



Val-Con Privacy Policy

Effective Date: 11 November 2024

The Val-Con team is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our website, use our services, or engage with us in other ways. By using our website and services, you consent to the practices described in this Privacy Policy.

Information We Collect

We collect various types of information to provide and improve our services, including:

- **Personal Information:** When you use our website or services, we may collect personal information such as your name, email address, Steam ID and mailing address and payment details for purchases or giveaways.
- **Usage Data:** We collect information about how you interact with our website and services, including your IP address, browser type, operating system, pages visited, time spent on pages, and other usage statistics.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies to track your usage of our website and services. These technologies help us improve your user experience, analyse website traffic, and personalise content.

How We Use Your Information

We may use the information we collect for the following purposes:

- **To Provide and Improve Our Services:** We use your information to process transactions, fulfil orders, provide customer support, maintain discipline and enhance the functionality and security of our website and Val-Con events.
- **To Communicate with You:** We may use your contact information to send updates, newsletters, promotional offers, and other information relevant to your use of our services. You can opt in and out of marketing communications at any time.
- **To Analyse and Improve Our Website:** We analyse usage data to improve the functionality and performance of our website and services, and to better understand user behaviour.
- **To Comply with Legal Obligations:** We may use your information to comply with applicable laws, regulations, and legal processes, and to protect the rights, property, or safety of our company, users, or others.

How We Share Your Information

We do not sell, rent, or trade your personal information. However, we may share your information with third parties in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who help us operate the Val-Con event and deliver services, such as payment processors, hosting providers, or customer support platforms.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred as part of the transaction. We will notify you of any such change and update this Privacy Policy accordingly.
- **Legal Compliance:** We may disclose your personal information if required by law or to protect the rights, property, or safety of our company, users, or others, including in response to lawful requests from government authorities.

Data Security

We implement reasonable technical, administrative, and physical security measures to protect your personal information from unauthorised access, use, or disclosure. However, no data transmission or storage system is completely secure, and we cannot guarantee the absolute security of your information.

Your Choices and Rights

You have certain rights regarding your personal information, including:

- **Access:** You can request access to the personal information we hold about you.
- **Correction:** You can request that we correct any inaccurate or incomplete personal information.
- **Deletion:** You can request that we delete your personal information, subject to certain legal obligations and retention periods.
- **Opt-Out:** You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions in our emails or by contacting us directly.
- **Cookie Preferences:** You can manage your cookie preferences through your browser settings or through the cookie banner on our website. Please note that disabling cookies may impact your experience on our website.

International Data Transfers

If you are accessing our website or services from outside your country of residence, please note that your information may be transferred to, stored, and processed in a country that may have different data protection laws than your home country. By using our website or services, you consent to the transfer of your information to our servers based in the United States or other countries.

Children's Privacy

Our services are not intended for individuals under the age of 13, and we do not knowingly collect personal information from children under 13. If we learn that we have inadvertently collected personal information from a child under 13, we will take steps to delete such information as quickly as possible. If you believe we may have collected personal information from a child, please contact us immediately.

Due to difficulties with moderating in-game activities, access to the in-game Val-Con world will be restricted to players aged over 18.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make significant changes to how we handle your personal information, we will notify you by updating the "Effective Date" at the top of this page and, where required, obtaining your consent. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

Contact Us

If you have any questions or concerns about this Privacy Policy or our practices regarding your personal information, please contact us at:

Val-Con administration team
Email: valcon.fan.event@gmail.com

By using our website or services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.