



## Privacy policy

Users (user or you) privacy is important to ESNA and esna.gg (referred to as Electronic Sports North Africa or ESNA or we) and we strive to do everything we can to respect your trust in our brand and our commitment to your privacy is no exception. We are committed to protecting and safeguarding consumer privacy on the Internet. For this purpose, we have developed a Privacy Policy that covers how we collect, use, disclose, transfer, and store your information. Please read the following to learn more.

### Privacy Policy

Personally identifiable information is data that can be used to identify or contact a person. Our Privacy Policy covers ESNA treatment of personally identifiable information that ESNA collects when you are on the ESNA site and when you use ESNA services. The policy also covers ESNA treatment of any personally identifiable information that ESNA business partners share with ESNA or that ESNA may collect on a partner's site. We may combine this information with other information to provide and improve our products, services, content, and enhance your overall experience with us. Our use of personally identifiable information is always consistent to our Privacy Policy.

This policy does not apply to the practices of companies that ESNA does not own or control or to people that ESNA does not employ or manage.

### Information Collection and Use

**ESNA** collects personally identifiable information when you register with **ESNA**. **ESNA** may also receive personally identifiable information from its business partners and may share this information with **ESNA** subsidiaries, its franchisees and affiliates.

When you register with **ESNA**, we ask for your name, email address, and other information. Once you register with **ESNA** and sign in to our services, you are not anonymous to us.

When you use a service, purchase a product or download or participate in survey with **ESNA**, we require you to provide us some information including your full name, billing address, email address, and credit card information (unless paid by prepaid card). We provide this information to the company or companies responsible for processing your payment and do so solely for the purpose of verifying and processing your payment and request.

**ESNA** also automatically receives and records **ESNA** cookie information, the page you requested, and your rank and standing in various games.

All this information is used by **ESNA** to fulfil your requests for certain products and services, to help us improve our services and your experience with us, to keep you posted on news and specials, for our internal purposes such as auditing, data analysis, and research and if you enter into a contest or similar promotion, we may use the information you provide to administer those programs. **ESNA** also collects non-personal data such as browser name, technical information about users means of connection to our website, IP address, user occupation, language, area code, location, time zone, activities on our website and like, in a form that does not permit direct association with any specific individual. **ESNA** may collect, use, transfer and disclose non-personal data to better understand customer behavior and improve products and services.

Where **ESNA** needs to combine non-personal information with personally identifiable information the combined information will be treated as personal identifiable information for as long as it remains combined.



## Information Sharing and Disclosure

**ESNA** takes reasonable precautions - including administrative, technical, and physical measures - to safeguard your personally identifiable information against loss, theft, misuse, unauthorized access, disclosure and destruction.

**ESNA** will not sell or rent your personally identifiable information to anyone. **ESNA** may send personally identifiable information about you to third parties when:

- We have your consent to share the information;
- We need to share your information to provide the product or service you have requested, carry out your instructions, to communicate with you about your account or send you system alert messages;
- We need to send the information to companies who work with **ESNA** to provide a product or service to you (These companies do not have any right to use the information we provide to them beyond what is necessary to assist us);
- As reasonably necessary to provide you **ESNA** features and functionality;
- As we reasonably believe is permitted by law or regulations in force;
- We respond to subpoenas, court orders or legal process;
- In order to cooperate in law enforcement investigation or an investigation on a matter of public safety;
- We find that your actions on our website violate the **ESNA** Terms of Service or **ESNA** Community Guidelines; or
- We find it necessary to enforce and protect the rights, property, or safety of **ESNA**, its members and the public.

**ESNA** has implemented appropriate security safeguards designed to protect your information in accordance with industry standards. Your information is visible to others and can be read, collected and used by them only when you share your information on the **ESNA** webpages. You are responsible for the personally identifiable information you choose to submit in these instances. Please take care, not to share your name, contacts etc., when using these features like web postings and other similar web features on website.

**ESNA** will retain your personally identifiable information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

## Cookies

**ESNA** may set and access **ESNA** cookies on your computer.

Cookies are pieces of information that a website transfers to an individual's hard drive for record-keeping purposes. Cookies allow the website to remember important information that will make your use of the site more convenient. Like most web sites, **ESNA** too uses cookies for a variety of purposes in order to improve your on-line experience. For example, we track the total number of visitors to our site on an anonymous aggregate basis. We may also employ cookies so that we remember you when you return to the site, to hold your game data, increase security, to serve advertising, to keep track of the items in your shopping cart, to administer certain contests and sweepstakes and to help customize your **ESNA** web experience. We may associate personal information with a cookie file in those instances.

Use the options in your web browser if you do not wish to receive a cookie or if you wish to set your browser to notify you when you receive a cookie. Click on the "Help" section of your browser to learn how to change your cookie preferences. If you disable all cookies, you may not be able to take advantage of all the features of this website.

By visiting **ESNA**, you consent to the placement of cookies in your browser in accordance with this Privacy Policy.



## Advertisement

To try and bring you offers that are of interest to you, we have relationships with other companies that we allow to place ads on our webpages. As a result of your visit to **ESNA** website, ad server companies may collect information such as your domain type or your IP address. Except this, **ESNA** do not share personally identifiable information with any third-party advertiser or ad network.

## Our Privacy Policy Regarding Children

Please note that only children aged 13 years or above are allowed to register on esna.gg

We urge parents to regularly monitor and supervise their children's on-line activities.

## Data Retention

**ESNA** retains the personally identifiable information you provide while your account is active or as needed to provide you services. **ESNA** may retain your personally identifiable information even after you have closed your account if retention is reasonably necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce this Privacy Policy. **ESNA** may retain information for as long as is necessary under law or to provide support-related reporting.

## Links to Other Sites

We may offer links to sites that are not operated by **ESNA**. If you visit one of these linked sites, you should review their privacy and other policies. We shall not be responsible for the policies and practices of other companies and any information you submit to those companies is subject to their privacy policies.

## Security

Your **ESNA** account information is password-protected for your privacy and security.

In certain areas **ESNA** uses industry-standard SSL-encryption to protect data transmissions and protect payment information.

## Changes to this Privacy Statement

**ESNA** may amend this policy from time to time. If we make any substantial changes to it we will notify you by posting an announcement on our website. Rest assured, however, that any changes will not be retrospectively applied and will not alter how we handle previously collected information.

## Your Obligations

As a user, you have certain obligations:

- You must, at all times, abide by the terms and conditions of the current Privacy Policy. This includes respecting all intellectual property rights that may belong to third parties, such as trademarks or copyrights.
- Your user name will be used on the **ESNA** platform. You must keep your email and password confidential and not share them with others.



Any violation of these guidelines or those detailed elsewhere may lead to the restriction, suspension, or termination of your account at the sole discretion of **ESNA**.

By using this **ESNA** website, you signify your acceptance of this Privacy Policy. Your continued use of the **ESNA** website following the posting of changes to this policy will be deemed your acceptance of those changes.

If you have any question regarding this policy or feel that this site is not following its stated Privacy Policy, you may contact us at: [Contact@esna.gg](mailto>Contact@esna.gg)

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