

## PRIVACY POLICY

<https://taintedgrail.com/>

As AR Digital Sp. z o.o., we respect your privacy and are aware that by entrusting us with information about yourself, you are placing your trust in us. Therefore, we want to provide you with the most important information about what happens to your personal data that we process. In this Policy, we describe how and when we collect your personal data, what we use it for, to whom we disclose it, how long we store it, and what rights you have in this context.

### 1. WHO WE ARE AND WHOSE DATA WE PROCESS

The data controller of:

- (1) persons visiting and using the website <https://taintedgrail.com/> ("**Website**");
- (2) persons purchasing Tainted Grail game keys directly from Xsolla via the Website;
- (3) persons who follow Tainted Grail's profiles or groups on X, Facebook, Instagram, TikTok, Discord or Reddit and interact with them;
- (4) persons who contact AR Digital sp. z o.o. via email, telephone or other available communication channels;

**is AR Digital spółka z ograniczoną odpowiedzialnością** with its registered office at Legnicka 16, 53-673 Wrocław, entered in the register of entrepreneurs of the National Court Register maintained by Sąd Rejonowy dla Wrocławia-Fabrycznej we Wrocławiu, 6th Commercial Division of the National Court Register, under KRS number: 0000771777, holding NIP number: 8971863860 and REGON number: 38257059500000, and share capital in the amount of: 201 000,00 PLN (hereinafter referred to as "**AR Digital**", „AR Digital sp. z o.o.” “we”, “our”, “us”).

All enquiries, requests, complaints regarding the processing of personal data should be directed to the email address [privacy@awakenrealms.com](mailto:privacy@awakenrealms.com) or in writing to our address, i.e. AR Digital Sp. z o.o., ul. Legnicka 16, 53-673 Wrocław, Poland, with the note “GDPR”.

### 2. WHEN AND HOW WE OBTAIN YOUR DATA

We obtain your personal data directly from you when:

- you browse the Website;
- you buy Tainted Grail game keys via the Website, which enables the purchase of keys directly from Xsolla;
- you follow and interact with our social media channels;
- you contact us via email, telephone or other available communication channels.

### 3. PURPOSES AND LEGAL BASIS FOR DATA PROCESSING

We process personal data for the following purposes:

(1) persons visiting and using the Website:

- ensuring the proper technical functioning of our website (Art. 6(1)(f) GDPR);
- profiling for the purpose of analysing statistics on the use of our website (Art. 6(1)(f) GDPR).

Providing your personal data is necessary to use our website.

(2) persons purchasing Tainted Grail game keys directly from Xsolla via the Website:

- ensuring the proper technical functioning of our website (Art. 6(1)(f) GDPR);

Providing your personal data is necessary to enable you to purchase game keys via Xsolla.

(3) persons who follow Tainted Grail's profiles or groups on X, Facebook, Instagram, TikTok, Discord or Reddit and interact with them:

- informing about the services we provide and building a positive image of AR Digital (Art. 6(1)(f) GDPR);
- responding to enquiries and comments received via social media (Art. 6(1)(f) GDPR).

Providing your personal data is necessary to follow our social media profiles and to respond to your enquiries and comments via these media.

(4) persons who contact us via email, telephone or other available communication channels:

- responding to received enquiries (Art. 6(1)(f) GDPR).

Providing your personal data is necessary to respond to your enquiries.

#### **4. CATEGORIES OF PERSONAL DATA**

In the case of:

1. persons visiting and using the Website
  - we process: IP address, data stored in cookies;
2. persons purchasing Tainted Grail game keys directly from Xsolla via the Website
  - we process: data stored in cookies and analytical data;
3. persons who follow Tainted Grail's profiles or groups on X, Facebook, Instagram, TikTok, Discord or Reddit and interact with them
  - we process: first and last name or nickname, other information that is publicly available on your profile or that you voluntarily provide to us;
4. persons who contact us via email, telephone or other available communication channels
  - we process: first and last name, email address, telephone number or other information that you voluntarily provide to us.

#### **5. DATA RETENTION PERIOD**

We store the personal data obtained for the following period:

- (1) persons visiting and using the Website:
  - information about your IP address is stored for as long as the archiving period in the server logs on which the Website is located (you can check all periods in our cookies consent management centre at the bottom-left corner of our Website or in our cookie banner);
  - if you decide to contact us, we will delete your personal data provided in the contact form immediately after resolving your matter,
  - information contained in cookies is stored in accordance with the retention periods contained in the table in the COOKIES section of the Policy,
  - additionally, personal data necessary for us to defend or pursue claims are stored for as long as required by the limitation periods for claims specified in legal provisions.
- (2) persons purchasing Tainted Grail game keys directly from Xsolla via the Website:
  - information contained in cookies is stored in accordance with the retention periods (you can check all periods in our cookies consent management centre at the bottom-left corner of our Website or in our cookie banner);
  - additionally, personal data necessary for us to defend or pursue claims are stored for as long as required by the limitation periods for claims specified in legal provisions.

(3) persons who follow Tainted Grail's profiles or groups on X, Facebook, Instagram, TikTok, Discord or Reddit and interact with them:

- data necessary to follow our social media profiles and to respond to your enquiries via these media are stored for as long as you remain a follower of our profiles or interact with them, although your interactions such as comments or likes will remain visible even after you stop following our profiles, for as long as you do not withdraw or delete them.

(4) persons who contact us via email, telephone, or other available communication channels:

- data necessary to respond to your enquiries are stored for as long as is necessary to resolve your matter or for as long as required by the limitation periods for claims specified in legal provisions;
- additionally, personal data necessary for us to defend or pursue claims are stored for as long as required by the limitation periods for claims specified in legal provisions.

## **6. TO WHOM WE MAY DISCLOSE YOUR PERSONAL DATA**

Below is a list of entities to whom we may disclose your personal data:

(1) persons visiting and using the Website:

- providers of IT services, systems and support that we use to operate the Website and analyse statistics;
- our legal advisors and consultants serving AR Digital sp. z o.o. to the extent that disclosure of data is necessary to use their services;

(2) persons purchasing Tainted Grail game keys directly from Xsolla via the Website:

- providers of IT services, systems and support that we use to operate the Website and analyse statistics;
- Xsolla Inc. - the entity responsible for the entire process of purchasing keys for our game;
- legal advisors and consultants serving AR Digital sp. z o.o. to the extent that disclosure of data is necessary to use their services;

(3) persons who follow Tainted Grail's profiles or groups on X, Facebook, Instagram, TikTok, Discord or Reddit and interact with them:

- social media platform operators;
- entities to whom we outsource the management of our social media profiles;
- providers of IT services and systems that we use to manage profiles on Facebook, Instagram, LinkedIn, Twitter, YouTube and TikTok;
- legal advisors and consultants serving AR Digital sp. z o.o. to the extent that disclosure of data is necessary to use their services;

(4) persons who contact us via email, telephone, or other available communication channels:

- email operators;
- postal operators and couriers;
- providers of IT services and systems that we use for email and our website;
- legal advisors and consultants serving AR Digital sp. z o.o. to the extent that disclosure of data is necessary to use their services.

Because we use the services of Google Operations Ireland Limited or Facebook Ireland Limited, your personal data may be transferred by these entities outside the European Economic Area on the basis of standard contractual clauses (Art. 46(2)(c) GDPR). All questions regarding the transfer of data outside the EEA should be directed to these entities.

More information can be found here:

- [Google Data Transfer Principles](#).
- [Facebook Business Tools Terms](#).

## 7. YOUR RIGHTS

In connection with our processing of your personal data, you have the following rights:

- right to request access to your personal data,
- right to rectification, erasure or restriction of processing of your personal data;
- to the extent that personal data are processed in an automated manner for the performance of a contract (Art. 6(1)(b) GDPR): right to data portability;
- to the extent that personal data are processed for the purposes of the legitimate interests of the Controller (Art. 6(1)(f) GDPR): right to object to the processing of personal data;
- to the extent that personal data are processed on the basis of consent (Art. 6(1)(a) GDPR): right to withdraw consent at any time, without affecting the lawfulness of processing carried out on the basis of that consent before its withdrawal;
- right to lodge a complaint with the supervisory authority, i.e. the President of the Personal Data Protection Office in Warsaw.

If you wish to exercise your rights, please contact us by email at [privacy@awakenrelams.com](mailto:privacy@awakenrelams.com) or in writing to our registered office address: AR Digital Sp. z o.o., ul. Legnicka 16, 53-673 Wrocław, Poland, with the note "GDPR".

## 8. AUTOMATED DECISION-MAKING

We do not use any information provided by you for the purposes of automated decision-making.

## 9. ANALYTICAL AND MARKETING TOOLS

We use various solutions and tools for analytical and marketing purposes. Below is basic information about these tools. Detailed information in this regard can be found in the privacy policies of particular tools.

### FACEBOOK AND INSTAGRAM PAGE INSIGHTS

As part of our social media accounts, we use the page insights feature provided by Facebook and Instagram, among others. Page insights is a feature that allows us to view aggregated and anonymous data about users of our fanpage and understand the actions taken by people visiting it. We process data under the page insights feature as a joint controller together with Meta Ireland Limited. All questions regarding the page insights feature should be directed to Facebook. More information can be found here:

- [Data Policy \(Facebook\)](#);
- [Data Policy \(Instagram\)](#).

### GOOGLE ADS

On our website we use Google Ads. This is a tool that enables measuring the effectiveness of information campaigns carried out by AR Digital sp. z o.o., allowing for the analysis of data such as keywords or the number of unique users. The Google Ads platform also allows us to display our messages to people who have visited the Website in the past. Information on data processing by Google in relation to the above service can be found [here](#).

### GOOGLE TAG MANAGER

On our website we use Google Tag Manager. This is a JavaScript and HTML tag management system. Tags are small code elements that, among other things, are used to measure traffic and visitor behaviour (understanding the impact of our information campaigns and social media channels, remarketing and targeting audiences, and testing and optimising websites). More

information about Google Tag Manager's privacy practices can be found here, and the terms of use of Google Tag Manager [here](#).

### **GOOGLE ANALYTICS**

On our website we use Google Analytics. Google Analytics cookies are files used by Google to analyse how the Website is used and to create statistics and reports on the functioning of the Website. Google does not use the collected data to identify the user, nor does it combine this information to enable identification. Detailed information on the scope and principles of data collection in connection with this service can be found [here](#).

### **META PIXEL**

On our website we use Meta Pixel. Meta Pixels are a tool that enables measuring the effectiveness of information campaigns carried out by us on the Facebook portal. The tool allows for advanced data analytics to optimise our activities also using other tools offered by Meta. Detailed information on data processing by Facebook can be found [here](#).

## **10. SOCIAL MEDIA**

We process the personal data of users who follow or visit our profiles on Facebook, Instagram, LinkedIn, Twitter, YouTube and TikTok and interact with them. Detailed information on data processing by individual portals can be found at the following links:

- [X Privacy Policy](#);
- [Facebook Privacy Policy](#);
- [Instagram Privacy Policy](#);
- [Discord Privacy Policy](#);
- [Reddit Privacy Policy](#).

## **11. COOKIES**

On our Website we use cookies technology and similar technologies (e.g. pixel tags).

Cookies are small information packages stored on end devices, usually containing the service address, placement date, expiry date, unique number and additional information in accordance with the purpose of the given file.

The cookies we use can be divided into the following categories:

- necessary cookies, which are essential for the proper functioning of our website. Without these cookies, some services and features of the site may not work properly. They enable basic operations such as navigation on the site and access to secure areas of the website.
- analytical and statistic cookies, which allow us to understand how users behave on our website using aggregated and anonymous statistical information.
- performance cookies, which allow us to monitor and optimise the operation of our website using aggregated and anonymous data on service performance, such as page loading times, function operation speed and any technical errors, thus enabling improvement of the quality of user experience on the site.
- marketing cookies, which are used to track user activity and allow for the customisation of advertisements to individual preferences.

We use social media plugins and Google and Facebook advertising tools. This means that - depending on your device settings and consent - information about your use of our website may be combined with other information that you have provided to Google or Facebook or that has been collected as a result of using their services. These sites collect data directly from your web browser, processing it under their own privacy policies (relevant links are provided below).

You can disable the storage of cookies directly on the device used to connect to our website, in accordance with the browser manufacturer's instructions:

- [Google Chrome](#)

- [Safari](#)
- [Mozilla Firefox](#)

Information on configuring and deleting cookies in other web browsers can be found on the websites of their manufacturers.

## **12. DATA PROCESSING BY XSOLLA**

Within our Website, you can purchase a key to the Tainted Grail game directly from Xsolla Inc. This is possible because our Website has an embedded Xsolla Inc. widget, through which you make the purchase directly from Xsolla Inc. The entire sales process is handled by Xsolla Inc., and we do not have access to your personal data that you provide to Xsolla Inc.

Please note that an additional cookie banner may appear within the widget, which is provided by Xsolla Inc. and concerns cookies collected by Xsolla.

You can find more information about the processing of personal data by Xsolla Inc. [here](#).

## **13. CHANGES TO THE PRIVACY POLICY**

The provisions of the Privacy Policy may be subject to improvements and changes, and the latest versions will always be published on the Website and will be marked with the date of the last update.

The Policy is effective from 08th May 2026.