

Data protection notice for Discord servers created by Gameforge

Gameforge 4D GmbH ('Gameforge', 'We') uses the services of Discord, Inc. ('Discord') for this content. Discord is a social network that enables its users to connect with each other via various voice, video and text channels. Communication channels are summarized in groups, so-called "servers". These "servers" can be centrally managed and moderated. Gameforge 4D GmbH maintains such "servers" as part of the services operated by Discord for various games to offer the communities simple and fast contact options. Gameforge Ticket Support remains the sole means of communication for support enquiries.

With the following data protection notices, we want to explain to you in a precise, transparent and comprehensible form which of your personal data is processed by Gameforge. In addition, we would like to explain where our processing ends and - to the extent possible - where processing by Discord takes place. In this respect, the privacy policy also serves to differentiate between the areas of responsibility of Gameforge and Discord. This will give you an overview of which processing operations you can contact Discord for and which you can contact Gameforge for.

This data protection notice is divided into three sections: In section 1, we describe the processing operations of Gameforge. In the 2nd section, we describe the processing operations of Discord, insofar as this is possible for us as a third party. Section 3 contains information about your rights and how to exercise them.

1. Processing by Gameforge

Gameforge 4D GmbH, Albert-Nestler-Straße 8, 76131 Karlsruhe, Germany, is responsible for the following processing operations. If you have general questions about data protection, you can contact us by mail at the address provided, by email to info@gameforge.com, via Ticket Support and by fax to +49 (0)721 354 808 152.

You can also contact our data protection officer (Dr. Tobias Gräber, LL.M.) using the contact details given above, by email to datenschutz@gameforge.com and by fax to +49 (0)721 354 808 159.

Additionally, we would like to draw your attention to Gameforge's general data protection provisions. You can access these at <https://agbserver.gameforge.com/>.

1.1. Statistical values

We receive some of the data collected by Discord in anonymized form as general usage statistics. These are aggregated values such as the number of users of a server, the number of messages sent in a certain period of time, the number of deleted posts and chat blocks issued. We can no longer identify you personally. However, we have no information about whether Discord collects and processes this data anonymously.

1.2 Data provided in the chat history

You have the possibility to get in touch with Gameforge or other players in private or public chats via Discord. Entering chat content is always voluntary. You decide what information you wish to disclose.

In this context, we would like to point out that individual support enquiries are not processed via Discord, but exclusively via Ticket Support. On Discord, we only answer general questions about our games that are of equal interest to a multitude of people. We also use Discord as a forum to make public announcements.

We generally do not store your chat messages separately. The content of your messages therefore remains on Discord. This even applies if you violate our chat rules or general terms of use in your messages. In very serious exceptional cases, we reserve the right to save parts of your messages, for example if they contain criminally relevant content. This is done to initiate or support any criminal investigations or to defend against or assert civil law claims. As soon as storage is no longer required for these purposes, we will remove your data from our systems.

The processing is carried out in the exercise of our legitimate interests pursuant to Art. 6 para. 1 lit. f) GDPR.

1.3 Chat moderation

We moderate the public chats on our Discord servers. We remove messages that contain inappropriate content and violate our chat rules. The chat rules are published on the respective Discord server. In the event of repeated or serious offences, we may also temporarily or permanently exclude individual accounts from the Discord server or withdraw chat rights.

Besides human moderation, we also use a chat bot provided by Discord on individual Discord servers. This bot filters the public chats for inappropriate content according to search criteria specified by us and removes it immediately. You can read about the chatbot's search criteria in our chat rules at the link above.

By moderating chats, we want to create a pleasant discussion environment.

The processing is carried out in the exercise of our legitimate interests in accordance with Art. 6 para. 1 lit. f) GDPR.

2. Processing by Discord

Although Gameforge is not responsible for Discord's data processing, we would like to briefly describe here how Discord processes your data. Please note that Gameforge has no influence on how Discord stores your data or for how long. We also have no influence on the purposes for which this data is used and the extent to which it is passed on to third parties. Only Discord is responsible for this processing. The following information does not claim to be complete.

Discord, Inc., 444 de Haro Street, Suite 200, San Francisco, CA 94107, United States of America and Discord Netherlands B.V., Schiphol Boulevard 195, 1118BG Schiphol, Netherlands are responsible for the following processing operations.

You can find more information about the processing of Discord in Discord's privacy policy. These can be found at: <https://support.discord.com/hc/de/sections/115000344951-Datenschutz-und-Richtlinien>.

When creating a Discord account, you must provide various personal data, such as your email address or Discord name. This data is not shared with Gameforge.

When using Discord, your login status and other personal data such as your IP address, your device information and the actions you perform on Discord are analyzed by tracking and analysis tools. This data generally remains with Discord. Gameforge receives some of this information as anonymous statistical data (see no. 1.1).

Discord saves the content of your messages. Gameforge can view public messages and those sent directly to Gameforge employees. Communication between players is not visible to Gameforge. This also applies to communication with players who voluntarily support Gameforge in moderating on Discord.

3. Your rights

Below we present your rights in accordance with the GDPR. For processing operations that fall within Gameforge's area of responsibility (Section 1), you can assert your rights by contacting us by email at datenschutz@gameforge.com. For processing operations within Discord's area of responsibility (section 2), you can assert your rights via the offices specified by Discord. You can find more information on this at:

<https://support.discord.com/hc/de/sections/115000344951-Datenschutz-und-Richtlinien>.

3.1 Right of access

You have the right to request confirmation as to whether your data is being processed. If this is the case, you also have the right to request detailed information about this, to receive a copy of this data free of charge and to receive further information.

3.2 Right to rectification

If your personal data is incorrect or incomplete, you are entitled to request that this data be corrected or completed.

3.3 Right to erasure

You generally have the right to demand the immediate deletion of your data. There is no right to erasure if your data must be stored due to a statutory retention obligation or if the processing of your data is necessary for the establishment, exercise or defence of legal claims.

3.4 Right to restriction of processing

As an alternative to the erasure of your data, you are generally entitled to request that we restrict the processing of the data concerned.

3.5 Right to object

You have the right to object to the processing of your data at any time for reasons resulting from your particular situation, provided that we carry out the processing in question in accordance with Art. 6 para. 1 lit. f) GDPR to protect our legitimate interests. Your right to object may only not be exercised in exceptional cases if there are compelling legitimate grounds for the processing which override your interests, rights and freedoms, or if the processing serves the establishment, exercise or defence of legal claims.

3.6 Withdrawal of consent

If your data is processed based on your consent, you can withdraw your consent at any time with effect for the future.

3.7 Right to data portability

If your data is processed based on consent given by you or for the establishment, performance or termination of a contract with you, you have the right to receive data that you have actively provided. The data will be provided in a structured, commonly used and machine-readable format.

3.8 Right to lodge a complaint

You have the right to lodge a complaint with any European supervisory authority, in particular with the one at your permanent place of residence, if you believe that the processing of your data violates the legal provisions. You can find the contact information at https://edpb.europa.eu/about-edpb/about-edpb/members_de. You can also contact the supervisory authority responsible for us, the Baden-Württemberg State Commissioner for Data Protection and Freedom of Information. Their contact information can be found at <https://www.baden-wuerttemberg.datenschutz.de/>.

4. Version and changes to this privacy policy

This privacy policy is available in the version 29.08.2024. We reserve the right to amend its content if necessary to correct errors, improve comprehensibility, supplement information or for legal reasons.