

Privacy Policy

Reloader.gg

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Privacy Policy

This Privacy Policy describes how Limitless MEA FZ-LLC ("we", "us", or "our") collects, uses, and safeguards personal information when you use the Reloaded.gg platform.

1. Introduction

We respect your privacy and are committed to handling personal information responsibly. This Policy applies to all users of the Platform.

2. Data Controller

The data controller for personal information processed in connection with the Platform is:

- Entity: Limitless MEA FZ-LLC
- Contact: info@reloader.gg

3. Data We Collect

We collect the following categories of personal information:

- Account data — email address, username, hashed password, and preferences you set.
- Verification data — information required to confirm your identity or age where legally mandated.
- Device and technical data — IP address, browser type, device identifiers, pages viewed, and timestamps.
- Platform activity — in-platform actions such as referrals, wagers (in 'Ä æB 6öÖDunity interactions.
- Communications — messages you send to support and opt-in notification preferences.

We do not knowingly collect information from individuals under 18.

4. Legal Bases for Processing

Where the GDPR or equivalent law applies, we rely on the following legal bases:

- Contract — to provide the Platform and fulfil our obligations under the Terms and Conditions (/legal/terms-and-conditions).
- Legitimate interests — to secure the Platform, prevent fraud and abuse, and improve our services.
- Legal obligation — to comply with anti-money-laundering, tax, and other regulatory requirements.
- Consent — where we rely on consent (for example, marketing communications), you may withdraw it at any time.

5. How We Use Personal Information

We use personal information to:

- Provide, operate, and maintain the Platform;
- Authenticate users and secure accounts;
- Detect, prevent, and address fraud, abuse, and technical issues;

- Communicate about service updates, security, and (with consent) promotions;
- Meet legal and regulatory obligations.

6. Data Sharing

We share personal information with:

- Service providers who process data on our behalf (for example, hosting, analytics, email delivery, payment processing). These providers are bound by contractual confidentiality and data-protection obligations.
- Authorities where required by law, court order, or other valid legal process.
- Successors in the event of a merger, acquisition, or reorganisation, subject to protections comparable to those in this Policy.

We do not sell personal information.

7. International Transfers

Where personal information is transferred outside your country of residence, we implement appropriate safeguards such as Standard Contractual Clauses or reliance on adequacy decisions, as applicable.

8. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes described above and to comply with legal obligations. Specific retention periods vary by data category and are reviewed periodically.

9. Your Rights

Depending on your jurisdiction, you may have rights including:

- Access to the personal information we hold about you;
- Rectification of inaccurate or incomplete information;
- Erasure ("right to be forgotten") in certain circumstances;
- Restriction of processing;
- Portability of data you provided to us;
- Objection to processing based on legitimate interests;
- Withdrawal of consent where processing is consent-based;
- Lodging a complaint with your national data-protection authority.

To exercise these rights, contact us at info@reloader.gg.

10. Security

We maintain technical and organisational measures designed to protect personal information against loss, misuse, and unauthorised access. No system, however, is completely secure, and we cannot guarantee absolute security.

11. Children's Privacy

The Platform is not directed to individuals under 18. If we learn that we have collected personal information from a minor, we will delete it promptly.

12. Changes to this Policy

We may update this Policy from time to time. The "last updated" date reflects the most recent revision. Material changes will be communicated where appropriate.

13. Contact

For questions about this Policy or our handling of personal information, contact info@reloader.gg.