

The Cosmic Services Privacy Policy

Last Revised: June 8th, 2020. Effective Date: November 13, 2018.

Recognizing the importance of online privacy and security, Poofless LP, Poofless Gaming LP, and Poofless Sky LP (“we,” “us,” or “our”) provides this Privacy Policy to inform you about the information that is processed on the CosmicPvP, CosmicPrisons, CosmicSky and CosmicClient services (collectively, the “Cosmic Services” or “Services”).

Please review this Privacy Policy carefully. When you submit information to or through the Cosmic Services, you consent to the collection and processing of your information as described in this Privacy Policy. This Privacy Policy does not apply to information collected through third-party websites or services that you may access through the Cosmic Services.

This Policy describes:

- Information that we receive from you when you interact with the Cosmic Services
- How we use and process the information that we receive
- If and why information may be disclosed to third parties
- Your choices regarding the collection and processing of your information

Types of Information We Collect

We collect various kinds of information that you provide to us as well as information we obtain from your use of the Services. Some of the types of information that we collect include:

- Account information, such as a username, [Minecraft](#) username, and email address; user account preferences and settings; actions you take while using the Services (e.g., following other users or forum threads); information necessary to purchase and use our products or services (transactional information); content you submit (e.g., posts, comments, private messages, and support requests); and other information that you provide us. For example, users may customize their publicly-viewable profile with their gender, location (e.g., “Wyoming” or “Mars”), and an image, but such information is not required to access or use the Cosmic Services.
- Location Data—information collected about the location of a mobile device or computer, including: the general location of the device used to access the Cosmic Services, the IP address of the device, and other information made available by a user, such as a forum post, that indicates the current location of the user.
- Usage Data—information about an individual's online activity that, by itself, does not identify the individual, such as browser type, service provider, IP address, operating

system, webpages visited, metadata (information related to items made available through the Services, such as the date and time of a shared post), and other statistics.

How We Collect Information

Whether we collect certain types of information and how we process it depends on how you use and access the Cosmic Services. We collect information about you in the following ways:

- **From You.** We collect information from you when you create an account to use the Services, contact us for help, make purchases in our store or transact with us, submit content in a forum or chat area, or otherwise voluntarily provide your information. We also automatically collect Usage Data when you interact with the Services.
- **From Our Service Providers.** Third parties that assist us with the Cosmic Services also collect information (including Location Data and Usage Data) about you through the Services and share it with us. For example, our vendors collect and share information with us to help us detect and prevent fraud.
- **From cookies and similar technologies.** We, along with the service providers that help us provide the Services, use small text files called cookies, which are small files sent to or accessed from your web browser that contain information about your device, such as user settings, browsing history, and activities conducted while using the Services. We use cookies and other similar technologies to collect information from the device used to access the Services; such information may include operating system type, browser type, domain and other system settings. This information helps us analyze technical information about the Services, understand user activity and site usage, detect and prevent fraud, customize users' experience, and maintain and improve the quality of the Cosmic Services.

How We Use Information About You

As a general matter, we use your information to provide the services, experiences, products, or information you request. We may also use the information we collect for any of the following purposes:

- Provide, personalize, and improve the Cosmic Services;
- Help protect the safety of our users;
- Provide customer service;
- Communicate with users;
- Monitor and analyze trends, usage, and activities in connection with the Services;

- Develop, deliver, and improve our products, services, and other offerings and events; and
- Provide users with information regarding our products, services, offers, and events.

We do not rent or sell your information to third parties. In addition, we only allow the marketing and advertising of our own products on the Cosmic Services.

How We Share and Disclose Information About You

We may share and disclose information as described at the time information is collected or as follows:

- **When you consent.** We may share information with third parties if you have given us your consent to do so.
- **To perform services.** We may disclose information to third parties in order to perform services requested or functions initiated by users. In addition, we may disclose information in order to identify a user in connection with communications sent through the Services.
- **With third-party service providers performing services on our behalf.** We share information with our service providers to perform the functions for which we engage them (such as hosting and data analyses). We may share information as needed to operate other related services.
- **For legal purposes.** We will disclose information as we deem necessary to respond to a subpoena, regulation, binding order of a data protection agency, governmental request or other legal or regulatory process.
- **In aggregated form.** We may share information about you in an aggregated or anonymized form—that is, in a statistical or summary form that does not include any personal identifiers—with third parties in order to discover and reveal trends about how users interact with the Services.
- **During corporate changes.** We reserve the right to transfer information about our users in the event we sell or transfer all or substantially all our business or assets.

In addition, when you use the Services, certain information will be shared with other users and the public. For example, we have forums and chat areas where users can communicate with one another. When you submit content (such as a post, comment, or message), visitors

and users will be able to see that content, the username associated with the content, and the time that the content was submitted. The public may also view your username's profile that contains additional information, such as your past actions on the Services and [Minecraft](#) username. We therefore strongly recommend that all users avoid posting personal or sensitive information on the Services at any time.

Information Storage and Security

We store information for as long as we reasonably need it to fulfill the purposes for which it was collected. For example, if you create an account, we will store your information for as long as needed to maintain your account, provide the services you requested, enforce any applicable terms that govern your use of the Cosmic Services, and maintain appropriate records to reflect our delivery of services to you. We also may retain certain information for legitimate business purposes or as permitted by law.

We maintain appropriate administrative, technical, and physical safeguards to protect your information from accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use and other unlawful forms of processing. In some cases, your information is accessible when you log into a feature we offer, and in those cases you need to keep your user credentials and password confidential and secure so that your information is protected.

Children Under 13

We do not knowingly solicit, collect, or store any personally identifiable information from anyone under the age of 13. Children under the age of 13 are not allowed to create an account or otherwise use the Services. In the event we learn that we collected personal information from a child under the age of 13, we will delete that information as quickly as possible. If parents or guardians believe that we have unintentionally collected their children's personal information, they may request the deletion of the information by contacting us at privacy@cosmic.games.

Your Choices

- **Account modifications.** You may review and adjust your account details and privacy preferences through your account settings on the Cosmic Services. You may also delete your account at any time. Please note, however, that the posts, comments, and messages you submitted prior to deleting your account will still be visible to others unless you first delete the specific content.
- **Posted content.** You may remove, or request the removal of, content or information you have posted on the Services. This request can be made by contacting us at:

privacy@cosmic.games . Please note that residual copies of content or information that have been deleted may remain on our backup servers. We are not required to remove posted content or information if it has been rendered anonymous or if we are required by law to retain it. Additionally, we have no control over other users who may have copied or reposted the content or information.

- **Cookies.** You can control the use of cookies at the individual browser level. If you reject cookies, you may still use the Cosmic Services, but your ability to use some features may be limited.
- **Location information.** We use [Google Analytics](#), which collects anonymous location data and information regarding the device used to access the Services. You may manage the use and collection of certain information by [Google Analytics](#) at <https://tools.google.com/dlpage/gaoptout>.
- **Do Not Track.** Your browser may allow you to set a Do Not Track (“DNT”) signal indicating that you do not wish your online activity to be tracked. Currently, our system does not support and cannot act on DNT signal headers that we may receive. However, the choices that we provide you concerning the collection and use of your information will continue to operate as described in this Privacy Policy.

Links To Other Sites And Services; Third-Party Practices

The Services may contain links to third-party websites and services (“Third-Party Services”). If you decide to visit a Third Party-Service, you are subject to its privacy policy and practices and not this Privacy Policy. For example, payments are processed by third-party payment processors (e.g., [Tebex](#) and [PayPal](#)), so please refer to the applicable processor’s terms and privacy policy for more information about how your payment information is processed and stored.

In addition, we offer social sharing features that let you share content or actions you take on our Services with other media (e.g., [Facebook](#), and [Twitter](#)). Your use of these features enables the sharing of certain information with your friends or the public, depending on the settings you establish with the third party that provides the social sharing feature. To learn more about the purpose and scope of information collection and processing in connection with social sharing features, please visit the privacy policies of the third parties that provide these social sharing features.

Third parties that currently assist us in operating the Cosmic Services or which we recommend for Two Step Verification, include: [Xenforo](#), [Tebex](#), [PayPal](#), [Google Analytics](#), and [Authy](#).

We are not affiliated with [Minecraft](#), Mojang AB or Notch Development AB.

Privacy Policy Updates

We may change this Privacy Policy from time to time. If we do, we will let you know by revising the date at the top of the Policy and by placing a notice on the Cosmic Services. We encourage you to review the Privacy Policy whenever you access or use our Services or otherwise interact with us to stay informed about our information practices and the ways you can help protect your privacy. By continuing to use our Services after Privacy Policy changes go into effect, you agree to be bound by the revised policy.

Contact Us

If you have any questions, comments, complaints, or requests related to this Privacy Policy, please contact us at privacy@cosmic.games . Please include your name, contact information, and the nature of your request so that we can appropriately respond to your communication.