

Privacy Policy Detailed Guide!! Qelvor eSports.

Qelvor eSports



Qelvor ESports Limited Liability Partnership

Privacy Policy (Part 1)

Effective Date: [10/06/2026]

Last Updated: [26/08/2026]

1. Introduction

Welcome to Qelvor eSports "sQelvor eSports", "we", "our", or "us").

Qelvor eSports is an online esports platform that enables players to participate in tournaments, competitive events, membership programs, community activities, rewards programs, and other gaming-related services.

We recognize that your privacy is important. This Privacy Policy explains how we collect, use, store, protect, disclose, and process your personal information whenever you access or use our website, mobile applications, Discord server, social media pages, tournaments, customer support services, or any other products and services operated by Qelvor eSports.

By accessing or using our services, you acknowledge that you have read and understood this Privacy Policy.

2. Scope of this Privacy Policy

This Privacy Policy applies to all services offered by Qelvor eSports, including but not limited to:

Official Website

Mobile Applications (current and future)

Tournament Registration

Player Accounts

Membership Programs

Wallet & Reward Systems

Referral & Affiliate Programs

Community Platforms

Discord Server

Customer Support

Promotional Campaigns

Surveys and Feedback

Future digital products and services provided by Qelvor eSports

This Privacy Policy applies regardless of the device used, including desktop computers, laptops, tablets, smartphones, and compatible gaming devices.

3. Age Requirement

Qelvor eSports welcomes users of all ages.

However:

permission from a parent or legal guardian before:

- o Creating an account;
- o Participating in tournaments;
- o Purchasing memberships;
- o Making payments;
- o Receiving prize payouts;
- o Using any paid services offered by Qelvor eSports.

Parents and legal guardians are responsible for supervising the activities of minors using our platform.

If we become aware that personal information has been collected from a child in violation of applicable laws, we reserve the right to delete such information and suspend or terminate the associated account.

4. Information We Collect

To provide our services, we may collect different categories of information.

4.1 Information You Provide

Depending on the services you use, we may collect:

Personal Identification Information

- Full Name
- Username
- Display Name
- Date of Birth
- Gender (optional)
- Profile Photograph or Avatar
- Government-issued identification (where legally required)

Contact Information

- Email Address
- Mobile Number
- Postal Address (where required)
- Country and State

Gaming Information

- In-Game Name (IGN)
- Game UID
- Player ID
- Team Name
- Clan Name
- Gaming Platform
- Competitive Rankings
- Match Statistics

- Tournament Participation History

Financial Information

Where applicable, we may collect:

- UPI ID
- Bank Account Details
- Account Holder Name
- IFSC Code
- Payment Confirmation Information
- Transaction History
- Wallet Balance
- Prize Distribution Records
- Refund Records

Qelvor eSports does not intentionally store complete payment card information unless required by law or processed through authorized payment service providers.

Account Credentials

When creating an account, we may collect:

- Username
- Password (stored in encrypted or hashed form)
- Authentication Tokens
- Security Verification Information

Passwords are never stored in plain text.

Communication Information

When you communicate with us, we may collect:

- Support Tickets
- Emails
- Live Chat Messages
- Feedback Forms
- Survey Responses
- Complaint Details
- Appeal Requests
- Tournament Dispute Information

5. Information Collected Automatically

When you use our platform, certain technical information may be collected automatically.

This may include:

- IP Address
- Device Type
- Device Model
- Operating System

- Browser Information
- Language Preference
- Screen Resolution
- Device Identifiers
- Network Information
- Login Date and Time
- Session Duration
- Crash Reports
- Error Logs
- Performance Data
- Cookies and Similar Technologies
- Referral URLs
- Clickstream Data

This information helps us improve platform performance, maintain security, diagnose technical issues, and enhance user experience.

6. Tournament Information

When you participate in tournaments, we may collect information including:

- Tournament Registration Details
- Match Participation Records
- Match Results
- Team Members
- Player Statistics
- Kill Counts
- Placement Rankings
- MVP Awards
- Prize Eligibility
- Tournament Violations
- Anti-Cheat Investigation Records
- Disciplinary Actions
- Appeals and Review Decisions

Tournament information may be published publicly as part of scoreboards, leaderboards, rankings, tournament history, or winner announcements.

7. Community Information

If you interact with Qelvor eSports through community platforms such as Discord or other official communities, we may collect information including:

- Username
- Server Nickname
- Messages sent to moderators or support

- Reports submitted by users
- Community Participation
- Roles and Permissions
- Event Participation
- Voice Channel Participation Records (where applicable)
- Community Moderation Actions

Public messages shared in community spaces are visible to other members according to the settings of those platforms.

8. Cookies and Similar Technologies

Qelvor eSports may use cookies, web beacons, local storage, pixels, and similar technologies to improve platform functionality.

These technologies may be used to:

- Keep users logged in
- Remember preferences
- Improve website performance
- Understand user behavior
- Analyze traffic
- Measure marketing effectiveness
- Prevent fraud
- Detect suspicious activities
- Improve security

Users may manage or disable cookies through their browser settings. However, disabling certain cookies may affect the functionality of our services.

9. Why We Collect Your Information

We collect personal information only when it is necessary for legitimate business purposes, including:

- Creating and managing player accounts
- Organizing esports tournaments
- Verifying player eligibility
- Preventing fraud and abuse
- Processing payments and prize payouts
- Managing memberships
- Providing customer support
- Improving platform performance
- Personalizing user experiences
- Sending important service notifications
- Enforcing our Terms and Conditions
- Maintaining community safety

- Complying with legal obligations
- Protecting the rights, safety, and security of Qelvor eSports and its users

We do not collect personal information beyond what is reasonably necessary for these purposes.

End of Part 1

Qelvor eSports

Privacy Policy (Part 2)

10. How We Use Your Information

Qelvor eSports uses the information we collect to provide, maintain, improve, and protect our services.

We may use your information to:

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 for tournaments.
- Generate tournament brackets.
- Verify player eligibility.
- Record match results.
- Calculate rankings and leaderboards.
- Distribute tournament prizes.
- Resolve tournament disputes.

Payments and Financial Services

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

Customer Support

- Respond to inquiries.
- 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.
- Optimize tournament operations.

Communications

We may contact you regarding:

- Tournament confirmations
- Payment confirmations
- Prize notifications
- Security alerts
- Account verification
- Policy updates
- Service announcements
- Customer support responses

Where required by law, marketing communications will only be sent with your consent, and you may opt out at any time.

11. Legal Basis for Processing Personal Information

Where applicable under relevant privacy laws, Qelvor eSports processes personal information based on one or more of the following legal grounds:

- Your consent.
- Performance of a contract with you.
- Compliance with legal obligations.
- Protection of vital interests.
- Legitimate business interests, provided such interests do not override your fundamental rights and freedoms.

Where processing is based on consent, you may withdraw your consent at any time. Withdrawal does not affect processing already carried out before the withdrawal.

12. How We Share Your Information

We value your privacy and do not sell your personal information.

We may share information only when necessary with:

Service Providers

Including providers that assist with:

- Website hosting
- Cloud infrastructure
- Payment processing
- Customer support

- Email delivery
- Analytics
- Security monitoring
- Fraud prevention

These providers are permitted to use your information only to perform services on our behalf.

Tournament Partners

Where necessary to organize tournaments, we may share limited player information with:

- Tournament organizers
- Event partners
- Match officials
- Referees
- Anti-cheat providers

Only the minimum information required for tournament operations will be shared.

Legal Authorities

We may disclose information when required by law or when reasonably necessary to:

- Comply with legal obligations.
- Respond to lawful requests.
- Protect the rights of Qelvor eSports.
- Prevent fraud or illegal activities.
- Protect users or the public from harm.

Business Transfers

If Qelvor eSports undergoes a merger, acquisition, investment, restructuring, or sale of assets, user information may be transferred as part of that transaction, subject to applicable law.

13. Third-Party Services

Our platform may integrate with third-party services including, but not limited to:

- Payment gateways
- Authentication providers
- Cloud hosting providers
- Analytics providers
- Email service providers
- Discord
- Social media platforms
- Customer support platforms

These services operate under their own privacy policies, and Qelvor eSports is not responsible for the privacy practices of independent third parties.

Users are encouraged to review the privacy policies of any third-party services they choose to use.

14. Payment Processing

Payments made through Qelvor eSports may be processed by authorized third-party payment service

providers.

We may collect payment-related information necessary to:

- Process transactions.
- Verify payments.
- Prevent fraud.
- Process refunds.
- Maintain financial records.
- Comply with applicable financial regulations.

Sensitive payment information, such as debit or credit card details, is generally processed directly by the payment provider and is not intentionally stored by Qelvor eSports unless legally required.

15. International Data Transfers

Depending on the services used, your personal information may be processed or stored on servers located in countries other than your own.

When international transfers occur, Qelvor eSports will take reasonable steps to ensure that appropriate safeguards are in place to protect your personal information in accordance with applicable laws.

16. Data Security

Protecting user information is one of our highest priorities.

We implement reasonable administrative, technical, and organizational safeguards designed to protect personal information against:

- Unauthorized access
- Unauthorized disclosure
- Data alteration
- Data destruction
- Data loss
- Cyber attacks
- Fraudulent activities

Examples of security measures may include:

- Encryption of sensitive data where appropriate.
- Secure server infrastructure.
- Access controls.
- Authentication systems.
- Password hashing.
- Firewalls.
- Security monitoring.
- Regular security updates.
- Backup procedures.

While we strive to protect your information, no method of transmission over the Internet or electronic storage is completely secure. Therefore, we cannot guarantee absolute security.

Users are also responsible for maintaining the confidentiality of their account credentials and should notify Qelvor eSports immediately if they suspect unauthorized access.

17. Data Retention

Qelvor eSports retains personal information only for as long as necessary to:

- Provide our services.
- Maintain tournament history.
- Process payments and prize payouts.
- Resolve disputes.
- Detect fraud.
- Comply with legal, regulatory, accounting, and tax obligations.
- Enforce our Terms and Conditions.

When information is no longer required, we will securely delete, anonymize, or otherwise dispose of it in accordance with applicable laws and our internal data retention practices.

End of Part 2

Qelvor eSports

Privacy Policy (Part 3)

18. Your Privacy Rights

Subject to applicable laws, you may have the following rights regarding your personal information:

- 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 copy of your personal information in a portable format, where applicable.
- Lodge a complaint with the appropriate regulatory authority if you believe your privacy rights have been violated.

To exercise any of these rights, please contact us using the contact information provided at the end of this Privacy Policy.

We may verify your identity before processing any privacy-related request.

19. Account Deletion and Data Deletion Requests

Users may request deletion of their Qelvor eSports account at any time.

Upon receiving a valid deletion request:

- Your account will be scheduled for deletion.
- A 30-day recovery period will begin, during which you may request restoration of your account.
- After the recovery period expires, your account will be permanently deleted unless retention

is required by law or for legitimate business purposes.

Certain information may continue to be retained after account deletion, including:

- Financial transaction records.
- Prize payout records.
- Tax and accounting records.
- Fraud prevention records.
- Legal compliance records.
- Tournament records that have been anonymized or retained for historical integrity.

Where possible, personally identifiable information will be removed or anonymized.

20. Cookie Preferences

You may control or disable cookies through your browser settings.

Please note that disabling certain cookies may affect:

- Login functionality.
- Website preferences.
- Performance optimization.
- Personalized experiences.
- Security features.

Qelvor eSports currently uses or may use services such as Google Analytics to better understand how users interact with our platform and to improve our services.

Google Analytics may collect information including:

- Device information
- Browser type
- Session duration
- Pages visited
- General geographic region
- Traffic sources

This information is used in aggregated form and is not intended to personally identify individual users.

21. Marketing Communications

With your consent, Qelvor eSports may send you:

- Tournament announcements
- Competition schedules
- Membership updates
- Product and feature announcements
- Promotional offers
- Community news
- Important platform updates

Marketing communications may be delivered through:

- Email
- Push notifications
- SMS
- WhatsApp
- Other supported communication channels

You may withdraw your consent or unsubscribe from marketing communications at any time using the unsubscribe options provided or by contacting our support team.

Service-related notifications, including security alerts, payment confirmations, account updates, and legal notices, may still be sent even if you opt out of marketing communications.

22. Children's Privacy

Qelvor eSports welcomes players of all ages.

Users who have not reached the legal age of majority in their jurisdiction should obtain permission from a parent or legal guardian before using our services.

Parents and guardians are encouraged to supervise children's online activities.

If Qelvor eSports becomes aware that personal information has been collected in violation of applicable laws, we reserve the right to remove such information and take appropriate action, including account suspension or deletion where necessary.

23. Anti-Cheat and Fair Play

To maintain fair competition and protect the integrity of tournaments, Qelvor eSports may collect and process information related to cheating prevention and security.

This may include:

- Device identifiers
- Login history
- Gameplay logs
- Match records
- Tournament activity
- Network information
- Reports submitted by players
- Security event logs
- Suspicious behavioural patterns

This information may be used to:

- Detect cheating.
- Prevent fraud.
- Investigate rule violations.
- Enforce tournament rules.
- Protect legitimate players.
- Improve platform security.

Users found engaging in cheating, account abuse, fraudulent activities, or other prohibited conduct

may be subject to account suspension, tournament disqualification, prize forfeiture, or permanent bans in accordance with our Terms and Conditions.

24. Artificial Intelligence (AI)

Qelvor eSports may use Artificial Intelligence ("AI") and automated technologies to improve our services.

AI may be used for purposes including:

- Customer support assistance.
- Content moderation.
- Fraud detection.
- Anti-cheat monitoring.
- Tournament administration.
- Platform analytics.
- Image, graphic, or promotional content generation.
- Service improvements.

Where AI assists in decision-making, significant actions affecting users may be reviewed by human administrators when appropriate.

25. Data Breach Response

While Qelvor eSports employs reasonable security measures, no system can guarantee absolute security.

If a data breach affecting personal information occurs, Qelvor eSports will take appropriate steps, which may include:

- Investigating the incident.
- Securing affected systems.
- Limiting potential harm.
- Notifying affected users where required by applicable law.
- Cooperating with relevant authorities when necessary.

26. Changes to this Privacy Policy

Qelvor eSports may update this Privacy Policy from time to time to reflect changes in:

? Applicable laws

? Platform features

? Business operations

? Security practices

? Technology

? Regulatory requirements

When significant changes are made, we may notify users through our website, application, email, or other appropriate communication methods.

The updated Privacy Policy will become effective on the date specified at the beginning of the

document.

Continued use of our services after updates become effective constitutes acceptance of the revised

Privacy Policy.

27. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, you may contact us at:

Support Email: [privacy@qelvoresports.com]

We will make reasonable efforts to respond to your inquiries within a reasonable period, subject to applicable laws.

28. Grievance Officer

In accordance with applicable Indian laws, Qelvor eSports will designate a Grievance Officer.

Name:: Manik

privacy@qelvoresports.com

The Grievance Officer will be responsible for addressing privacy-related complaints, grievances, and requests in accordance with applicable legal requirements.

29. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and interpreted in accordance with the laws of the Republic of India.

Any disputes arising out of or relating to this Privacy Policy or the processing of personal information shall be subject to the exclusive jurisdiction of the competent courts located in the State of Uttar Pradesh, India, unless otherwise required by applicable law.

30. Compliance with Applicable Laws

Qelvor eSports is committed to handling personal information responsibly and in accordance with applicable privacy and data protection laws.

Where applicable, we strive to comply with:

cybersecurity, electronic records, and digital services.

Nothing in this Privacy Policy limits any rights granted to users under applicable law.

For the purposes of this Privacy Policy, the following terms shall have the meanings set forth below unless the context requires otherwise.

Account

A registered user profile that enables access to Qelvor eSports services, tournaments, memberships,

and other platform features.

AI (Artificial Intelligence)

Technologies that perform 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, governmental order, or legally binding requirement applicable to Qevor eSports for

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 relating to the device used to access Qelvor eSports services, including but not limited to 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 such information.

Service Provider

A third-party organization or individual engaged by Qelvor eSports to perform services on its behalf, such as cloud hosting, payment processing, analytics, customer 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 any Qelvor eSports service.

The following table provides the general retention periods used by Qelvor eSports. Actual retention periods may vary where required by applicable law, contractual obligations, regulatory requirements, fraud investigations, dispute resolution, or legitimate business purposes.

Data Category Typical Retention Period

Account Information Until account deletion request is completed, plus applicable recovery period
Deleted Accounts 30-day recovery period before permanent deletion, unless retention is legally required

Tournament History

May be retained indefinitely for historical records, competitive integrity, and

statistical purposes. Personal identifiers may be removed or anonymized where appropriate

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

Data Category Typical Retention Period

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 Retained according to the applicable analytics provider's retention settings and business needs

Backup Data Retained according to operational backup schedules and securely deleted in the ordinary course of system maintenance

Qelvor eSports reserves the right to retain certain information for longer periods where necessary to:

- Comply with legal obligations.
- Resolve disputes.
- Prevent fraud.
- Enforce our Terms and Conditions.
- Protect the security and integrity of our platform.

Appendix C – Version History

To promote transparency, Qelvor eSports maintains a version history for this Privacy Policy.

Version Effective Date Summary of Changes

1.0 To Be Updated Initial release of the Qelvor eSports Privacy Policy

Future revisions may include:

- New platform features
- Tournament system updates
- Membership program changes
- Wallet and payment enhancements

- Security improvements
- Legal and regulatory updates
- Changes to data processing practices
- Clarifications and editorial improvements

The latest version of this Privacy Policy will always be available through Qelvor eSports' official website or other official communication channels.



Qelvor ESports Limited Liability Partnership

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Privacy Policy — Appendix D

Appendix D — Support Desk Tickets Stored In Your Browser

Document status: Privacy Policy version 1.1, effective 30 August 2026. This appendix is added to, and forms part of, the Qelvor eSports Privacy Policy first issued as version 1.0 on 10 June 2026. It supplements Section 17 (Data Retention) and the retention schedule in Appendix B. Nothing else in the policy is changed by it.

D.1 Where Desk Tickets Are Stored

The customer support desk on the Qelvor eSports website stores the tickets you open in your own web browser, using your device's local storage. A ticket created through the desk is held on the device you used to create it. Such tickets are not stored on Qelvor eSports servers, are not visible to us through the desk itself, and do not synchronise to your other devices or browsers.

D.2 Storage Limit

There is no limit on the number of support tickets you may raise. The only ceiling is storage. Web browsers allocate each website a limited amount of local storage, typically a few megabytes in total, and the desk works within approximately 5 MB of that allowance. A text-only ticket occupies a few kilobytes, so in ordinary use this amounts to thousands of tickets.

The desk displays how much of that storage your tickets currently occupy, and warns you as it approaches the limit. If the allowance is used up, the desk will not accept a new ticket until you delete one to free space. This is a technical storage measure. It does not restrict your ability to contact Qelvor eSports through any other channel, including email.

D.3 Deletion By The User

You may 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, and frees the storage it occupied immediately. Before you delete anything, the desk prompts you to download a PDF copy of your tickets, and we recommend you do so.

Deletion through the desk is irreversible. Because the ticket is stored only on your device, neither you nor Qelvor eSports is able to restore a ticket you have deleted. Clearing your browsing data for the Qelvor eSports website, browsing in a private or incognito window, or moving to a different browser or device will likewise remove or make inaccessible the tickets stored in that browser.

D.4 Exporting Your Tickets

The desk provides a "Download My Tickets (PDF)" option, which produces a PDF copy of every ticket you currently hold, including the subject, category, status, priority, dates and the full message thread of each ticket.

The file is generated inside your browser and saved directly to your device. No copy of it is transmitted to Qelvor eSports or to any third party in order to create it.

We recommend downloading this copy before you delete any ticket.

D.5 Information We Hold Separately

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

D.6 Questions

Questions or requests relating to this appendix may be sent to privacy@qelvoresports.com, or to the Grievance Officer named in Section 28 of this Privacy Policy.

D.7 Reporting Abuse Or Misconduct

Complaints about conduct are handled separately from privacy requests. If a member of our customer support team was rude, unfair or abusive towards you, or if you were abused by any other player, team or staff member, you may report it to report@qelvoresports.com.

Where the report concerns a support agent, please include the agent name and agent ID shown on their reply, your ticket reference, and an account of what happened. Reports sent to this address reach the support lead rather than the person being reported. Qelvor eSports processes the information in such a report for the purpose of investigating and resolving the complaint, and retains it in accordance with Section 17 (Data Retention).

D.8 Version History (Continued From Appendix C)

Version 1.1 \227 effective 30 August 2026 \227 added this Appendix D, covering support desk tickets stored in the users own browser: storage held on the users device rather than on our servers, the storage allowance that applies in place of any limit on ticket numbers, permanent deletion by the user to free storage, and the in-browser PDF export of their tickets. Added a dedicated address for reporting abuse or misconduct by a support agent or any other member of the community.

Version 1.0 \227 effective 10 June 2026 \227 initial release of the Qelvor eSports Privacy Policy.