

Review and Updates

We will periodically review and update this Data Retention Policy to ensure it remains in compliance with applicable laws, regulations, and business practices. Any changes to the policy will be communicated through appropriate channels, such as our website or email notifications.

Retention of Anonymised Data

In some cases, we may retain anonymised or aggregated data that no longer identifies individuals. Such data may be used for statistical analysis, business insights, or research purposes without any personal information.

Retention Exceptions

Certain exceptions to the general data retention periods may apply, including:

- **Legal Claims:** If data is required to establish, exercise, or defend legal claims, we may retain such data for as long as needed.
- **Fraud Prevention:** In some cases, we may retain data longer than the stated retention periods to prevent fraud or other harmful activities.
- **Contractual Obligations:** Data may be retained for the duration of a contract and for an additional period as required to fulfil the terms of that contract.

By using our services, you acknowledge and agree to the terms outlined in this Data Retention Policy.