

PRIVACY POLICY

Matreshka RP Online Game

Last updated: 7 May 2026

This Privacy Policy describes how Blackcore Games FZCO, a company duly organised and existing under the laws of the United Arab Emirates, with its registered office at DDP, Building A1, Dubai Silicon Oasis, UAE (the "Company", "we", "us", "our", or "BLACKCORE GAMES") collects, stores, uses, and otherwise processes Your information when You use the online game "Matreshka RP", the related mobile applications, the Company's website and any other related products and services that refer or link to this Policy (collectively, the "Services").

In this Policy, capitalised terms not defined herein have the meaning given to them in the User Agreement applicable to You. This Policy supplements the User Agreement and forms a separate document; the conditions of processing of Your personal data are set out in this Policy.

By accepting the terms of this Policy, You confirm that You are a legally capable individual in accordance with applicable law, You act in good faith, voluntarily and reasonably within the limits of Your legal capacity, have no obstacles to accepting the terms of this Policy, and fully understand their meaning and significance. If You have not reached the age that allows accepting this Policy, or in any other case where required by applicable law, acceptance of this Policy and use of the Services is permitted only with the consent and under the supervision of Your parents or other lawful representatives.

If You do not agree with our policies and practices, please do not use our Services. If You have any questions or concerns about this Policy, please contact us at support@matreshka.gg.

1. WHAT INFORMATION WE COLLECT

***In Short:** We collect personal information that You voluntarily provide to us, as well as certain information that is automatically collected when You use the Services.*

1.1. Personal information You provide to us

1.1.1. We collect personal information that You voluntarily provide to us when You register for the Services, express an interest in obtaining information about us, our products or the Services, when You participate in activities within the Services, or otherwise when You contact us.

1.1.2. The categories of personal information that we collect depend on the context of Your interactions with us and with the Services, on the choices You make, and on the products and features You use. Such personal information may include, in particular:

- user identifier (login or in-Game ID);
- email address;

- name (where You choose to provide it);
- IP address;
- account information received from third-party authentication providers (such as Apple, Google or other supported providers) where You authenticate using such service;
- account information from linked messenger services (such as Telegram) where You link Your account;
- Game Account creation date and information about operations performed with the Game Account;
- in-Game activity data, including action logs, in-Game achievements, time spent in the Game, last login time and login records;
 - payment transaction data and the list of in-Game purchases (where You use paid Services; full payment card details are processed by the relevant payment provider and are not stored by us);
- technical information collected via metric and analytics tools, including data stored in cookies, web beacons (pixel tags), browser type and settings, hardware and software characteristics, device information, access time and the address of the requested resource.

1.1.3. All personal information that You provide to us must be true, complete and accurate, and You must notify us of any changes to such personal information.

1.1.4. Sensitive information. We do not intentionally collect or process special categories of personal data (such as data revealing racial or ethnic origin, religious beliefs, health information, or biometric data).

1.2. Information from social media logins

1.2.1. We may provide You with the option to register or log in to the Services using Your existing third-party account (such as Apple, Google or another supported provider). If You choose to do so, we will receive certain profile information about You from such third-party provider. The profile information we receive may vary depending on the provider concerned, but typically includes Your account identifier and the email address associated with that account, and may include other information You have made available for sharing.

1.2.2. We use the information received from third-party providers only for the purposes described in this Policy. We do not control, and are not responsible for, the use of Your personal information by such third-party providers. We recommend that You review their privacy notices to understand how they collect, use and share Your personal information and how to manage Your privacy preferences with them.

1.3. Application Data

1.3.1. If You use our mobile application, we may collect the following information if You choose to provide us with access or permission:

- *Mobile Device Access.* We may request access or permission to certain features of Your Mobile Device. You may change or revoke our access or permissions at any time in Your device's settings.

- *Mobile Device Data.* We automatically collect device information (such as Your mobile device ID, model and manufacturer), operating system, version information and system configuration information, device and application identification numbers, hardware model, Internet service provider and/or mobile carrier, and Internet Protocol (IP) address (or proxy server). We may also collect information about the type of mobile device You use, Your mobile device's unique device ID and information about which features of our application(s) You accessed.

- *Push Notifications.* We may request to send You push notifications regarding Your account or certain features of the application(s). If You do not wish to receive such notifications, You may turn them off in Your device's settings.

1.3.2. This information is primarily needed to maintain the security and proper operation of our application(s), for troubleshooting, and for our internal analytics and reporting purposes.

1.4. Information automatically collected

***In Short:** Some information — such as Your IP address and/or browser and device characteristics — is collected automatically when You access the Services.*

1.4.1. We automatically collect certain information when You visit, use or navigate the Services. This information does not directly reveal Your identity (such as Your name or contact information) but may include device and usage information, such as Your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when You use the Services, and other technical information. This information is primarily needed to maintain the security and operation of the Services and for our internal analytics and reporting purposes.

1.4.2. The information collected automatically includes:

- *Log and Usage Data.* Service-related, diagnostic, usage and performance information that our servers automatically collect when You access or use the Services and which we record in log files. Depending on how You interact with us, this log data may include Your IP address, device information, browser type and settings, and information about Your activity in the Services (such as date/time stamps associated with Your usage, pages and screens viewed, searches and other actions You take), as well as device event information (such as system activity, error reports and hardware settings).

- *Device Data.* Information about the computer, phone, tablet or other device You use to access the Services, which may include Your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model, Internet service provider and/or mobile carrier, operating system and system configuration information.

1.4.3. Where the Services include third-party software development kits or advertising integrations, certain information described in the privacy policies of such third parties (for example, ad-network SDKs) may also be automatically collected and transmitted to those third parties. To learn about the composition of such information and Your options for limiting its collection, You should review the privacy notices of the relevant third parties before using the Services.

2. HOW WE USE YOUR INFORMATION

***In Short:** We process Your information to provide, maintain, improve and administer the Services, to communicate with You, for security and fraud prevention, and to comply with applicable law. We may also process Your information for other purposes with Your consent.*

2.1. We process Your personal information for purposes that include, in particular:

- **To facilitate account creation and authentication and to manage Your Game Account.** We may process Your information so that You can create a Game Account, log in to it and keep it in working order.
- **To deliver the Services to You.** We may process Your information to provide You with the Services and the requested features, including paid Services.
 - **To respond to Your inquiries and provide support.** We may process Your information to respond to Your inquiries and to address any potential issues You may have with the Services.
 - **To send You administrative information.** We may process Your information to send You information about the Services, changes to our terms and policies, and other similar information.
- **To enable User-to-User communications.** We may process Your information if You choose to use any features of the Services that allow communication with another User.
- **To request feedback.** We may process Your information when necessary to request feedback and to contact You about Your use of the Services.
- **To send You marketing and promotional communications.** Where this is in accordance with Your marketing preferences (and in accordance with applicable law), we may process Your information for our marketing purposes. You can opt out of our marketing emails at any time. For more information, see Section 9 below.
 - **To deliver targeted advertising to You.** We may process Your information to develop and display personalised content and advertising tailored to Your interests, location and other factors.
- **To protect the Services.** We may process Your information as part of our efforts to keep the Services safe and secure, including for fraud monitoring and prevention.
- **To identify usage trends.** We may process information about how You use the Services to better understand how they are being used so that we can improve them.
- **To determine the effectiveness of our marketing and promotional campaigns.** We may process Your information to better understand how to provide marketing and promotional

campaigns most relevant to You.

- **To save or protect a person's vital interest.** We may process Your information when necessary to save or protect a person's vital interest, such as to prevent harm.

3. LEGAL BASES FOR PROCESSING

***In Short:** We only process Your personal information when we believe it is necessary and we have a valid legal basis to do so under applicable law.*

3.1. If You are located in the EEA, the United Kingdom or Switzerland 3.1.1. The General Data Protection Regulation (Regulation (EU) 2016/679, "GDPR"), the UK GDPR and the Swiss Federal Act on Data Protection require us to explain the valid legal bases on which we rely to process Your personal information. We may rely on the following legal bases:

- **Consent.** We may process Your information if You have given us permission to use Your personal information for a specific purpose. You may withdraw Your consent at any time.
- **Performance of a Contract.** We may process Your personal information when we believe it is necessary to perform our contractual obligations to You, including to provide the Services or, at Your request, to take steps prior to entering into a contract with You.
- **Legitimate Interests.** We may process Your information when we believe it is reasonably necessary to achieve our legitimate business interests and those interests do not outweigh Your interests and fundamental rights and freedoms. Our legitimate interests include, in particular: ensuring the security and integrity of the Services; preventing fraud; analysing how the Services are used so that we can improve them; supporting our marketing activities; and developing and displaying relevant advertising content.
- **Legal Obligations.** We may process Your information where we believe it is necessary to comply with our legal obligations, such as to cooperate with a law-enforcement body or regulatory authority, to exercise or defend our legal rights, or to disclose Your information as evidence in litigation in which we are involved.
- **Vital Interests.** We may process Your information where we believe it is necessary to protect Your vital interests or those of a third party, such as in situations involving potential threats to the safety of any person.

3.2. If You are located in Canada

3.2.1. We may process Your information if You have given us specific permission (express consent) to use Your personal information for a specific purpose, or in situations where Your permission can be inferred (implied consent). You can withdraw Your consent at any time.

3.2.2. In some exceptional cases, we may be legally permitted under applicable law to process Your information without Your consent, including, for example, where collection is clearly in Your interests and consent cannot be obtained in a timely way; for investigations and fraud detection and prevention; for purposes of disclosure required to comply with a subpoena, warrant, court

order or rules of court relating to the production of records; or where the information is publicly available and is specified by the applicable regulations.

4. WHEN AND WITH WHOM WE SHARE YOUR INFORMATION

***In Short:** We may share information in specific situations described in this Section and/or with the following categories of third parties.*

4.1. Vendors, consultants and other third-party service providers. We may share Your data with third-party vendors, service providers, contractors or agents (the “third parties”) who perform services for us or on our behalf and require access to such information to do that work. We have contracts in place with such third parties that are designed to help safeguard Your personal information. The categories of third parties with whom we may share personal information include:

- Ad networks (including third-party SDK providers);
- Cloud computing services;
- Data analytics services;
- Data storage service providers;
- User account registration and authentication services;
- Testing tools providers;
- Social networks (where You connect Your account);
- Retargeting and advertising platforms;
- Payment processors and acquiring banks (in respect of paid Services).

4.2. We may also need to share Your personal information in the following situations:

- **Business Transfers.** We may share or transfer Your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Legal Obligations and Protection of Rights.** We may disclose Your information where we believe disclosure is necessary or required by law, governmental request, judicial proceeding, court order or legal process; to protect our rights, property or safety; or to protect the rights, property or safety of others.
- **Offer Walls.** Our application(s) may display third-party hosted “offer walls” that allow third-party advertisers to offer in-game currency, gifts or other items to Users in exchange for the acceptance and completion of an advertisement offer. When You click on such an offer wall, You will be brought to an external website belonging to a third party and will leave our application(s). A unique identifier (such as Your User ID) may be shared with the offer-wall provider in order to prevent fraud and properly credit Your account with the relevant reward.

5. COOKIES AND OTHER TRACKING TECHNOLOGIES *In Short: We may use cookies and similar tracking technologies to collect and store certain information.*

5.1. We may use cookies and similar tracking technologies (such as web beacons and pixels) to collect information when You interact with the Services. Some online tracking technologies help us maintain the

security of the Services and Your account, prevent crashes, fix bugs, save Your preferences and assist with basic functionality.

5.2. We also permit selected third parties and service providers to use online tracking technologies on the Services for analytics and advertising purposes, including to help manage and display advertisements, to tailor advertisements to Your interests, or to measure campaign effectiveness. The third parties and service providers use their technology to provide advertising about products and services tailored to Your interests, which may appear either on the Services or on other websites.

5.3. To the extent that such online tracking technologies are deemed to constitute a “sale” or “sharing” (which includes targeted advertising as defined under applicable U.S. state laws), You can opt out as described in Section 11 below.

5.4. Google Analytics. We may use Google Analytics to track and analyse the use of the Services. The Google Analytics features that we may use include Remarketing with Google Analytics, Google Display Network Impressions Reporting and Google Analytics Demographics and Interests Reporting. To opt out of being tracked by Google Analytics across the Services, You can use the available browser opt-out plug-in or, on mobile devices, adjust the corresponding settings in Your device. For more information on Google's privacy practices, please review Google's privacy policy.

6. DATA RETENTION

***In Short:** We retain Your personal information for as long as necessary to fulfil the purposes outlined in this Policy unless a longer period is required or permitted by applicable law.*

6.1. We will only keep Your personal information for as long as it is necessary for the purposes set out in this Policy, unless a longer retention period is required or permitted by applicable law (such as tax, accounting or other legal requirements). No purpose described in this Policy will require us to keep Your personal information for longer than five (5) years following termination of Your Game Account, save where a longer period is required by applicable law or to establish, exercise or defend legal claims.

6.2. When we have no ongoing legitimate business need to process Your personal information, we will either delete or anonymise such information or, if this is not possible (for example, because Your personal information has been stored in backup archives), we will securely store it and isolate it from any further processing until deletion is possible.

7. DATA SECURITY

In Short: We aim to protect Your personal information through a system of organisational and technical security measures.

7.1. We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information that we process. However, despite our safeguards and our efforts to secure Your information, no electronic transmission over the Internet and no information storage technology can be guaranteed to be 100 % secure, and we cannot promise or

guarantee that hackers, cybercriminals or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal or modify Your information.

7.2. Although we will do our best to protect Your personal information, transmission of personal information to and from the Services is at Your own risk. You should access the Services only within a secure environment.

8. INTERNATIONAL TRANSFERS OF PERSONAL DATA

8.1. The Services are operated from the UAE, and the Company is established in the UAE. Where we make use of third-party service providers, Your personal information may also be processed in other jurisdictions, including jurisdictions whose data-protection laws differ from those of Your country of residence.

8.2. Where applicable law (including the GDPR or UK GDPR) requires that international transfers of personal data be subject to specific safeguards, we will implement appropriate measures (such as standard contractual clauses or other lawful transfer mechanisms) to ensure that Your personal information receives an adequate level of protection.

8.3. By using the Services, You acknowledge that Your personal information may be transferred to and processed in jurisdictions other than Your own.

9. YOUR PRIVACY RIGHTS

In Short: In some regions, including the European Economic Area, the United Kingdom, Switzerland and Canada, You have rights that allow You greater access to and control over Your personal information.

9.1. In some regions (such as the EEA, the UK, Switzerland and Canada) You have certain rights under applicable data-protection laws. These may include the right (i) to request access to and obtain a copy of Your personal information; (ii) to request rectification or erasure; (iii) to restrict the processing of Your personal information; (iv) where applicable, to data portability; and (v) not to be subject to automated decision-making producing legal or similarly significant effects. In certain circumstances, You may also have the right to object to the processing of Your personal information.

9.2. You may exercise these rights by contacting us using the contact details provided in Section 15 below. We will consider and act upon Your request in accordance with applicable data-protection laws.

9.3. If You are located in the EEA or the UK and You believe that we are unlawfully processing Your personal information, You also have the right to lodge a complaint with the data-protection supervisory authority of Your Member State or with the UK Information Commissioner's Office. If You are located in Switzerland, You may contact the Federal Data Protection and Information Commissioner.

9.4. Withdrawing Your consent

If we are relying on Your consent to process Your personal information, You have the right to withdraw Your consent at any time by contacting us using the contact details provided in Section 15 below.

Withdrawal of consent will not affect the lawfulness of the processing carried out before its withdrawal nor, where applicable law allows, will it affect the processing of Your personal information conducted in reliance on lawful processing grounds other than consent.

9.5. Opting out of marketing communications

You may unsubscribe from our marketing and promotional communications at any time by clicking the unsubscribe link in the relevant emails or by contacting us using the contact details provided in Section 15 below. You will then be removed from our marketing lists. We may, however, continue to send You service-related messages necessary for the administration and use of Your Game Account, to respond to service requests or for other non-marketing purposes.

9.6. Account information

If You wish at any time to review or change the information in Your Game Account, or to terminate Your Game Account, You may do so through the corresponding settings in the Client Part of the Game or by contacting us using the contact information provided. Upon Your request to terminate Your Game Account, we will deactivate or delete Your Game Account and information from our active databases. We may, however, retain certain information in our records to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

10. CONTROLS FOR DO-NOT-TRACK FEATURES

10.1. Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting that You can activate to signal Your privacy preference not to have data about Your online browsing activities monitored and collected. As of the date of this Policy, no uniform technology standard for recognising and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates Your choice not to be tracked online. If a standard for online tracking is adopted that we are required to follow, we will inform You about that practice in a revised version of this Policy.

11. UNITED STATES STATE-SPECIFIC PRIVACY RIGHTS

In Short: *If You are a resident of California, Colorado, Connecticut, Utah, Virginia or another U.S. state with comprehensive consumer privacy legislation, You may have the right to request access to and details about the personal information we maintain about You and how we have processed it, to request correction of inaccuracies, to obtain a copy of, or to delete Your personal information, and to opt out of certain processing activities. These rights may be limited in some circumstances by applicable law.*

11.1. Categories of personal information we collect

11.1.1. In the past twelve (12) months, we may have collected the following categories of personal information: (i) identifiers (such as account name, online identifier, IP address and email address); (ii) Internet or other similar network activity (such as information about Your activity in the Services, log data and device data); (iii) commercial information (such as transaction information and payment-related data,

where You make purchases of paid Services); and (iv) inferences drawn from any of the above to create a profile or summary about Your preferences and characteristics. We do not knowingly collect biometric, geolocation, professional, education, or sensitive personal information.

11.2. How we use and share personal information

We use Your personal information for the purposes described in Section 2, and we may share it with the categories of third parties identified in Section 4. We have not sold or shared personal information to third parties for monetary consideration in the preceding twelve (12) months. To the extent that the use of certain online tracking technologies for advertising purposes constitutes “sharing” for targeted advertising under applicable U.S. state laws, You may opt out as described below.

11.3. California residents

11.3.1. California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) disclosed to third parties for direct-marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. To make such a request, please contact us using the contact information provided in Section 15.

11.3.2. If You are under 18 years of age, reside in California and have a registered account with the Services, You have the right to request removal of unwanted data that You publicly post on the Services. To request removal of such data, please contact us as described in Section 15 and include the email address associated with Your account and a statement that You reside in California.

11.4. Rights under U.S. state privacy laws

11.4.1. Under the California Consumer Privacy Act (CCPA, as amended by the CPRA), the Colorado Privacy Act (CPA), the Connecticut Data Privacy Act (CTDPA), the Utah Consumer

Privacy Act (UCPA), the Virginia Consumer Data Protection Act (VCDPA) and similar U.S. state laws, You may have the following rights, subject to the conditions and exceptions set out in such laws:

- the right to be informed whether or not we are processing Your personal data; • the right to access Your personal data;
- the right to correct inaccuracies in Your personal data;
- the right to request deletion of Your personal data;
- the right to obtain a copy of the personal data You previously shared with us;
- the right to opt out of the processing of Your personal data for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects;
- the right to non-discrimination for the exercise of Your privacy rights.

11.4.2. To submit a request to exercise these rights, please email us at the address indicated in Section 15. We will respond to Your request without undue delay and in any event within the period required by the applicable U.S. state privacy law (typically within 45 days of receipt, with the possibility of one extension where reasonably necessary).

11.4.3. If we decline to act on Your request and You wish to appeal, please email us at the same address. We will inform You in writing of any action taken or not taken in response to Your appeal within the time period required by the applicable U.S. state privacy law, including a written explanation of the reasons for the decision.

11.4.4. Verification process. Upon receiving Your request, we will need to verify Your identity to determine that You are the same person about whom we have information in our system. We will only use the personal information provided in Your request to verify Your identity or authority to make the request. To the extent possible, we will avoid requesting additional information from You for verification purposes.

12. OTHER REGIONS' SPECIFIC PRIVACY RIGHTS

***In Short:** You may have additional rights based on the country in which You reside.*

12.1. Australia and New Zealand

We collect and process Your personal information in accordance with the obligations and conditions set out in Australia's Privacy Act 1988 and New Zealand's Privacy Act 2020. This Policy is intended to satisfy the notice requirements defined in those Acts. At any time, You have the right to request access to or correction of Your personal information by contacting us as described in Section 15. If You believe we are unlawfully processing Your personal information, You have the right to lodge a complaint with the Office of the Australian Information Commissioner or, as the case may be, the Office of the New Zealand Privacy Commissioner.

12.2. Republic of South Africa

At any time, You have the right to request access to or correction of Your personal information by contacting us as described in Section 15. If You are not satisfied with the manner in which we address any complaint regarding our processing of personal information, You may contact the Information Regulator (South Africa).

13. CHILDREN'S PRIVACY

13.1. The Services are not directed to individuals who are minors in the jurisdiction in which they reside (generally, individuals under the age of 18). We do not knowingly collect personal information from such minors without the consent of a parent or other lawful representative. If You are aware that a minor has provided personal information to us without the necessary consent, please contact us as described in Section 15 so that we may take appropriate action.

13.2. If we become aware that we have collected personal information from a minor without verified parental or guardian consent, where such consent is required by applicable law, we will take steps to delete that information from our records.

14. UPDATES TO THIS POLICY

In Short: Yes — we will update this Policy from time to time as necessary to stay compliant with applicable law.

14.1. We may update this Policy from time to time. The updated version will be indicated by an updated “Last updated” date and will become effective upon publication within the Client Part of the Game. If we make material changes to this Policy, we may notify You either by prominently posting a notice of such changes within the Client Part of the Game or by sending You a direct notification. We encourage You to review this Policy periodically to stay informed about how we protect Your information.

15. HOW TO CONTACT US ABOUT THIS POLICY

15.1. If You have questions or comments about this Policy, You may contact us by email at support@matreshka.gg or by post at the address indicated in Section 16 below.

15.2. Upon Your request, You may also review, update or delete the personal information we hold about You. To make such a request, please contact us using the contact details indicated in this Section.

16. DATA CONTROLLER DETAILS

BLACKCORE GAMES - FZCO

DDP, Building A1

Dubai, Dubai Silicon Oasis

United Arab Emirates

Website: <https://matreshka.gg/>

E-mail: support@matreshka.gg