

EVA – PRIVACY POLICY

Note: This document has been automatically translated from French. The original language is French. In case of discrepancy, the French version prevails.

1. PREAMBLE

EVA operates an online platform at www.eva.gg (hereinafter the “Platform”). Users of this Platform are referred to as “Users”. EVA collects and processes data to allow account creation and use of the Platform as well as within the framework of the services offered.

EVA acts both as a seller and as an online platform operator so that franchised or EVA-licensed gaming arenas (“Arena”) can offer services (“Offers”) on the Platform to natural persons acting as consumers with legal capacity to contract (“Client”).

The following information may be transmitted to the selected Arena during a booking: title, last name, first name, postal address, e-mail, phone number, and any information needed for service execution.

Protection guarantees are as follows:

- Each Arena acts as an independent data controller
- Arenas are contractually required to comply with GDPR
- Rights may be exercised directly with each Arena
- List of partner Arenas available upon request

Users must remain vigilant when sharing data and should only use the Platform if they agree to the collection and processing of personal data.

2. IDENTITY OF THE DATA CONTROLLER

All personal data processing is carried out under the responsibility of EVA, a simplified joint-stock company with a share capital of €1,828.27, registered at 145 boulevard de Chanzy – 93100 Montreuil under number 834 704 447.

For any question about data protection, contact the Data Protection Officer (DPO), Stéphanie Belle: contact@eva.gg

Postal address: EVA – Service Protection des Données, 145 boulevard de Chanzy, 93100 Montreuil.

3. TYPES OF DATA COLLECTED

Mandatory or optional nature of data is specified upon collection. Incomplete or inaccurate information may prevent account creation.

CATEGORY OF PERSONAL DATA PROCESSING	DESCRIPTION OF THE CATEGORY
Data processed in connection with the use of the Account on the Platform	This is personal data collected when creating and managing an Account on the Platform and/or placing an order. It may include, in particular: Title, surname, first name, username, gender, date of birth, Email address, telephone number, Address, Order history, Username/Password Credit card details: card number, expiry date and security code Messages exchanged when using the Account (email and social media) Game session history (games played, time, number of players) Game score history Activity on the Platform Any other information you wish to provide us with
Contact form	This is personal data provided to contact us via the Platform. It includes surname, first name, email address, telephone number, desired room, subject and content of the message.
Newsletter subscription	This is the username and email address provided to subscribe to a newsletter via the Website.
Connection and browsing data	This connection and browsing data includes the data mentioned in the Cookies tab accessible from the website's home page.

4. PURPOSE AND LEGAL BASIS OF THE PROCESSING

Your personal data is collected for the following purposes:

LEGAL BASIS	PURPOSE
Use of your data on the basis of the performance of the contract Legal basis: Article 6(1)(b) GDPR	On the basis of the performance of the contract which binds us, EVA uses your data to: <ul style="list-style-type: none">– Create and manage your user account (last name, first name, email address, password)– Allow access to and use of the Platform (connection data, IP address, connection logs)– Process payments and transactions (bank data via our secure service providers)– Manage bookings of game sessions (order history, game preferences, time slots)– Provide customer service and technical support (messages, complaints)– Execute Battle Pass subscriptions and deliver digital skins (license management, purchase history)

Use of your data on the basis of your consent Legal basis: Article 6(1)(a) GDPR	On the basis of your consent, EVA uses your data to: <ul style="list-style-type: none"> – Send you personalized information and commercial offers – Deposit and read non-essential cookies (analytical, advertising and personalization cookies)
Use of your data on the basis of our legitimate interest	On the basis of our legitimate interest, after having carried out a balancing test between our interests and your fundamental rights, EVA uses your data to: <ul style="list-style-type: none"> – Send you information and commercial offers related to our services – Legal basis: Article 6(1)(f) GDPR – Legitimate interest: customer loyalty – Ensure the technical operation of the Platform (essential cookies, performance optimization) – Legal basis: Article 6(1)(f) GDPR – Legitimate interest: operation of the service – Carry out optional satisfaction surveys and usage analyses to improve our services – Legal basis: Article 6(1)(f) GDPR – Legitimate interest: continuous improvement – Carry out anonymised statistical analyses to understand the use of our services – Legal basis: Article 6(1)(f) GDPR – Legitimate interest: product development – Prevent and detect fraud, abuse and violations of our terms of use – Legal basis: Article 6(1)(f) GDPR – Legitimate interest: security of the platform
Use of your data to comply with our legal obligations	EVA may process your data for evidentiary purposes and in the context of compliance with its legal obligations.

Summary of the specific legal bases for each processing operation:

- Account data (Article 6(1)(b) GDPR – performance of the contract)
- Direct marketing to existing customers (Article 6(1)(f) GDPR – legitimate interest)
- Fraud prevention (Article 6(1)(f) GDPR – legitimate interest)
- Service improvement (Article 6(1)(f) GDPR – legitimate interest)
- Non-essential cookies (Article 6(1)(a) GDPR – consent)

Retention period of personal information

The retention period of personal data varies depending on the purpose of their collection:

Data relating to your bank card are kept by our payment service provider until full payment (or until payment of the last instalment in the case of a subscription) and, for evidentiary purposes in the event of a claim, for 13 months (or 15 months in the case of a deferred debit card) from the date of payment. If you have agreed that the data relating to your bank card be kept beyond these periods, the data are kept until you withdraw your consent and/or until the expiry of the validity of the bank card data.

Other data relating to your account and to the use of the Platform are kept for the entire duration of your registration on the Platform and for a period of 5 years after your request to unsubscribe

from the Platform, in line with our Terms of Use; it being specified that after a period of 3 years of inactivity, the account may be deleted and the anonymised data kept for statistical studies.

Data relating to the management of your contract and your orders are kept for a period of 5 years after each order, in particular for evidentiary purposes; in the event of a dispute, the data necessary for handling the dispute may be kept beyond this period and until the end of the dispute. After this period, the data are then deleted or anonymised for statistical studies.

Data relating to the sending of information and commercial offers related to our services (email, telephone) are kept until your request for unsubscription or deletion of your personal data or after a maximum period of 3 years after the last contact from the data subject.

Information necessary for compliance with legal obligations is kept for the legal retention period:

- Data declared to the tax authorities under the applicable regulations are kept for 10 years.
- Accounting documents and records are kept for 10 years as accounting evidence.
- Data likely to be subject to a judicial requisition (connection data, identity, contact details, data relating to transactions on the Platform) are kept for 12 months from their collection.

Cookies placed on your terminal will retain your data only for the duration necessary to achieve their purpose (thus, session identification cookies are only kept for the duration of a session) and for a maximum of 13 months.

Recipients of personal data (persons having access to the data)

We undertake to process all your personal data in a confidential manner.

EVA's internal team may have access to your personal data but only in the exercise of their duties and within the purposes set out in this Policy.

We do not share your data with third parties, except with the Arenas as mentioned in the preamble and in the limited cases below:

EVA Arenas. The following information is transmitted to the selected Arena as part of a booking: title, last name, first name, email address and telephone number. Each Arena acts as an independent data controller for these data. The Arenas are contractually required to comply with the General Data Protection Regulation (GDPR). You can exercise your rights directly with each relevant Arena. The list of partner Arenas and their contact details is available upon request from EVA. The complete list of partner Arenas with their DPO contact details is available at: eva.gg/salles-partenaires.

Subcontractors. EVA may use the services of other companies or independent persons which provide certain services on its behalf:

- Hosting: AWS (Ireland – EU)
- Marketing: HubSpot (United States – Standard Contractual Clauses)

- Email: Brevo (France – EU)
- Monitoring: Sentry (United States – Standard Contractual Clauses)
- Payment: Stripe (Ireland – EU), Tap Payments (UAE – Adequacy decision)

These providers may have access to the personal information necessary for the performance of their services but are not authorised to use it for other purposes.

Transfers of undertakings or activities. As part of the development of its activities, EVA may be required to sell all or part of its assets or to acquire other companies, businesses, subsidiaries or branches of activity. On the occasion of such transactions, the personal data processed by the company generally form part of the transferred assets but remain subject to any pre-existing privacy policy, unless otherwise agreed by the data subjects.

Authorised administrative and judicial authorities. In order to comply with its legal obligations, EVA may transfer your personal data to authorised administrative and judicial authorities.

With your consent. Unless EVA is required to comply with a legal obligation, EVA will inform you if its information is to be transmitted to a third party, it being specified that you have the possibility of not giving your consent to such transmission.

Transfer of data outside the EU

We store your personal data within the European Union in Ireland. However, some of our subcontractors may be located outside the European Union, in particular Meta Platforms, Google, HubSpot, Amazon Web Services, Sentry and Tap Payments.

In the event of data transfer in this context, we verify that the processing is carried out in accordance with this Privacy Policy and that a sufficient level of protection is guaranteed in compliance with the applicable regulations either under contractual obligations or under adequacy decisions.

For countries benefiting from an adequacy decision by the European Commission, transfers are carried out freely. For the United States, we use the Standard Contractual Clauses approved by the European Commission. For other third countries, we rely on Standard Contractual Clauses or appropriate certifications.

EVA carries out an assessment of local surveillance laws in the destination countries of the transfers. Enhanced technical and organisational measures are put in place where necessary. You have the right to request a copy of the safeguards put in place to frame these transfers.

Exclusion of sensitive data

EVA does not collect any sensitive data concerning you.

Sensitive data concerns the processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, as well as the processing

of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

If such data were provided to EVA, you must contact us using the messaging system accessible on the Platform so that they can be deleted.

Your rights of access to your personal data

In accordance with Article 13 of Regulation (EU) 2016/679 of 27 April 2016 and Article 32 of Law 78-17 of 6 January 1978, you are informed that you have the following rights:

Right of access

This is your right to obtain confirmation as to whether or not your data are being processed and, if so, to access such data.

Right to rectification

This is your right to obtain, as soon as possible, the rectification of inaccurate data and to have incomplete data completed.

Right to deletion/Erasure

This is your right to obtain, as soon as possible, the erasure of your data, subject to our legal retention obligations and our legitimate interest in retaining this information.

Right to restriction

This is your right to obtain the restriction of processing where you object to it, where you contest the accuracy of your data, where you believe that their processing is unlawful, or where you need them for the establishment, exercise or defence of legal claims.

Right to object

This is your right to object at any time to the processing of your data by EVA, except in the case of legitimate grounds on the part of EVA. You may also object to processing carried out for direct marketing purposes.

Right to data portability

This is your right to receive your data in a structured, commonly used, machine-readable and interoperable format and to transmit them to another controller without us hindering it.

Right not to be subject to a decision based solely on automated processing

You have the right not to be subject to a decision based exclusively on automated processing, producing legal effects concerning you or significantly affecting you, except where such a decision is necessary for the conclusion or performance of a contract, or is authorised by law.

Complaints

You have the right to lodge a complaint with the French Data Protection Authority (CNIL):
<https://www.cnil.fr/fr/plaintes>

Instructions in the event of death

You have the right to give instructions on the fate of your personal data in the event of death.

How to exercise your rights

You can exercise your rights by contacting our Data Protection Officer by email at the address contact@eva.gg, by post at the address EVA – Service Protection des Données, 145 boulevard de Chanzy, 93100 MONTREUIL, or via the dedicated online form available on our website.

In accordance with Article 17 of Regulation (EU) 2016/679 of 27 April 2016, the exercise of these rights must not deprive EVA of its right to retain data in order to comply with its legal obligations and for evidentiary purposes.

Response and execution times depending on requests

EVA undertakes to respond to you within a maximum period of one month from receipt of your request. For complex requests, this period may be extended by three months at most with a reasoned notification. Identity verification is required by the production of a copy of an identity document. You will find below the details depending on the type of request.

Your right of access allows you to obtain a complete export of your data in a readable format. Your right to rectification may be exercised by online modification in your account or by direct request. Your right to erasure leads to the deletion of your data within thirty days, subject to our legal retention obligations. Your right to object to marketing can be exercised via the unsubscribe link present in each email or by direct request.

Right to erasure (Article 17 GDPR):

- Deletion within 30 business days after verification
- Notification to subcontractors and relevant partners
- Exceptions: legal retention obligations (accounting, tax)
- Written confirmation of deletion provided

Right to restriction of processing (Article 18 GDPR):

- Temporary freezing of processing in case of dispute
- Special marking of the data concerned
- Prior notification before resumption of processing

Right to portability (Article 20 GDPR):

- Export in a structured format (JSON, CSV, XML)
- Direct transmission to another controller if technically possible
- Concerns only data provided by you and processed automatically

Right to object (Article 21 GDPR):

- Objection to marketing: immediate effect
- Objection to processing based on legitimate interest: review within 15 days
- Absolute right to object to profiling for direct marketing purposes

Common requirements:

- Identity verification: valid identity document required
- Response time: 1 month (extendable to 3 months for complex requests with justification)
- Free of charge: first request per type of right and per year is free – fee of €10 after the first identical request during the year

Your rights regarding opposition to commercial proposals

Commercial proposals by email or SMS

On the forms that you complete, you are explicitly asked for your consent to receive offers from us and, where applicable, from our partners.

However, your express and prior consent is not required when you are already an EVA customer and the purpose of our solicitation is to offer you products or services similar to those we already provide.

In all cases, you always have the possibility to object to receiving such solicitations by carrying out the following actions:

For email: by clicking on the unsubscribe link provided in each email, by going to your online account or by contacting us by post at EVA's registered office or by email.

For SMS: by sending a STOP SMS to the number indicated therein or by contacting us by post at EVA's registered office or by email.

Commercial proposals by telephone:

If you do not wish to receive commercial proposals by telephone, you can object:

- by contacting us by post at EVA's registered office or by email.

– by subscribing to the telephone solicitation opposition list “Bloctel” at the following address: <https://conso.bloctel.fr> in accordance with Articles L223-1 and L223-2 of the French Consumer Code.

Withdrawal of your consent is taken into account immediately and at the latest within seventy-two hours.

Your rights regarding acceptance and management of cookies

We invite you to consult EVA’s cookie management policy available on the website. It applies in addition to this Privacy Policy.

Security of personal data

EVA has put in place physical and electronic security measures as well as backup procedures in relation to the collection, storage and communication of your personal data.

Security measures implemented:

- Data is encrypted in transit according to the TLS 1.3 protocol and at rest according to the AES-256 standard.
- Role-based access controls and multi-factor authentication are implemented.
- Continuous monitoring and intrusion detection are ensured.
- Encrypted daily backups with restoration tests are carried out.
- Staff receive annual training in data security.
- Quarterly security audits by independent third parties are conducted.
- An incident response plan with notification within seventy-two hours if required is operational.

EVA ensures the security of access to its premises and IT platforms. Awareness of confidentiality requirements is provided to employees who have access to your personal data. A high level of data protection requirement is applied when selecting subcontractors and, where applicable, partners.

Notification of data breach

In the event of a personal data breach likely to result in a high risk to your rights and freedoms, we will inform you as soon as possible and at the latest within seventy-two hours after becoming aware of it.

The notification will include the nature of the breach and the categories of data concerned. The likely consequences of the breach will be described. The measures taken or envisaged to remedy the breach will be detailed. The recommended measures to limit the negative effects will be communicated to you.

Protection of minors

In accordance with the general terms and conditions of sale mentioning purchases by minors with parental authorisation, specific provisions apply.

The minimum age to create an account is thirteen years, with parental consent required. Purchases are reserved for persons aged at least eighteen years or minors with the express authorisation of their legal representative.

Age verification is carried out at the time of registration. Verifiable parental consent is required for minors under sixteen. Processing is limited to the purposes strictly necessary for the performance of the service. The right to withdraw parental consent may be exercised at any time by the legal representative. Automatic deletion of data may be requested upon the user concerned reaching the age of majority.

Modification of the Policy

This Policy may be amended, supplemented or updated in particular in order to comply with any legal, regulatory, case-law or technical developments. However, your personal data will always be processed in accordance with the Policy in force at the time of their collection, unless you agree otherwise or if a mandatory legal provision provides otherwise.