

The privacy of our customers is of paramount importance to us and we do everything to collect only the data that is really necessary for order processing and for reliably running our services. We make sure the data is protected using modern protection strategies. In this privacy policy, we describe what is collected and how it is used. This policy has been reviewed to comply with the General Data Protection Regulation (GDPR).

You can always contact us regarding your privacy and private data:
support@pvpboost.com

Data collected when accessing this website

Every time you use your web browser to access a website on the internet, it transmits some basic data. This includes, for example, your IP address, your operating system, browser language, browser type, and some more data. Also, we will know the time of access. Please refer to your Browser vendor to find more details about what data is being sent.

Every site access is automatically written to a log file and it can contain the information just described (this is the standard configuration for most web servers on the internet). Our web servers are hosted at Hosting Ukraine.

We transfer data to the following third-party services:

Paypal. Nick, Email, Order ID and other order data for processing your payments

Jivo Chat. The chat window at the bottom right of the screen. Your entire chat history will be saved, this is required to run our service since we use Jivo Chat as one of the primary communication methods. We will also send your Nick and Email to identify you as our client within the service.
Mailchimp. Email, Nickname is added to Mailchimp Database ONLY if you choose to subscribe for our best offers newsletter

We transfer anonymous data to the following third-party services:

Onesignal (Anonymous device ids required to send push notifications). ONLY if you choose to subscribe to our push notifications in your browser
Google Analytics (Anonymous data that helps us to measure website performance)

Yandex.Metric (Anonymous data that helps us to measure website performance)

Facebook (Anonymous data that helps us to measure website performance)

While using this website, we collect data on multiple occasions:

While opening and browsing the website your IP address will be logged. This is necessary and is used to fight scammers, improve the security and performance of the website. The data is deleted after at most 6 months. When you chat in our Support Chat window, entire chat history will be saved.

If you create a new account we will save the data you provide.

If you provide additional details after checkout in "Order details" form.

If you edit your profile, we will update the data in our database.

Data collected during the checkout process.

The data you enter on checkout is stored in our database. Currently, we store the following data: Email, Nickname, Skype, Discord, any data you specify in the "Additional information" field.

We DO NOT have access to your payment details (credit card etc.), all transactions and payment details are securely handled by payment methods.

Data collected after the checkout process.

The data you enter in the "Order details" form are stored in our database. This may include your BattleTag, Server, Character Name, Faction, and other information.

The e-mail address you provide when registering may be used to inform you about the progress of your order. It may also be used to send you your password, or for any cases where we are legally obliged to contact you. For the e-mails being sent via this website, we use Mailchimp. We will never sell your e-mail and we will not use it for marketing unless you subscribe to our newsletter.

Cookies

We use cookies for technical reasons, for our website to operate properly. We also use third-party analytics services that set cookies with anonymous data that help us to measure website performance.

Other external infrastructure we use

For our own emails (those we send and receive manually), we use the Google services. We have activated all available security enhancements offered by Google.

Both Google and Mailchimp are located in the USA. There is a data protection agreement between the EU and the USA called the EU-US Privacy Shield.

Your Data

If you want to know which personal data we have saved about you please send an e-mail to support@pvpboost.com.

Deletion of your Data

If you want us to delete your data please send an e-mail to support@pvpboost.com We will then delete everything if there is nothing (e.g. invoicing laws) that requires us to keep the data.

Correction of your Data

If you want us to correct any collect data please send an email to.

Revocation of data processing

Every data processing which required an explicit user-agreement can be revoked at any time. To do that send a short e-mail to support@pvpboost.com.

External Services used

Here again a quick summary of the external services we use:

Google Apps & Services (E-Mail, Calendar, etc.)

Jivo Chat

Mailchimp.com

Hosting Ukraine

Google Analytics

Facebook

OneSignal

Mailchimp, Google, Fastspring, Fabric, and Dropbox are located in the USA, there is a data protection agreement between the EU and the USA (called the EU-US Privacy Shield)

Further questions

If you have any further questions, please send an email to support@pvpboost.com. We will reply as soon as possible.

Updates to this privacy policy

There may be updates to this privacy policy in the future. You will be notified about them via push-notifications, emails or on our Facebook page.

PVPBOOST LTD

71-75 Shelton Street, Greater London, London, United Kingdom, WC2H 9JQ.

Registration number: 13445588