

Terms & Conditions

1. Introduction and Acceptance of Terms

1.1 These Terms & Conditions ("Terms") constitute a binding legal agreement between you and JAWAKER FZ-LLC, governing your access to and use of Jawaker's games, websites, applications, services, virtual content, and any related features (collectively, the "Service").

1.2 By accessing, creating an account on, or using the Service, you acknowledge and agree that you have read, understood, and accepted these Terms. If you do not agree to these Terms, you must discontinue all use of the Service immediately.

1.3 Jawaker may update or modify these Terms from time to time. Updates become effective upon posting to the Service. Your continued use of the Service following any update constitutes your acceptance of the modified Terms.

1.4 "User", "you", and "your" refer to any individual accessing or using the Service. "Jawaker", "we", "us", and "our" refer to JAWAKER FZ-LLC, based in Abu Dhabi, United Arab Emirates.

2. Eligibility and Account Responsibilities

2.1 Age Requirement. Users under the age of 18 are prohibited from registering, accessing, transacting on, or using the Service.

2.2 Account Registration. To access certain features, you must create an account. You must provide accurate and complete information at all times.

2.3 Account Security. You are responsible for:

- maintaining the confidentiality of your login information,
- all actions taken under your account, whether authorized or not,
- immediately notifying Jawaker of any unauthorized access or security breach.

2.4 Jawaker reserves the right, at its sole discretion, to refuse registration, suspend an account, revoke a username, or terminate an account for violations, suspected fraud, security concerns, or misuse of the Service.

3. User Conduct and Prohibited Behavior

3.1 You agree that you will not, under any circumstances:

A. Abusive or Unlawful Conduct

Post, upload, transmit, or engage in any behavior that is abusive, defamatory, obscene, vulgar, hateful, sexually explicit, discriminatory, threatening, or otherwise unlawful.

B. Harmful or Disruptive Activity

- Upload or distribute viruses, worms, malware, scripts, bots, or harmful code.
- Attempt to disrupt, damage, or interfere with the Service or other users' experience.

C. Unauthorized Access

- Attempt to access the accounts, devices, or data of others.
- Attempt to circumvent security measures, firewalls, or anti-cheat systems.
- Modify, decompile, reverse-engineer, or copy any part of the Service.

D. Cheating and Exploitation

Exploit bugs, loopholes, automation tools, macros, scripts, bots, or any method designed to manipulate fairness, gameplay balance, or competitive integrity.

E. Impersonation and Misrepresentation

- Impersonate public figures, celebrities, government officials, Jawaker representatives, or other users.
- Falsely suggest affiliation with Jawaker.

F. Political, Religious, or Harmful Content

Use the Service to promote political or religious campaigns, incite violence, or target specific groups.

G. Spamming and Misuse of Communication Tools

Spam chat channels, send unsolicited messages, or misuse in-game communication systems.

3.2 User-Generated Content. Any content you submit via chat, messages, profile details, room titles, or social features must comply with these Terms. You are solely responsible for such content.

4. Game Organizer and Community Rules

4.1 Game Organizers. Users hosting games ("Organizers") must:

- Act fairly and responsibly.
- Not kick players without legitimate reasons.
- Supervise games and address cheating, fraud, or misconduct.
- Ensure compliance with game rules.

4.2 Public Pages and Social Features. Jawaker may operate public community pages.

Administrators may:

- Remove any posts, comments, or content without notice,
- Ban users for violating community rules.

4.3 Users must not:

- Post offensive, abusive, harmful, or unrelated content.
- Disclose personal information of other players.
- Advertise external services, websites, or companies.

4.4 Jawaker is not responsible for any abusive behavior between players in private chats within the App and cannot take action against any offending player, as private chats occur based on

the player's consent, including by accepting or adding another user as a friend or by joining a club.

5. Subscriptions and Premium Services

5.1 Jawaker offers subscription services, including but not limited to Basha, Silver, Gold, and Royal tiers ("Premium Services").

5.2 Subscriptions purchased through app stores (Google Play, Apple App Store):

- Are billed through the respective storefront,
- Renew automatically unless cancelled via the store settings,
- Provide benefits as displayed in the Service at time of purchase.

5.3 Subscription fees are non-refundable except where required by law or specifically permitted by the relevant storefront.

5.4 Jawaker may modify or update subscription tiers, benefits, or pricing at any time, with changes applying to subsequent billing cycles.

6. Virtual Items, Tokens, and Digital Goods

6.1 License Only. Virtual items, tokens, in-game currencies, rewards, cosmetic items, and other digital goods ("Virtual Items") are licensed, not sold. You receive no ownership rights.

6.2 No Monetary Value. Virtual Items:

- have no real-world monetary value,
- cannot be exchanged for money or goods,
- cannot be transferred between users except where explicitly permitted.

6.3 Instant Delivery and Finality of Transactions. All Virtual Items are delivered instantly to your account and are final and non-refundable, except:

- duplicate charges,
- failed delivery.

6.4 Expiration. Virtual Items and tokens may expire if your account remains inactive for two (2) years or more.

6.5 Modification and Removal. Jawaker may modify, update, or remove Virtual Items at its discretion. Compensation may be offered where appropriate.

6.6 Fraud and Chargebacks. In cases of fraud, unauthorized transactions, or chargebacks, Jawaker may:

- remove Virtual Items,
- adjust account balances,
- suspend or terminate the account.

7. Payments, Purchases, and Webshop Terms

7.1 Jawaker accepts payments via: Visa, MasterCard, and other payment methods displayed at checkout, in currencies including USD, AED, and those stated at time of purchase.

7.2 Merchant Domicile. Jawaker's country of domicile is the United Arab Emirates (UAE).

7.3 OFAC Compliance. Jawaker does not provide services, goods, or digital content to any OFAC-sanctioned countries.

7.4 Delivery of Digital Goods. Digital items are delivered instantly after successful payment.

7.5 Fraud Prevention. Jawaker may reject or block suspicious or high-risk transactions. Fraudulent purchases may result in immediate account action and legal consequences.

8. Enforcement, Suspensions, and Penalties

8.1 Jawaker may apply penalties at its sole discretion, including:

- temporary or permanent bans,
- restrictions on features,
- removal of Virtual Items or tokens,
- suspension or termination of accounts,
- legal action,
- reporting to authorities.

8.2 Jawaker may enforce penalties for:

- violation of these Terms,
- cheating or exploiting the Service,
- abusive behavior,
- fraud, chargebacks, or unauthorized transactions,
- security threats or system interference.

9. Disclaimers and Limitation of Liability

9.1 Service Provided “As Is”. The Service and all content are provided “as is” without warranties of any kind.

9.2 No Warranty. Jawaker disclaims all implied warranties, including fitness for a particular purpose, merchantability, and non-infringement.

9.3 Limitation of Liability. To the maximum extent permitted by applicable law, Jawaker shall not be liable for:

- loss of data,
- loss of Virtual Items or tokens,
- inability to access the Service,
- indirect, incidental, special, or consequential damages.

9.4 You acknowledge that Virtual Items may be lost, modified, or removed and that Jawaker shall not be liable for such changes.

10. Governing Law, Disputes, and Contact Information

10.1 These Terms are governed by the laws of the United Arab Emirates (UAE).

10.2 Any disputes arising out of or relating to the Service shall be resolved exclusively in the courts of the UAE.

10.3 For inquiries or support, contact: privacy@jawaker.com

Cookies Policy

1. Introduction

This Cookies Policy explains how JAWAKER FZ-LLC (“Jawaker”, “we”, “us”, or “our”) uses cookies and similar technologies when you access or use our websites, games, applications, services, and any related online features (collectively, the “Service”).

By accessing or using the Service, you consent to the use of cookies and similar technologies in accordance with this Cookies Policy.

2. What Are Cookies?

Cookies are small text files that are placed on your computer or mobile device when you visit websites or use online services. Cookies allow us to store and retrieve information about your browsing activity, preferences, and device.

We also use similar technologies, including:

- Local Storage: Stores information locally on your device to save preferences and improve loading speed.
- SDKs (Software Development Kits): Used in mobile applications to support analytics, advertising, and authentication.
- Tracking Pixels / Web Beacons: Small images that help us understand interaction with content and measure performance.

These technologies enable us to provide you with a smoother, more secure, and optimized user experience.

3. Why We Use Cookies

We use cookies and similar technologies for the following purposes:

A. Authentication & Security

To:

- log you into Jawaker,
- maintain your session,
- protect your account,
- prevent unauthorized access,
- keep the Service secure from fraud and abuse.

These cookies are essential for the proper functioning of the Service.

B. Preferences & Personalization

To remember:

- language preferences.
- display settings.
- account and profile choices.
- gameplay preferences where applicable.

These cookies help customize your experience so you do not need to re-enter information each time you visit.

C. Performance, Analytics & Research

To:

- understand how users interact with the Service.
- identify which features and content are most used.
- test new features.
- improve stability and performance.
- diagnose technical issues and error logs.

We work with analytics providers such as Google Analytics and mobile attribution/analytics platforms. These partners may use their own cookies or SDKs to collect data on usage patterns and interactions.

D. Advertising & Marketing Attribution

To:

- deliver, measure, and improve advertising campaigns.
- prevent repetitive ads.
- attribute installs or sign-ups to specific marketing sources.
- understand the effectiveness of promotional content.
- personalize in-app offers where permitted.

We may use advertising identifiers (e.g., device advertising IDs) and third-party tracking technologies for this purpose.

4. Types of Cookies We Use

1. Essential Cookies (Required) — Necessary for the Service to function. Without these, you cannot log in or use core features.
2. Functional Cookies — Enable personalized features such as remembering preferences or settings.
3. Analytics Cookies — Collect information about how users access and navigate the Service, which helps us improve functionality and user experience.
4. Advertising & Targeting Cookies — Used to deliver relevant advertisements, measure marketing effectiveness, and limit repetitive ads.

5. Third-Party Cookies

Some cookies used on the Service are placed by third-party partners. These include:

- Analytics providers (e.g., Google Analytics)
- Attribution/advertising partners (e.g., SDK providers)
- Social platforms (if you choose to link accounts, such as Facebook)

These third parties may collect information in accordance with their own privacy and cookie policies. We encourage you to review their policies.

6. How You Can Manage Cookies

You have several options to control or limit cookies and similar technologies.

A. Browser Controls

Most browsers allow you to:

- block cookies,

- delete existing cookies,
- refuse third-party cookies,
- configure notifications before cookies are placed.

For instructions, consult your browser's help pages.

B. Mobile Device Settings

On mobile apps, you can:

- reset your advertising ID.
- disable personalized ads.
- restrict tracking permissions.

C. In-Service or In-App Settings

Where supported, Jawaker may provide settings for cookie preferences or privacy options.

D. Note About Disabling Cookies

If you disable cookies:

- certain features may not function properly.
- you may not be able to log in.
- some content may not display correctly.

7. Updates to This Cookies Policy

We may update this Cookies Policy from time to time to reflect:

- changes in technology,
- legal requirements,
- operational practices, or
- improvements to the Service.

Updates become effective upon posting. Continued use of the Service indicates acceptance of any modifications.

8. Contact Us

For questions about this Cookies Policy or our use of cookies and tracking technologies, please contact us at:

- Email: privacy@jawaker.com
- Website: www.jawaker.com

Refund/Return Policy

By confirming your purchase, you are agreeing to the terms and conditions of our non-refundable cancellation policy. We urge you to read the following points carefully, as they outline your responsibilities as a consumer and our obligations as a provider. These terms specifically relate to the finality of your purchase and our policy against refunds for completed transactions. Should you have any doubts or queries, we encourage you to contact our customer support team prior to finalizing your purchase. Please note, proceeding with the purchase indicates that you fully understand and agree to these terms:

- Please note that all purchases made on our platform are final and non-refundable due to the digital nature of our products.

- It is your responsibility to understand this policy before making a purchase. By proceeding with the payment, you are agreeing to these terms.
 - No exceptions will be made to this policy unless duplicate charge or failed fulfillment. Once a purchase is made, it cannot be refunded under any circumstances.
 - If a refund is issued, Jawaker reserves the right to revoke any tokens or items that were purchased, including those that have been transferred to other accounts.
 - Where a refund is permitted (e.g., duplicate charge or failed fulfillment), refunds will be processed only to the original mode of payment.
 - Orders for digital items are delivered instantly and cannot be cancelled or replaced once fulfilled. In case of a duplicate charge or failed fulfillment, please contact support; eligible cases may be cancelled and/or refunded to the original mode of payment.
 - Please make sure you review these points carefully and understand our non-refundable cancellation policy before making a purchase.
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Privacy Policy

Jawaker respects your right to control your privacy. We have put in place security measures for your personal data and manage your personal data in accordance with applicable data protection and data privacy regulations. This Privacy Policy explains how we handle and treat your data when you (i) register an account or visit our site, www.jawaker.com the “Website”) (ii) use our services (iii) engage or communicate with us. It also provides information about your rights relating to your Personal Data.

Throughout this Privacy Policy the following terms have the following meanings:

“Data Privacy Laws” means applicable data protection and data privacy laws and regulations, including but not limited to the EU General Data Protection Regulation (2016/679) (the “GDPR”) and the The Jordan Personal Data Protection Act.

“Processing” and “Process” means all activities involving your Personal Data, including collecting, handling, storing, sharing, accessing, using, transferring and disposing of information.

“Services” means our applications, games and other products, Websites, Forums, Webshop, email communications, social media accounts and any related services or properties we control.

“Personal Data” means Personal Data that relates to you as an identified or identifiable individual.

All capitalised terms not specifically defined herein shall have the meaning ascribed to such terms in the GDPR and equivalent term under applicable Data Privacy Laws.

While operating the Services, Personal Data will be shared with partners we work with. Some of these partners are Controllers independently of us and, therefore, independently determine how and why they process your data. For more information on these partners and the ways in which they may process your data, please refer to section 4 of this Privacy Policy. Under certain circumstances we will transfer your Personal Data to countries outside the European Economic Area. Such transfers will be done in accordance with section 5 of this Privacy Policy.

Our Services are not directed to children and we do not knowingly collect Personal Data from individuals under 16 years of age.

Who we are

Controller

The Controller responsible for your Personal Data for the purposes of the GDPR and Applicable Data Privacy law is:

JAWAKER FZ-LLC Office 0196, Tower-3 (C40-P1), Twofour54, Yas Island, Abu Dhabi, UAE

privacy@jawaker.com www.jawaker.com

hereinafter referred to as the “Company”, “we”, “us” or “our”.

The principles set out in this Privacy Policy apply to all instances in which the Company Processes your personal data as a Controller for the purposes described in this Privacy Policy.

The Company is part of the Stillfront Group, a global group of gaming studios with its parent company, Stillfront Group AB (publ), incorporated in Sweden and listed on Nasdaq First North Premier Growth Market.

Data protection Officer

The data protection officer of the Controller for the purposes of the GDPR is:

Name: Peter Birgersson, Deloitte AB Contact details: dpo@stillfront.com

What information do we collect from you?

Source	The information collected includes the following data
Information you provide voluntarily when using our Services.	email address, or other contact information communicated to us.
Information you provide voluntarily when using our Services.	Any Personal Data provided in and through communication channels available in our Services.
Information you provide voluntarily when using our Services.	If you have subscribed to our communications, your content preferences, language, contact information or other information you submit to us when subscribing to our communications.
Information you provide voluntarily when using our Services.	If you participate in our surveys or other research, any comments, feedback, responses, or other information you provide to us when doing so.

Information you provide voluntarily when using our Services.	Any other information you choose to submit to us through our Services or otherwise, such as nickname, country, profile photo, gender and year of birth.
Directly from you and/or your device by automatic means. The Company collects Personal Data directly from you and/or your device (such as your phone or computer) by automatic means when you use our Services or interact with our ads outside of our Services on third-party websites or applications, including through cookies or similar technologies or software development kits (SDKs). For more information regarding the Company's use of cookies, please view our Cookie Policy.	Your device and browser: device model, device ID, advertising ID, operating system, carrier, browser type, language and your IP address (including your coarse location).
Directly from you and/or your device by automatic means.	Your use of our Services: We track and collect usage data, such as the date, location and time you access our Services, access status, duration of use of our Services, the site you visited, the information and files that have been downloaded. Your IP-address is collected when connecting to our service to verify your geolocation.
Directly from you and/or your device by automatic means.	Crash logs or other information related to bugs, errors, or other issues in our Services.
Directly from you and/or your device by automatic means.	Inferences we make based on your activity in our Services.

We do not expect or intend to collect or otherwise process any special categories of data relating to you. By special categories of data, we mean genetic, biometric or health information, information revealing racial or ethnic origin, sex life or sexual orientation, political opinions, religious or philosophical beliefs or trade union membership, or information about your criminal offences or convictions. Please do not provide this kind of information to us or use the Services to make it available to others.

How do we use your Personal Data?

We use your Personal Data for different purposes. We will for example use the Personal Data to provide you with the Services you have requested, to improve and develop our Services, to predict user trends, to make recommendations and marketing activities based on your usage and to customize our Services to you, these include the following processing activities:

Lawful basis	Purpose of the processing
To perform our contract with you in respect of our Services.	To enable you to use our Services and administer the Services.
To perform our contract with you in respect of our Services.	Providing, maintaining, enhancing and personalizing the Service(s) (including selecting an appropriate language version for you based on your location).
To perform our contract with you in respect of our Services.	To know your preferences and to try to ensure that the content on our Website is presented in the most effective manner for you and your computer or mobile device, based on your browsing history on our services.
To perform our contract with you in respect of our Services.	To provide you with an account and log in features and share that data depending on your chosen method.
To perform our contract with you in respect of our Services.	To provide you with social features and communication channels in the service.
Based on your given consent when using our services.	The data provided by you is used to send you interest-based advertisements along with marketing of our services and those of the Stillfront Group.
Based on your given consent when using our services.	Data provided by you in surveys is used for the purposes of improving the game and the customer experience when interacting with our services.

Based on your given consent when using our services.	Delivery of newsletters, update information and game information, including information about patches, updates, community events, special promotions, personalized updates, interesting information about the development of our games and services and, if applicable, offers related to our game.
Based on your given consent when using our services.	Stored relevant payment information and methods submitted and approved by you are used for easing future transactions and purchases.
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Operate and maintain our Services (improve our current Services or develop new Services).
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Where available, provide social features (such as chat and forum functions) or events in our Services or other Services.
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Contact information provided by you is used for the purpose of contacting you and/or handling your support requests or otherwise managing our relationship with you.
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Troubleshoot or debug any bugs, errors, or other issues in our Services.

Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Automatically collected data is used to measure and analyse the use of our Services or data we collect through our Services (for example, to discover trends or other insights or to inform our operations).
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Data provided by you as well as automatically collected data is used to create data that is not identifiable to you (for example, aggregate data), which we then use and share freely.
Based on our legitimate interest to make our Services the best they can be and provide you with the best possible user experience in our Services.	Automatically collected data is used to analyse how visitors use our Services.
Based on our legitimate interest to make our services more intuitive and evaluate user behaviours and preferences.	Automatically generated data, that is not identifiable to you, specifically aggregated data regarding recency and frequency of player events such as “game closed” or “in-app purchases” is analysed to understand retention patterns and player behaviour.
Based on our legitimate interest to facilitate performance marketing.	Automatically generated data, that is not identifiable to you, specifically aggregated data regarding recency and frequency of player events such as “watched in-game advertising” or “in-app purchases” is used to understand and measure player lifetime value. Through this data, we can analyse expected future revenue from our players.

Based on our legitimate interest to provide you with interest-based services and contextual advertisement.	We use ad identifiers, third-party tracking ID's (such as AppsFlyer ID) and similar technologies to collect data from your device. Information from third party providers is combined with features including device type, system language and IP address to create a unique player ID. This is done for the purpose of recognising you and your device and providing you with customized player experiences and interest-based advertising.
Based on our legitimate interest to safeguard our operations.	Audit our operations or processes (for example, to verify that they function as intended).
Based on our legitimate interest to establish, exercise and defend legal claims.	E.g. in the unlikely event of a dispute or a criminal investigation. Where required by law, your Personal Data will be disclosed to an applicable governmental, regulatory, sporting or enforcement authority. Your Personal Data will also be disclosed to any regulatory body in connection with prevention and detection of crime and where the Company considers that there are reasonable grounds to suspect that you may be involved in a breach of the law. Those bodies will then use your Personal Data to investigate and act on any such breaches in accordance with their procedures.

In addition, we may process your data for additional purposes which are compatible with any of the purposes listed above.

Who we share your information with

Your Personal Data will (for the purposes described in this Privacy Policy) be transferred or disclosed to third parties, for the processing of that Personal Data on our behalf, such as to:

- Other companies in the Stillfront Group, where they help us develop, market, improve or operate our games, applications and services or provide other Services as defined by the purposes above will receive access to all available Personal Data. For information on the entities within Stillfront Group, see the most recent annual report published on <https://www.stillfront.com/en/reports-presentations/>, as updated from time to time.
- For analytical purposes, we collect automatically generated data such as your recent visits to our services and how you move around different sections, in order to make our services more intuitive and evaluate user needs and preferences. This data will be shared with a limited group of employees in the Stillfront Group.
- Persons or companies that provide services to us and process Personal Data on our behalf when providing those services, for example, services that help us develop and operate our Services.

- Third party services when you link, connect or login on our services with a third party service. The third party service will then share your necessary information such as email for the specific purpose with us or as otherwise authorized by your settings.
- Professional advisors such as external legal and audit services etc. Personal Data shared will consist of information you provide voluntarily when using our Services and data collected from your device by automatic means.
- Third parties to whom we outsource certain services such as, without limitation, document processing and translation services, confidential waste disposal, IT systems or software providers, IT Support service providers, document and information storage providers such as Dropbox, Amazon Web Services etc. Data shared will consist of information you provide voluntarily when using our Services and data collected from your device by automatic means.
- Competent courts of law or other government authorities where we believe disclosure is necessary as a matter of applicable law or regulation, such as the Authority for Privacy Protection in relation to any scrutiny of compliance with GDPR.
- Any person or entity where we believe disclosure is necessary to exercise, establish or defend our legal rights or to protect your or another person's vital interests.

Please note this list is non-exhaustive and there may be other examples where we need to share data with other parties in order to provide the Services as effectively as we can.

When Personal Data is shared with our business partners, group affiliates or other trusted entities stated above, we always require them to only use information in accordance with our instructions.

Appropriate Safeguards to countries outside the EU/EEA-area

In connection with the processing activities described in this Privacy Policy, we share information outside of the European Union ("EU") and the European Economic Area ("EEA"). For example, a number of servers we use for hosting data are located in the United States, and some of our group companies or the service providers we use to provide the Services may be located outside of the EU and the EEA. Where the Company transfers Personal Data outside the EU/EEA, The Company will ensure that Standard Contractual Clauses have been entered into between the transferring entity and the receiving external party. Alternatively, other safeguards will be put in place prior to such transfers.

Data shared will consist of information you provide voluntarily when using our Services and data collected from your device by automatic means. You are under Data Privacy Laws upon request entitled to receive a copy of any documentation demonstrating that appropriate safeguards have been taken in order to protect your Personal Data during a transfer outside the EU/EEA. You can do so by reaching out to our Data Processing Officer dpo@stillfront.com.

How long do we keep hold of your information?

We will retain your information only for as long as is necessary for the purposes set out in this Privacy Policy. We are using the following criteria to establish our retention period: (i) as long as we have an ongoing relationship with you; (ii) as required by legal obligations to which the

Company is subject (such as tax and accounting obligations); and (iii) as advisable in light of our legal position (such as applicable statutes of limitations). For more specific information about data retention terms, please contact our Data Processing Officer dpo@stillfront.com and we will provide the specific data retention terms for your jurisdiction.

Security

We will ensure that the access to your data is accurately secured by applying appropriate safeguards, depending on the circumstances taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk. In support of this commitment, we have implemented appropriate technical, physical and organisational measures to protect your Personal Data against unauthorised or accidental destruction, alteration or disclosure; misuse; damage; theft or accidental loss; or unauthorised access.

Your rights

Providing data to us is not mandatory. However, we are unable to provide the Services, or some parts or features of the Services, without processing your data. If you use our Services, we will collect data relating to you for some or all the purposes described in this Privacy Policy, depending on the Services you decide to use and your choices when using them. You have a number of options to limit or control the extent to which your data is processed. For example, you can choose to not connect your third-party accounts with our Services, use your device settings to reset or limit the use of your Advertising ID, or disable some or all cookies from your browser settings.

In relation to our processing of your Personal Data, you may, in certain circumstances, have the following rights:

Access

You may request confirmation as to whether we process your Personal Data, and if so, request access to your Personal Data and additional information such as the purposes of the processing. You also have the right to receive a copy of the data being processed. If the request is made electronically, information will be provided to you in a commonly used electronic format, unless you request otherwise.

Object to certain processing

You may object to our processing of your data on the basis of legitimate interest for reasons relating to your particular situation, as well as object to processing for direct marketing purposes.

Rectification

You have the right at any time to rectify inaccurate data, as well as to complete incomplete data, taking into account the purposes of the processing.

Erasure

You may have the right to request erasure of your Personal Data in certain circumstances, such as when the data is no longer necessary for the purposes for which it was collected.

Restriction of processing

You may request restriction of our processing of your data so that processing is limited to storage only in certain circumstances, such as when the processing is unlawful but you do not wish the data to be erased.

Withdrawal of consent

You have the right to withdraw your consent at any time to the extent that the processing is based on your consent. This does not affect the lawfulness of processing carried out before the withdrawal of consent.

Data Portability

You may request a machine-readable copy of the data being processed and request its transfer to another controller (where feasible). This is limited to data processed on the basis of your consent or for the necessity of performing an agreement with you, and to the extent that the data was provided by you to the Company.

Complaints to the supervisory authority

You have the right to lodge a complaint about our processing of your Personal Data with the competent data protection supervisory authority.

How to delete your account and contact us

To request the deletion of your account, please use the automated tools available within our Services. You will find them in the game settings under “Advanced Settings”. If you have any questions about this Privacy Policy or our data collection practices, please contact us via the address or email mentioned in section (1), specifying your country of residence and the nature of your inquiry.

US Residents

If you are a US resident and are connecting from states where data protection laws have been enacted, this section is part of the Privacy Policy and should be read in conjunction with the remaining sections. If this section conflicts with the rest of the Policy, this section shall prevail. Jawaker does not sell Personal Data and has not done so during the preceding twelve (12) months. We may share identifiers and cookie information with third-party advertising platforms to provide you with interest-based and personalized advertisements, attribute installations and optimize marketing, and to the extent these practices constitute a “sale” under applicable data protection laws, you can opt out by following the steps below. For more information, please refer to the sections of this Policy relating to data processing.

Opt Out

You have the right to opt out of the “sale” or “sharing” of your personal information for the purposes of targeted advertising, “sale”, or profiling with a legal or significant effect on you. The method of opting out varies depending on the service you use; for more information, see section 8 of this Policy. The opt-out may be limited to a specific service.

Access and Data Portability

You may have the right to request details about the personal data we have collected about you, and you may have the right to receive a copy of it.

Right to Correction

You may have the right to request the correction of incorrect or inaccurate data, taking into account the limitations of determining the accuracy of existing data.

Right to Deletion

You may have the right to request the deletion of your personal data unless an exception applies.

Right to nondiscrimination

We will not reduce the quality of our services, deny access, or provide a different level of quality because you exercise these rights, unless permitted or required by law. Certain rights may affect the use and availability of some services, such as personalization features and deletion.

Right to Appeal

If we deny your privacy rights request, you may have the right to appeal our decision if permitted under your state’s law.

Right of limitation

Depending on your state of residence, you may have the right to request that we limit our use of your sensitive personal information if we are using it to infer characteristics about you. To exercise this right, use the opt-out tools available or contact us as described in section 8. The right of limitation is subject to exceptions, and depending on the state, we may request your consent before collecting sensitive personal information.

California “Shine the Light” (applies only to California residents)

Under the California “Shine the Light” law, California residents who have provided personal information (as defined under applicable California law) for obtaining products or services for personal, family, or household use have the right to request from us once per calendar year information about customer data we have shared, if any, with other companies for their own direct marketing use. If applicable, this information may include the categories of customer data and the names and addresses of those companies with which we shared customer data during the preceding calendar year. To obtain this information, please send an email to privacy@jawaker.com with “Request for California Privacy Information” in the subject line and in the body of the message. We may ask you to verify your identity, and the information is limited to what is covered by this law within this request.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time, for example as a result of changes in our operations or the legal obligations that apply to us. Updates will be made available here, and we will notify you of any changes through other appropriate means depending on the significance of the changes.

Last updated: January 2025

Data controllers

Company name	Purpose	Location
Jawaker	Managing user accounts, improving user experience, and providing support	United Arab Emirates – Abu Dhabi

Data processors / Service providers

We may contract with third-party service providers to enhance our services, such as payment gateways, cloud hosting, and analytics services. A complete list of these providers can be provided upon request. These providers are contractually bound to protect your data and comply with GDPR.

