

/r/ PlayRust – Privacy Policy

Last update date: 12 May 2025

1. Who we are

NorthTrace Technologies LLC DBA Reddit Play Rust and /r/PlayRust (“we,” “our,” “us”) operates the website <https://redditplayrust.com> (the “Site”) and game servers listed on that Site. Registered in the **USA**.

2. Scope

This Policy explains how we collect, use, disclose, and safeguard information about visitors to our Site, players on our servers, and anyone who contacts us. It does **not** apply to third-party websites or services we do not control.

3. Children

Our services are **not directed to children under 13** (or under 16 in the EEA/UK), and we do not knowingly collect personal information from them. If you believe a child has provided us data, email admin@redditplayrust.com and we will delete it.

4. Information we collect

Category	Examples	Collected?	Source
Account identifiers	SteamID, Discord ID, in-game username, email address	Yes	API calls, support chat
Contact details	Postal address, phone	Only if the user voluntarily supplies it	Support/email threads
Payment & order data	Transaction ID, payer name, last 4 digits of card; no full card numbers	Yes	Payment processor webhooks or user-supplied

Usage analytics	Pages visited, clicks, timestamps	Yes (on Site only)	Server logs, analytics SDK
Device/log data	IP address, browser/OS, referrer	Yes	Server logs
Location inference	Country/region derived from IP or BattleMetrics	Yes	Automated
User-generated content	Tickets, comments, uploads, in-game chat	Yes	Directly from user
Sensitive data	Health, biometrics, precise GPS	No	N/A

5. How we collect it

- Contact form or live-chat submissions.
- APIs from **Steam**, **BattleMetrics**, and **Discord**.
- Server logs, cookies, and analytics scripts.
- Manual correlation between Site activity and in-game activity to verify identities, investigate cheating, or process appeals.

6. Cookies & similar tech

We use first-party cookies for essential site functions and third-party cookies or pixels for aggregated analytics. Users in jurisdictions that require consent will see a cookie banner. **(Please confirm you do/will show a banner – we can tweak this paragraph.)**

7. Why we process data

Purpose	Legal basis (GDPR/UK GDPR)
Provide and secure the Site and game servers	Legitimate interests / Contract
Detect fraud or cheating and enforce server rules	Legitimate interests
Respond to support requests and appeals	Contract / Legitimate interests
Fulfil merchandise or donation orders	Contract
Maintain internal audit logs and comply with applicable law	Legal obligation
Protect life or safety in the rare event of credible threats	Vital interests

Automated decisions – We use automated heuristics to flag suspected cheating and may issue bans automatically. Human review follows all permanent decisions.

8. Disclosure to third parties

We share information only with:

- **Infrastructure & hosting** partners that run our web and game servers.
- **Payment processors** (e.g., PayPal, Stripe) to handle transactions.
- **Analytics & monitoring** vendors that provide aggregated usage reports.
- Law-enforcement or other parties when required by law or to protect rights, property, or safety.

We **do not sell or rent** personal data, and we do not share it for behavioural advertising.

9. International transfers

Your information may be stored in the United States or other countries where we or our vendors operate. For data subject to the EU/UK GDPR, we rely on **Standard Contractual Clauses** or an adequacy decision, as applicable.

10. Retention

We keep personal data **no longer than necessary** for the purposes set out in this Policy:

- Most log-level analytics data: **≤ 3 years**
- Order, payment, and ban records: **indefinitely**, to support future disputes or account reinstatement
- Support tickets: **up to 3 years** after the ticket is closed

Users may request deletion; see § 11. If deletion would break essential service logs (e.g., ban histories), we will pseudonymise or archive the data instead of full deletion where possible. If none can be done, the requestor will be notified of what cannot be deleted and the reasoning.

11. Your rights

Depending on where you live, you may have the right to:

- Request access to the personal data we hold about you
- Ask for correction, deletion, or portability of that data
- Object to or restrict certain processing

We handle all such requests via **admin@redditplayrust.com** and will respond within **90 days**. We may keep minimal records (e.g., order history) when legally required or essential to our legitimate interests.

12. Security

We follow industry-standard practices to protect data, including:

- TLS encryption in transit
- Access controls and audit logging for administrative consoles

- Encrypted backups and least-privilege server roles
- Periodic vulnerability scanning and penetration testing

13. Changes to this Policy

We may update this Policy from time to time. A summary of material changes will appear at the top of this page, and the “**Last updated**” date will change. Continued use of our Site or servers after an update signifies acceptance of the revised Policy.

14. Contact us

Email: admin@redditplayrust.com