

Event Horizon sp. z o.o.

Privacy Policy

Version update: 12.06.2018

Your privacy is important to us, and we take our responsibility of caring for it seriously. This policy describes what information Event Horizon collects when you play the game Tower of Time, developed and published by Event Horizon.

This Privacy Policy will be published in English, but may be translated into additional languages for convenience of the reader. If this Privacy Policy is published in any language other than English, the English language version will be the governing agreement and shall control interpretation of all matters discussed below.

We believe we are fully compliant with GDPR guideline. If you believe we might be in breach, please contact us at support@evehor.com

1. Why we collect the information

There are three main reasons we collect information from Event Horizon's game Tower of Time:

- A. To offer you support in case something goes wrong,
- B. To offer you improvements and updates based on how you play the game,
- C. To make Event Horizon's products better over time.

2. What information we collect

Unity Analytics

Tower of Time is developed on Unity engine. When you launch the game, certain information is collected by the Unity integral service called Unity Analytics.

Privacy policy of Unity Analytics can be found under this link:

<https://unity3d.com/legal/privacy-policy>

Under the section:
I play a game built with Unity software, what should I know?

Additionally, you can check Unity Statement on GDPR Readiness here:
<https://unity3d.com/legal/gdpr>

Since we do not use personalized ads service in the game – we do not collect information that are considered personal, which can be used for targeting of the player with personalized content.

Information we collect from Unity Analytics helps us to identify the problems in the game code – that cause crashes or can lead to potential crashes. This report is anonymous and events of the same type are aggregated. Example of such a report is presented below:



Report Issue (in-game option)

When you play Tower of Time you have the option to send to us directly information (“Report Issue”) about:

- Gameplay suggestions
- Technical issues
- Bug report



The screenshot shows an in-game 'Report Issue' form. The form is dark-themed with gold-colored text and borders. It features a close button (X) in the top right corner. The form contains the following fields and elements:

- Name the incident...**: A text input field.
- Contact email (optional)**: A text input field.
- Description of the incident...**: A large text area for describing the issue.
- Technical**: A dropdown menu with a downward arrow.
- Privacy Policy**: A small text block stating, "We do not collect your personal data, unless you choose to provide us with your e-mail if you wish to receive a response."
- Acceptance**: A checkbox and the text "I accept your privacy policy. Click here to read full".
- SEND REPORT**: A large, gold-bordered button at the bottom center.
- Image Gallery**: On the left side, there are three small image thumbnails, each with a close button (X).
- Camera**: A camera icon is located at the bottom left of the form.

Each Report Issue consists of the following information:

- **Email address** – which is optional, used only to communicate back with the Player in relation to his report on technical problems or gameplay suggestion and only if the player wishes to receive a response.
- **Steam Name**
- **PC specification:**

- device manufacturer
- operating system and version running on your system
- language;
- CPU information such as model, the number of CPUs present, frequency
- Graphics card type and vendor name;
- graphics card driver name and version (e.g., “nv4disp.dll 6.10.93.71”);
- which graphics API is in use (e.g., “OpenGL 2.1” or “Direct3D 9.0c”);
- amount of system and video RAM present;
- network adapter;
- current screen resolution;
- **Output.log - log with the game events** – what player has collected, enemies defeated, quests completed, etc. as well as special crash events connected to Unity engine
- **Screenshot in-game** (optional)
- **Game settings** (such as resolution, language, difficulty, etc.)
- **Save-game** (generated at the moment of creating Report Issue)
- **Crash dump files** (if they are generated based due to the crash and available)

All Report Issue events are managed by the external service Trello owned by Atlassian. We use it to categorize reports into severity (critical, major, minor, improvements) and to manage the open and closed reports.

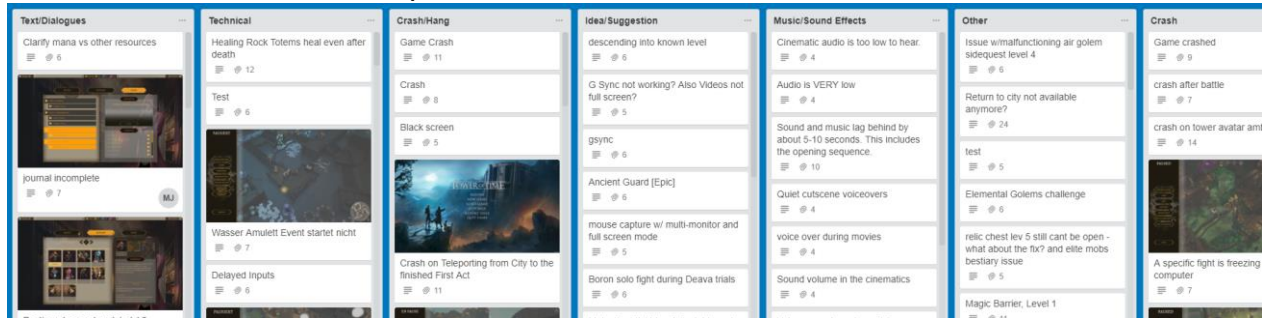
Only employees of Event Horizon that have special account are granted access to Trello board.

We connect to the Trello service based on a special security token granted to Event Horizon company. The data is stored directly on Trello servers, but as per agreement, only authorized accounts of Event Horizon have access to this information.

You can find Trello privacy policy under this link:
<https://trello.com/privacy>

Important note: the information in this privacy policy concern only users (which is Event Horizon), not the Players. However, we share this link for the sake of transparency.

Trello Board screenshot is presented below:



Example of one of the report is presented here (without optional email address)

relic chest lev 5 still cant be open - what about the fix? and elite mobs bestiary issue ✕

in list [Other](#)

Description [Edit](#)

im waiting for the fix:)
but this game is brilliant!!!!!!
one of my all time favourite rpg's (and im playing games about 40 years.....
big thx and i hope for a dlc:)

CurrentBuildVersion: 1.0.10.2204
CurrentGameMode: Exploration
CurrentMap: ExplorationLevels5
Build flags: UNITY_STANDALONE_WIN
Steam Name: ██████████
Time in game: 4h 50m
Operating system: Windows 7 Service Pack 1 (6.1.7601) 64bit
Processor: Intel(R) Core(TM) i5-2500K CPU @ 3.30GHz (4) RAM: 8172MB
Graphics: NVIDIA GeForce GTX 970 Direct3D 11.0 [level 11.0]
Model: System Product Name (System manufacturer) VRAM: 4007MB

Attachments

- playmaker_logger_prev.txt** [🔗](#)
Added May 6 at 11:55 PM - [Comment](#) - [Delete](#)
- playmaker_logger.txt** [🔗](#)
Added May 6 at 11:54 PM - [Comment](#) - [Delete](#)
- save.dat** [🔗](#)
Added May 6 at 11:54 PM - [Comment](#) - [Delete](#)
- systemInfo.txt** [🔗](#)
Added May 6 at 11:54 PM - [Comment](#) - [Delete](#)

Add

- Members
- Labels
- Checklist
- Due Date
- Attachment

Actions

- Move
- Copy
- Watch
- Archive

[Share and more...](#)

Example of one of the report is presented here (with optional email address)

Issue w/malfunctioning air golem sidequest level 4 ✕

in list [Other](#)

Description [Edit](#)

Based on what I have read online, there I should be able to find the widget to repair the air golem, but I can't seem to trigger the event to get the part. Am I missing something, or is this perhaps a bug? Great game, I am really enjoying playing it!

[REDACTED]

CurrentBuildVersion: 1.1.2.2372
CurrentGameMode: City
CurrentMap: City
Email: [REDACTED]
Build flags: UNITY_STANDALONE_WIN
Steam Name: [REDACTED]
Time in game: 0h 23m
Operating system: Windows 10 (10.0.0) 64bit
Processor: Intel(R) Core(TM) i5-6600K CPU @ 3.50GHz (4) RAM: 16339MB
Graphics: NVIDIA GeForce GTX 980 Ti Direct3D 11.0 [level 11.1]
Model: MS-7980 (MSI) VRAM: 6097MB

Attachments

TXT	playmaker_logger_prev.txt 🔗 Added May 28 at 7:34 PM - Comment - Delete
TXT	playmaker_logger.txt 🔗 Added May 28 at 7:34 PM - Comment - Delete
DAT	save.dat 🔗 Added May 28 at 7:34 PM - Comment - Delete
TXT	systemInfo.txt 🔗 Added May 28 at 7:34 PM - Comment - Delete

Add

- [Members](#)
- [Labels](#)
- [Checklist](#)
- [Due Date](#)
- [Attachment](#)

Actions

- [→ Move](#)
- [📄 Copy](#)
- [👁 Watch](#)
- [🗳 Archive](#)

[Share and more...](#)

3. Information Collection, Use, and Sharing

Event Horizon is the sole owner of the information collected by us. We only have access to/collect information that you share with us via Unity Analytics or Report Issue option or given voluntarily via the direct contact from you.

We do not and will not sell or rent this information to anyone.

We will use your information to provide in-game services and customer support. We will not share your information with any third party outside of our organization.

Information collected via Unity Analytics and Report Issue is stored for as long as necessary to provide the services and support Tower of Time game.

To request the viewing or removal of information we've collected contact support@evehor.com from your email address, stating your Steam identification as a proof of identity. We will then contact you directly via Friend request/chat option in Steam to confirm your identity before releasing this information.

If you have any concerns about the use of the data we collect from you via Report Issue option, please also use the above email to contact us.

You can also write to us directly to:

Event Horizon sp. z o.o.
Sportowa 8
81-300 Gdynia
Poland

4. Security

We take precautions to protect your information. When you submit sensitive information via the application, your information is protected both online and offline.

All sensitive information is encrypted and transmitted to us in a secure way using standard web security practices.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline.

Only our employees who need the information to perform a specific job (for example analyzing your Report Issue and responding to you directly) are granted access to personally identifiable (email) information.

The computers/servers in which we store personally identifiable information are kept in a secure environment.

5. Changes to this privacy policy

Event Horizon may amend this Privacy Policy from time to time. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used.