

Privacy Policy

(effective: 26 March 2026)

This document explains what is happening with Your personal data while You use our Services. By our '**Services**' we mean Unsolved: Hidden Mystery Games and Void Hunters (we may also refer to them simply as our 'Games'), any **Digital Content** (more about this in our [Terms of Service](#)), our **support services**, newsletters and our websites . To learn more about the commercial aspect of our Services, please read these [Terms of Service](#). To learn more about privacy in our older products, please see the relevant sections of legal documentation referenced.

Who are we and how to contact us

We are a **controller** of Your personal data. We are **Artifex Mundi Spółka Akcyjna** with its registered seat in Warsaw, Poland, at the address: al. Jana Pawła II 27, 00-867 Warsaw, entered into the register of entrepreneurs maintained by the District Court for the Capital City of Warsaw in Warsaw, XIII Commercial Division of the National Court Register, with share capital in the amount of PLN 118,875.99, which is fully paid-up, REGON: 242841025, NIP: 6482765128.

In case of data privacy matters, the best way to contact us is at privacy@artifexmundi.com. You can also contact us by post at: ul. Żelazna 2, 40-851 Katowice, Poland. We have appointed a **Data Protection Officer** who can be contacted at dpo@artifexmundi.com.

What are we going to do with Your personal data and why?

First of all, we are going to need some of Your data **to provide our Services** to You. This will include information such as Your game progress, system language, or Your approximate location (country/area). When You choose to create an account with us (and we recommend that You do), personal data we process will also include Your login credentials. We can process all of this data because You have made a **contract** with us by accepting our [Terms of Service](#).

We are going to process your e-mail address to provide you with a **newsletter** if you elect to subscribe to one. In such case, we will process your personal data **because of Your decision to subscribe**. We can link the e-mail address you used for newsletter subscription with the e-mail address you used to create an account in one of our Games to award you (at our sole discretion) certain benefits or rewards on the Game. **You can unsubscribe from any of our newsletters at any time**, and we will stop processing Your personal data for this purpose.

We are also going to **collect and analyze information about how You interact with our Services**, such as your progress and achievements, elements and features You unlocked, Your advertising identifiers and Your in-game purchases. We are going to use this knowledge in our **legitimate interest to improve the quality, security, and user experience** of our Services. This may include **customizing parts of our Services for You based on Your activity**, including **customizing our in-app purchase offers**.

We will also use information about how You interact with our Services (together with information about Your interaction with our Services) **in our legitimate interest to plan, measure and improve marketing campaigns** related to our Games (and other Services) and **share Your personal data with advertisers** who correlate it with data from other sources to display personalized ads in our Games (more on this below).

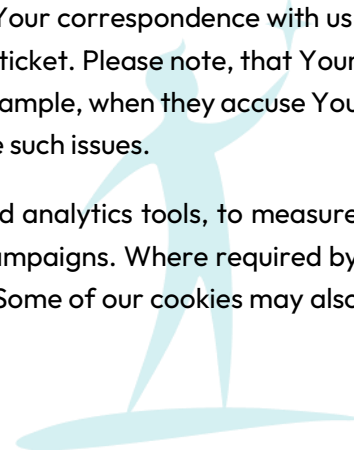
We may also process information about Your interactions with our Services (including participation in promotions, events, or community activities related to our Services) **in our legitimate interest** to grant You certain in-game benefits or rewards and to manage our relationships with members of our community (at our sole discretion).

We may use Your personal data in **our legitimate interest to send push notifications** to Your device to let You know about **updates** and **new offers** available in our Games. You can turn this off in Your device settings. An option to turn them off may also be available via in-game menu, depending on the Game and in Your platform.

You may apply to participate in our **Content Creator Program** through a form available on our website. If You apply, we will process the personal data You provide (such as Your name, e-mail address, username, and content channel name) and may verify publicly available information about Your channel (for example subscriber counts or views). We process this information to evaluate Your application and communicate with You about potential cooperation related to our Games. The legal basis for this processing is Your consent and our legitimate interest in developing relationships with creators who promote our Games. You may withdraw Your consent at any time by contacting us.

If You **contact our support**, we are going to process e-mail addresses and Your correspondence with us, including any links or attachments anyone may send us as part of a support ticket. Please note, that Your personal data may also be part of a ticket submitted by someone else, for example, when they accuse You of cheating or toxic behavior. We will use this data to respond to and resolve such issues.

We also may use cookies and similar technologies, including advertising and analytics tools, to measure the performance of our websites and the effectiveness of our marketing campaigns. Where required by law, these technologies are activated only after you provide your consent. Some of our cookies may also be necessary for the website to function and not require your consent.



There may be cases in which we **simply have to process Your personal data** (we have a legal obligation to do so), like when we have a **duty to report a crime**. We may also need to use Your personal data in our **legitimate interest to pursue and defend against claims or meet out compliance obligations**.

For how long are we going to process Your personal data?

In the case of personal data collected through our Game, we are going to process Your personal data **for 3 years after Your last activity in our Games**, unless You request us to delete it earlier (in which case we will erase or anonymize all Your personal data within 30 days) or unless we have a legal obligation to keep it longer. In the case of personal data shared with us as part of a support ticket, we will process it for 2 years after closing the ticket. Please [take a look here](#) to see for how long we are going to store cookies used by our websites.

Are we going to send Your personal data to someone else?

Yes, we may **share Your personal data with third parties** so they can **display personalized advertisements** for You inside our Games. Depending on Your location, we will either ask You whether You are okay with this before we display the first ad, or You will have an option to opt out of cross-app tracking in the Game settings. The third parties with which we share Your personal data can claim a controller status towards Your personal data, which means they are going to decide what to do with it. You can find [a list of these parties and their privacy policies](#) here.

Your rights

Right to Access. You can request access to the personal data we hold about You. This includes information about what personal data we process, why, and with whom it is shared. Some of this information is already included in this privacy policy. If You wish to know more, please simply contact us as described at the top of this page.

Right to Rectification. If You believe that any personal data we hold about You is inaccurate or incomplete, You have the right to request corrections or updates.

Right to Erasure ("Right to Be Forgotten"). You may request the deletion of Your personal data when You no longer want to use our Services. Please note that certain legal obligations may require us to retain some information even after You have requested us to delete Your personal data (e.g., for tax or regulatory purposes).

Right to Restrict Processing. You have the right to request that we restrict the processing of Your personal data in situations where You contest its accuracy, object to its processing, or require it for legal claims while we no longer need it for operational purposes.

Right to Data Portability. You have the right to receive Your personal data in a structured, commonly used, and machine-readable format. Additionally, You may request that this data be transferred directly to another service provider where technically feasible.

Right to Object. You may object to the processing of Your personal data for reasons related to Your particular situation. This includes objecting to processing based on legitimate interests or direct marketing purposes. If You exercise this right, we will cease processing Your data unless there are compelling legitimate grounds that override Your interests or rights.

Right to make a complaint. If You believe we misuse Your personal data or violate any of Your rights, You can make a complaint to the President of the Personal Data Protection Office. Please visit this website to understand more or make a complaint.

To exercise any of these rights, please contact us at privacy@artifexmundi.com. We may need to verify Your identity before fulfilling Your request to ensure that Your personal data remains secure. We will respond within one month of receiving Your request. We will let You know if we are unable to comply with Your request due to legal obligations or other valid reasons.

Turning off cross-app tracking and push notifications

You can turn off ad tracking / cross-app tracking on Your device. Please see how to do this for [iOS devices](#) and for [Android devices](#). As a result, Your ads will no longer be personalized. Turning off ad tracking may not have an immediate effect. It may take some time for systems to process the change. Please use these guides to learn how to turn off push notifications on [Android](#), [Windows](#) and [iOS devices](#).

Sending Your data outside of the EEA

We try to keep all Your personal data in data centers located inside the European Economic Area, but for some technologies or services we use, this may not be feasible. In case we transfer any of Your personal

data outside the EEA, we will do so only to countries which have been deemed safe by the European Commission (by means of an adequacy decision) or with companies in other locations that have executed a special agreement with us (GDPR standard contractual clauses) and presented to us a sufficient level of safeguards to ensure Your privacy rights.

Data safety

We do our best to keep Your personal data secure (which includes privacy assessments and regular testing of our Games), but the Internet is not a completely safe place for Your personal data. Please exercise common sense while using our Services and sharing Your personal data. Do not share Your login credentials with anyone.

Additional provisions

If You are a resident of California, please see the [Privacy addendum for California residents](#).

