

# Wisp Arcade Privacy Policy

## 1. Introduction

Wisp Arcade (hereinafter referred to as the "Company") respects your privacy and is committed to protecting your personal data. This Privacy Policy (hereinafter referred to as the "Policy") explains how we collect, use, disclose, and protect your information when you visit our gaming center and use our services.

## 2. Information Collection

### 2.1. Personal Information

We collect personal information that you provide to us when booking services, registering on our website, or interacting with us. This may include:

- Full Name;
- Email address;
- Phone number.

### 2.2. Automatically Collected Information

When you visit our website, we may automatically collect certain information about your device and site usage, such as:

- IP address;
- Browser type and operating system;
- Information about visited pages and time spent on the site;
- Site behavior;
- Video recording of your stay at our gaming center;
- Video recording of the use of the interactive LED floor.

## 3. Use of Information

We use the collected information for the following purposes:

- Processing bookings and providing services;
- Communicating with you regarding bookings, changes, and cancellations;
- Improving our services and user experience on our website;

- Fulfilling legal obligations and resolving disputes;
- Providing special offers and discounts related to our gaming center;
- Using video recordings for advertising purposes with your permission.

## 4. Disclosure of Information

We do not share your personal information with third parties, except as required by law or when necessary to fulfill our obligations to you, such as:

- Payment systems for processing prepayments and refunds;
- Legal advisors and authorities if necessary.

## 5. Data Storage

We store your personal information only for the period necessary to fulfill the purposes specified in this Policy or as required by law. After that, the information will be deleted or anonymized.

## 6. Data Protection

We take reasonable measures to protect your personal information from unauthorized access, use, alteration, and disclosure. This includes the use of technical, administrative, and physical security measures.

## 7. User Rights

You have the right to:

- Access your personal information that we hold. Data transfer is carried out to the user's email registered in our system. The transfer occurs within 30 calendar days from the date we receive an official request to the Company's email;
- Correct or update your personal information. A request to change information is accepted from the user's email registered in our system. Changes occur within 30 calendar days from the date we receive an official request to the Company's email;
- Request the deletion of your personal information. A request for deletion is accepted from the user's email registered in our system. Deletion occurs within 30 calendar days from the date we receive an official request to the Company's email;
- Restrict or object to the processing of your personal information;
- Withdraw your consent to the processing of personal information at any time. Withdrawal of consent is accepted via the company's email from the user's email registered in our system. Withdrawal of consent is applied within 7 calendar days.

To exercise your rights, please contact us using the contact details below.

## 8.Changes to the Policy

We reserve the right to make changes to this Policy at any time. Changes take effect upon publication on our website.

## 9.Contact Information

If you have any questions or suggestions regarding this Policy, please contact us:

- Phone: +995 591045156
- Email: [wisp.arcade@gmail.com](mailto:wisp.arcade@gmail.com)

Thank you for trusting Wisp Arcade! We wish you an unforgettable time at our gaming center.