



PRIVACY POLICY

Effective date: (05/05/2026)

Last updated: (05/05/2026)

At **Vilasani Gaming Competitions**, we respect your privacy and are committed to protecting your personal information. This **Privacy Policy** explains how we collect, use, store, and safeguard your data when you use our website and related services.

By using our services, you agree to this Privacy Policy

1. INFORMATION WE COLLECT:

- 1.1 **Account details:** name, email, username, date of birth, and contact info.
- 1.2 **Cookies:** to enhance site performance and remember preferences.
- 1.3 **Console details:** this includes your preferred games, PSN number or gamertag.
This feature is intended solely for gaming, enabling other gamers to easily identify your console and discover your preferred game selections.
- 1.4 **Communication data:** Messages or inquiries sent via email, WhatsApp, or contact forms.
- 1.5 **Profile and gameplay data:** Match history, game preferences, and related statistics.
- 1.6 Vilasani Gaming Competitions will never request for your any of your passwords for whatsoever reason.

NB: Vilasani Gaming Competitions does not collect or retain any credit card information. Such data is processed solely by PayToday (Nedbank), our internationally recognized payment gateway provider.

2. USE OF INFORMATION WE COLLECT

We use these data to:

- 2.1 Manage accounts and verify users.
 - 2.2 Facilitate matches and transactions.
 - 2.3 Send notifications such as confirmation of verdicts and promotions.
 - 2.4 Improve services and security.
 - 2.5 Process withdrawals.
 - 2.6 Ensure compliance with our gaming eligibility standards, for instance the minimum age requirement (18 years older or of legal adult age as defined by your jurisdiction).
 - 2.7 Enforce the Terms and conditions, detect fraudulent activity, and ensure fair play.
 - 2.8 Improve the platform, performance, and user experience.
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3. SHARING OF INFORMATION

We do **not sell or trade your personal information** to third parties. However, we may share data in the following cases:

- 3.1.**With service providers:** Payment gateways (DPO Group).
- 3.2.**For legal compliance:** If required by law, regulation, or court order.
- 3.3.**To protect our rights:** In cases of suspected fraud, cheating, or breach of terms.
- 3.4.**With your consent:** When you explicitly authorize data sharing for collaborations or promotions.

ALL THIRD PARTIES WE SHARE DATA WITH ARE BOUND BY CONFIDENTIALITY AND DATA PROTECTION AGREEMENTS.

4. DATA SECURITY

We implement industry-standard measures to protect your personal data, including:

- 4.1. **Encryption** of sensitive information during transmission.
- 4.2. **Restricted access** to authorized personnel only.
- 4.3. **Regular system monitoring** for suspicious activities

However, no system is 100% secure. You acknowledge that **you share your information at your own risk**, and Vilasani Gaming Competitions cannot be held accountable or guarantee absolute protection from unauthorized access or cyberattacks.

5. DATA RETENTION

We retain your personal information for as long as necessary to:

- 5.1. Provide our services.
- 5.2. Comply with legal obligations.
- 5.3. Resolve disputes and enforce our bylaws (terms & conditions etc.).

When information is no longer needed (for instance when you delete your account), it will be **securely deleted**.

6. YOUR RIGHTS

You may:

- 6.1. Request access or deletion of your personal data following account deletion.
- 6.2. Correct inaccuracies.
- 6.3. Raise any concerns negatively affecting your data to our support team.

Requests can be made via Support@vilasanigaming.com.na.

7. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. The revised version will be posted on our website with the updated “Last Updated” date.

By continuing to use our services after an update, you accept the new version of this Privacy Policy.

SUMMARY

By using Vilasani Gaming Competitions, you consent to the collection, use, and protection of your data as described in this Privacy Policy. We are committed to ensuring a safe, and transparent gaming environment for all our users.