



Qelvor eSports — Privacy Policy

Qelvor eSports Limited Liability Partnership | Effective Date: 10 June 2026 | Last Updated: 30 August 2026 (Version 1.1)

Text-only edition: all logos and images have been removed and the wording below has been rewritten in plain language. No substantive terms have been changed.

1. Introduction

Qelvor eSports (“we,” “our,” or “us”) runs an online esports platform where players can join tournaments, competitive events, membership programs, community activities, and rewards programs. This policy explains how we collect, use, store, protect, share, and otherwise handle your personal information whenever you use our website, mobile apps, Discord server, social media pages, tournaments, customer support, or any other Qelvor eSports product or service. By using our services, you confirm that you've read and understood this policy.

2. Scope of This Policy

This policy covers every service we offer, including but not limited to:

- Our official website
- Mobile applications, current and future
- Tournament registration
- Player accounts
- Membership programs
- Wallet and reward systems
- Referral and affiliate programs
- Community platforms and our Discord server
- Customer support
- Promotional campaigns
- Surveys and feedback
- Any future digital products or services we launch

It applies no matter what device you use — desktop, laptop, tablet, smartphone, or a compatible gaming device.

3. Age Requirement

Qelvor eSports welcomes players of all ages. However, anyone who has not reached the age of legal majority in their jurisdiction needs permission from a parent or legal guardian before:

- Creating an account
- Entering tournaments
- Purchasing a membership
- Making a payment
- Receiving a prize payout
- Using any paid feature of our platform

Parents and guardians are responsible for supervising how minors use the platform. If we learn that we collected a child's personal information in a way that breaches applicable law, we may delete that information and suspend or

close the associated account.

4. Information We Collect

4.1 Information You Provide to Us

Identity details

- Full name, username, and display name
- Date of birth and gender (optional)
- Profile photo or avatar
- Government-issued identification, where legally required

Contact details

- Email address and mobile number
- Postal address, where required
- Country and state

Gaming details

- In-game name (IGN), game UID, and player ID
- Team name and clan name
- Gaming platform used
- Competitive rankings, match statistics, and tournament participation history

Financial details (where applicable)

- UPI ID, bank account number, account holder name, and IFSC code
- Payment confirmations and transaction history
- Wallet balance
- Prize distribution and refund records

We don't intentionally keep complete payment card details on file unless the law requires it or a licensed payment provider handles the processing.

Account credentials

- Username and password (stored encrypted or hashed — never in plain text)
- Authentication tokens and security verification information

Communications

- Support tickets, emails, and live-chat messages
- Feedback and survey responses
- Complaints, appeals, and tournament dispute submissions

5. Information Collected Automatically

When you use our platform, we may automatically log technical details such as:

- IP address, device type and model, and operating system
- Browser information and language preference

- Screen resolution and device identifiers
- Network information
- Login date, time, and session duration
- Crash reports, error logs, and performance data
- Cookies and similar technologies
- Referral URLs and clickstream data

This helps us keep the platform reliable and secure, troubleshoot problems, and improve your experience.

6. Tournament Information

Running tournaments means we collect information such as registration details, match participation and results, team rosters, player statistics, kill counts, placements, MVP awards, prize eligibility, rule violations, anti-cheat investigation records, disciplinary actions, and appeal decisions. Some of this — scoreboards, leaderboards, rankings, tournament history, and winner announcements — is published publicly.

7. Community Information

If you take part in our Discord server or other official community spaces, we may collect your username and server nickname, messages sent to moderators or support, reports you submit, your participation history, assigned roles and permissions, event attendance, voice-channel activity where applicable, and any moderation actions taken. Anything you post publicly in these spaces is visible to other members according to that platform's own settings.

8. Cookies and Similar Technologies

We use cookies, web beacons, local storage, pixels, and comparable tools to:

- Keep you logged in and remember your preferences
- Improve website performance and understand user behavior
- Analyze traffic and measure marketing effectiveness
- Prevent fraud, detect suspicious activity, and improve security

You can manage or disable cookies in your browser settings, though doing so may affect some features of our services.

9. Why We Collect Your Information

We collect personal information only for legitimate purposes, including:

- Creating and managing player accounts
- Organizing tournaments and verifying player eligibility
- Preventing fraud and abuse
- Processing payments and prize payouts
- Managing memberships and providing customer support
- Improving platform performance and personalizing user experience
- Sending important service notifications
- Enforcing our Terms and Conditions and maintaining community safety
- Complying with legal obligations

- Protecting the rights, safety, and security of Qelvor eSports and its users

We don't collect more personal information than these purposes reasonably require.

10. How We Use Your Information

Account Management

- Create and manage your account
- Verify your identity where required
- Authenticate logins and secure your account
- Recover lost accounts
- Update account information

Tournament Operations

- Register players and generate brackets
- Verify player eligibility
- Record match results and calculate rankings
- Distribute prizes
- Resolve tournament disputes

Payments and Financial Services

- Process entry fee and membership payments
- Process prize payouts
- Maintain transaction records
- Detect fraudulent payment activity
- Comply with financial and tax obligations

Customer Support

- Respond to inquiries and investigate complaints
- Resolve technical issues
- Handle appeals and disciplinary reviews

Platform Improvement

We analyze information to improve website performance, enhance user experience, develop new features, fix bugs, improve security, and optimize tournament operations.

Communications

We may contact you about tournament confirmations, payment confirmations, prize notifications, security alerts, account verification, policy updates, service announcements, and support responses. Marketing messages are sent only with your consent where required by law, and you may opt out at any time.

11. Legal Basis for Processing Personal Information

Where applicable law requires it, we process personal information on one or more of these grounds: your consent; the need to perform a contract with you; compliance with a legal obligation; protecting someone's vital interests; or our legitimate business interests, balanced against your rights and freedoms. Where we rely on consent, you may withdraw it at any time; this doesn't undo processing we already carried out beforehand.

12. How We Share Your Information

We do not sell your personal information. We may share it, only where necessary, with:

Service Providers

Providers that help with website hosting, cloud infrastructure, payment processing, customer support, email delivery, analytics, security monitoring, and fraud prevention — who may use your data only to perform services for us.

Tournament Partners

Where necessary to run a tournament, we may share limited player information with tournament organizers, event partners, match officials, referees, and anti-cheat providers — limited to what that tournament actually requires.

Legal Authorities

We may disclose information when the law requires it, to respond to a lawful request, to protect our rights, to prevent fraud or illegal activity, or to protect users or the public from harm.

Business Transfers

If Qelvor eSports goes through a merger, acquisition, investment, restructuring, or sale of assets, user information may transfer as part of that deal, subject to applicable law.

13. Third-Party Services

Our platform may connect with third-party services, including payment gateways, authentication providers, cloud hosts, analytics providers, email services, Discord, social media platforms, and customer support tools. These operate under their own privacy policies, and Qelvor eSports isn't responsible for how independent third parties handle your data. We encourage you to review their policies before using them.

14. Payment Processing

Payments made through Qelvor eSports may be handled by authorized third-party payment processors. We may collect payment-related information to process and verify transactions, prevent fraud, process refunds, keep financial records, and meet applicable financial regulations. Sensitive payment details, such as card numbers, are generally processed directly by the payment provider and aren't intentionally stored by us unless the law requires it.

15. International Data Transfers

Depending on the services you use, your personal information may be processed or stored on servers outside your own country. When that happens, we take reasonable steps to keep appropriate safeguards in place, consistent with applicable law.

16. Data Security

Protecting your information is one of our top priorities. We use reasonable administrative, technical, and organizational safeguards against unauthorized access, disclosure, alteration, destruction, loss, cyberattacks, and fraud. Examples include encryption where appropriate, secure server infrastructure, access controls, authentication systems, password hashing, firewalls, security monitoring, regular updates, and backup procedures. No method of transmission or storage is completely secure, so we can't guarantee absolute protection. You're responsible for keeping your own account credentials confidential and should tell us right away if you suspect unauthorized access.

17. Data Retention

We keep personal information only as long as necessary to provide our services, maintain tournament history, process payments and prize payouts, resolve disputes, detect fraud, meet legal, regulatory, accounting, and tax obligations, and enforce our Terms and Conditions. Once information is no longer needed, we securely delete, anonymize, or otherwise dispose of it in line with applicable law and our internal practices. See Appendix B for our detailed retention schedule.

18. Your Privacy Rights

Subject to applicable law, you may be able to:

- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information
- Request restriction of certain processing activities
- Object to specific processing activities where permitted by law
- Withdraw consent for processing based on your consent
- Request a portable copy of your personal information, where applicable
- Lodge a complaint with the appropriate regulator if you believe your rights were violated

To exercise any of these rights, contact us using the details at the end of this policy. We may verify your identity before acting on a privacy-related request.

19. Account Deletion and Data Deletion Requests

You may request deletion of your Qelvor eSports account at any time. Once we receive a valid request, your account is scheduled for deletion and a 30-day recovery period begins, during which you may ask to have it restored. After that period expires, your account is permanently deleted unless retention is required by law or for a legitimate business purpose. Certain information may still be kept after account deletion, including financial transaction records, prize payout records, tax and accounting records, fraud-prevention records, legal-compliance records, and tournament records retained — anonymized where possible — for historical accuracy.

20. Cookie Preferences

You can control or disable cookies through your browser settings. Disabling certain cookies may affect login functionality, saved preferences, performance optimization, personalization, and security features. We currently use, or may use, services such as Google Analytics to understand how people use our platform, covering device

and browser information, session duration, pages visited, general geographic region, and traffic sources. This data is used in aggregated form and isn't meant to personally identify individual users.

21. Marketing Communications

With your consent, we may send tournament announcements, competition schedules, membership updates, product and feature news, promotional offers, community news, and platform updates through email, push notifications, SMS, WhatsApp, or other supported channels. You may withdraw consent or unsubscribe at any time. Service-related notifications — security alerts, payment confirmations, account updates, and legal notices — may still be sent even if you opt out of marketing.

22. Children's Privacy

Qelvor eSports welcomes players of all ages. Anyone who hasn't reached the legal age of majority in their jurisdiction should get permission from a parent or guardian before using our services, and parents and guardians are encouraged to supervise children's online activity. If we become aware that personal information was collected from a child in violation of applicable law, we may remove that information and take further action, including account suspension or deletion.

23. Anti-Cheat and Fair Play

To keep competition fair, we may collect and process information related to cheating prevention and platform security, including device identifiers, login history, gameplay logs, match records, tournament activity, network information, player reports, security event logs, and unusual behavioral patterns. We use this to detect cheating, prevent fraud, investigate rule violations, enforce tournament rules, protect legitimate players, and improve platform security. Anyone found cheating, abusing accounts, committing fraud, or otherwise breaking the rules may face suspension, disqualification, prize forfeiture, or a permanent ban under our Terms and Conditions.

24. Artificial Intelligence (AI)

We may use AI and other automated technologies to support customer support, content moderation, fraud detection, anti-cheat monitoring, tournament administration, platform analytics, image and promotional content generation, and general service improvements. Where AI contributes to a decision, significant actions affecting users are reviewed by a human administrator when appropriate.

25. Data Breach Response

Although we use reasonable security measures, no system can guarantee absolute protection. If a data breach affects personal information, we will investigate the incident, secure affected systems, limit potential harm, notify affected users where required by law, and cooperate with relevant authorities where necessary.

26. Changes to This Privacy Policy

We may update this policy from time to time to reflect changes in applicable law, platform features, business operations, security practices, technology, or regulatory requirements. For significant changes, we may notify you through our website, app, email, or another suitable channel. An updated policy takes effect on the date shown at the top of the document, and continuing to use our services afterward counts as accepting the revised policy.

27. Contact Us

Questions, concerns, or requests about this policy or your personal information can be sent to: **privacy@qelvoresports.com**. We'll make reasonable efforts to respond within a reasonable time, subject to applicable law.

28. Grievance Officer

In line with applicable Indian law, Qelvor eSports has designated a Grievance Officer:

Name: **Manik**

Email: **privacy@qelvoresports.com**

The Grievance Officer handles privacy-related complaints, grievances, and requests in accordance with applicable legal requirements.

29. Governing Law and Jurisdiction

This policy is governed by and interpreted under the laws of the Republic of India. Any dispute arising from this policy or from how we process personal information is subject to the exclusive jurisdiction of the competent courts located in the State of Uttar Pradesh, India, unless applicable law says otherwise.

30. Compliance with Applicable Laws

Qelvor eSports aims to handle personal information responsibly and in line with applicable privacy, data-protection, cybersecurity, electronic-records, and digital-services laws. Nothing in this policy limits any right already granted to you under applicable law.

Definitions

Account — A registered user profile that gives access to Qelvor eSports services, tournaments, memberships, and other platform features.

AI (Artificial Intelligence) — Technology that performs automated or assisted tasks such as content moderation, fraud detection, analytics, customer support, tournament administration, or other platform improvements.

Applicable Law — Any law, regulation, rule, government order, or binding requirement that applies to Qelvor eSports or its users.

Cookies — Small data files stored on a user's device that help websites remember preferences, improve functionality, analyze traffic, and enhance user experience.

Device Information — Technical information about the device used to access our services, including device type, operating system, browser, IP address, and device identifiers.

Personal Information — Any information relating to an identified or identifiable individual, including information that can directly or indirectly identify a user.

Processing — Any operation performed on personal information, including collecting, recording, organizing, storing, updating, using, sharing, transmitting, analyzing, deleting, or otherwise handling it.

Service Provider — A third-party organization or individual engaged by Qelvor eSports to perform services on its behalf, such as hosting, payment processing, analytics, support, or email delivery.

Tournament — Any competition, event, league, championship, qualifier, scrimmage, ladder, or esports activity organized, hosted, or managed by Qelvor eSports.

User — Any person who visits, accesses, registers for, or otherwise uses a Qelvor eSports service.

Appendix B — Data Retention Schedule

The table below shows our general retention periods. Actual periods can vary where required by applicable law, contractual obligations, regulatory requirements, fraud investigations, dispute resolution, or other legitimate business purposes.

Data Category	Typical Retention Period
Account Information	Until a deletion request is completed, plus the applicable recovery period
Deleted Accounts	30-day recovery period before permanent deletion, unless the law requires longer
Tournament History	May be retained indefinitely for historical and statistical purposes; personal identifiers may be removed or anonymized
Match Results	May be retained indefinitely
Leaderboards	May be retained indefinitely
Prize Distribution Records	As required by applicable accounting, tax, and legal obligations
Financial Transaction Records	As required by applicable accounting and tax laws
Customer Support Tickets	Up to 3 years after resolution, unless longer retention is required
Security Logs	Up to 24 months, or longer where necessary for fraud prevention or legal compliance
Anti-Cheat Investigation Records	As long as reasonably necessary to investigate, enforce platform rules, or comply with legal obligations
Marketing Consent Records	Until consent is withdrawn, plus any legally required retention period
Analytics Data	Per the applicable analytics provider's retention settings and our business needs
Backup Data	Per our operational backup schedule, securely deleted during routine system maintenance

We may keep certain information for longer where necessary to comply with legal obligations, resolve disputes, prevent fraud, enforce our Terms and Conditions, or protect the security and integrity of our platform.

Appendix C — Version History

Qelvor eSports maintains a version history for this policy to keep things transparent.

Version 1.0 — initial release of the Qelvor eSports Privacy Policy.

Future revisions may cover new platform features, tournament system updates, membership program changes, wallet and payment enhancements, security improvements, legal and regulatory updates, changes to data-processing practices, and general clarifications or editorial improvements. The latest version of this policy is always available through our official website or other official channels.

Appendix D — Support Desk Tickets Stored in Your Browser

Policy version 1.1, effective 30 August 2026. This appendix is added to, and forms part of, the policy first issued as version 1.0 on 10 June 2026. It supplements Section 17 (Data Retention) and the schedule in Appendix B; nothing else in the policy changes.

D.1 Where Desk Tickets Are Stored

The customer support desk on our website stores the tickets you open in your own web browser's local storage, on the device you used to create them. These tickets aren't stored on our servers, aren't visible to us through the desk itself, and don't sync to your other devices or browsers.

D.2 Storage Limit

There's no limit on how many support tickets you can raise — the only real ceiling is storage space. Browsers give each website a limited amount of local storage, typically a few megabytes, and the desk works within roughly 5 MB of that allowance. A text-only ticket takes up only a few kilobytes, so in ordinary use this covers thousands of tickets. The desk shows how much of that storage your tickets occupy and warns you as you approach the limit. If the allowance runs out, the desk won't accept a new ticket until you delete one to free space. This is purely a technical storage limit — it doesn't restrict your ability to reach us through any other channel, including email.

D.3 Deletion by the User

You can delete any ticket you hold from within the desk at any time. Deleting a ticket permanently removes that ticket and its entire message thread from the browser it was stored in, freeing the storage right away. Before you delete anything, the desk prompts you to download a PDF copy of your tickets first — we recommend doing so. Deletion through the desk is final: because a ticket lives only on your device, neither you nor Qelvor eSports can restore one once it's deleted. Clearing your browsing data for our website, using a private or incognito window, or switching to a different browser or device will likewise remove or make those tickets inaccessible.

D.4 Exporting Your Tickets

The desk offers a "Download My Tickets (PDF)" option that produces a PDF of every ticket you currently hold, including subject, category, status, priority, dates, and the full message thread for each one. The file is generated inside your browser and saved directly to your device — no copy is sent to us or any third party to create it. We recommend downloading this copy before deleting any ticket.

D.5 Information We Hold Separately

This appendix only concerns ticket records stored in your browser by the desk. Where you contact us by email, where a support matter is escalated to our team, or where we otherwise act on a request, the resulting information is processed and retained by Qelvor eSports in the ordinary way, under the rest of this policy — including Section 17 (Data Retention) and the Appendix B schedule.

D.6 Questions

Questions or requests about this appendix can be sent to privacy@qelvoresports.com, or to the Grievance Officer named in Section 28.

D.7 Reporting Abuse or Misconduct

Conduct complaints are handled separately from privacy requests. If a member of our customer support team was rude, unfair, or abusive toward you, or if you were mistreated by another player, team, or staff member, you can report it to report@qelvoresports.com. If the report concerns a support agent, please include the agent's name and ID from their reply, your ticket reference, and an account of what happened. Reports sent to this address go

to the support lead rather than the person being reported. We process this information to investigate and resolve the complaint and retain it under Section 17 (Data Retention).

D.8 Version History (Continued from Appendix C)

Version 1.1 — effective 30 August 2026 — added this Appendix D, covering support desk tickets stored in the user's own browser: storage held on the user's device rather than our servers, the storage allowance that stands in for a ticket-count limit, permanent deletion by the user to free storage, and the in-browser PDF export of tickets. Also added a dedicated address for reporting abuse or misconduct by a support agent or any other community member.

Version 1.0 — effective 10 June 2026 — initial release of the Qelvor eSports Privacy Policy.



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