

## PRIVACY POLICY

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### 1. Introduction

Normal Turtle Pty Ltd ("we," "us," or "our") operates the Super Scratch Party mobile application ("App"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our App.

We are committed to protecting your personal information and your right to privacy in accordance with applicable data protection laws, including:

- The Australian Privacy Principles
  - The General Data Protection Regulation (GDPR)
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### 2. Information We Collect

#### 2.1 Information You Provide

- **Date of Birth:** Your date of birth is collected locally for age verification purposes only and is never stored or shared. This processing is necessary for legal compliance under our legitimate interests.
- **Username and Display Name Information:** We collect the name you enter to play the game. It is optional if you want to enter your full and real name. We need this information so other players can identify you in the game. This information is provided by you directly through user input and is stored temporarily in our Firebase Firestore database.
- **User-Generated Content:** When you create custom quests, we collect and store the content you create, including text and game-related information. This content is used for gameplay purposes, feature development, and content moderation. All user-generated content is stored temporarily in our Firebase Firestore database.
- **In-App Purchase Information:** All in-app purchases are processed by Apple (StoreKit) or Google (Google Play Billing Library). We do not collect, process, or store any sensitive payment information. From Apple and Google, we receive limited transaction data including basic purchase records (such as product identifiers, purchase dates, and transaction status), purchase receipts, and anonymized identifiers that enable purchase restoration. We use this information solely to verify and activate your purchases, enable purchase restoration when needed, and maintain records as required by law. For information about the actual payment processing and transaction records, please refer to Apple's or Google's respective privacy policies.
- **Email address:** We will only collect your email address information if you submit a support request submission form at our Contact Us page on our website (<https://normalturtle.com/contact>).

#### 2.2 Automatically Collected Information

- **Device Information:** We generate and store a unique device identifier (UUID) on your device to assign a persistent local player identity. This identifier is stored in your device preferences and is not shared with external parties.
- **Technical Data:** Our service automatically collects certain technical information necessary for operation, including your IP address (required for Firebase functionality), screen size and resolution (used for UI scaling), and error and crash reports for service improvement.
- **Usage Data:** We collect information about how you interact with our App, including your game progress, statistics, and feature usage patterns. This information helps us understand how users engage with our App and allows us to improve the user experience.

### 3. How We Use Your Information

#### 3.1 Core Functionality

- **Game Session Management:** We use your information to manage active game sessions, maintain leaderboard functionality, and deliver custom quests to you and other players. This processing is essential for providing our core gaming services.
- **Transaction Processing:** Your purchase information is used to facilitate in-app transactions, verify payments, and enable the restoration of purchases when necessary. This processing is essential for providing our paid services.
- **User Content Management:** We process user-generated content to store and serve custom quests, perform content moderation, and develop new features based on user engagement patterns.

#### 3.2 Service Improvement

- **Analytics and Performance:** We analyze usage patterns, track errors, and monitor app stability to improve our services. This analysis helps us identify and resolve technical issues and enhance app performance.
- **User Experience Enhancement:** We use collected data to optimize our interface, analyze feature usage, and improve overall app performance. This processing helps us provide a better gaming experience for all users.
- **Customer support:** In the event you submit a support request form on our Contact Us page located on our website (<https://normalturtle.com/contact>), we may use your email address solely to provide customer support to you.

### 4. Data Retention and Deletion

#### 4.1 Retention Periods

- **Temporary Data:** We maintain certain data for a 24-hour period, including usernames, display names, game session data, custom quest content, and game points and statistics. This temporary retention period helps maintain game functionality while protecting user privacy.
- **Extended Retention:** We retain certain information for longer periods where necessary. Purchase records are maintained as required by applicable laws and regulations. Analytics data is retained for the duration of our service to support ongoing improvements. Error logs are kept for debugging purposes to ensure service stability. In the event you submit a support request form on our Contact Us page located on our website (<https://normalturtle.com/contact>), your email address will only be kept as long as is required to resolve your customer support request.

#### 4.2 Data Deletion

- **Automatic Deletion:** Our system automatically deletes session data 24 hours after your game session ends. Custom quests are removed 24 hours after creation, and temporary cache data is cleared when you close the App. This automatic deletion helps protect your privacy and maintain data minimization.
- **User-Initiated Deletion:** You may request deletion of your data by contacting us via email. Our team processes these requests manually and will provide confirmation once the deletion is complete. Please note that certain information may be retained if required by law or for legitimate business purposes.

## **5. Information Sharing and Disclosure**

### **5.1 Third-Party Service Providers**

- **Firestore Services:** We use Firestore Core and Firestore for cloud hosting and data storage. These services process your username, game statistics, user-generated content, and IP address on global servers located in the United States and European Union.
- Firestore Analytics processes usage patterns and interaction data to help us improve the App. This data is processed on servers in the United States and Europe.
- Firestore Crashlytics monitors app stability by processing error reports and usage context data on global servers. This helps us identify and resolve technical issues promptly.
- Payment Processing: For Apple users, we utilize Apple StoreKit to process in-app purchases.
- For Android users, the Google Play Billing Library processes similar purchase-related data on global servers.

### **5.2 Data Transfer Safeguards**

Our service providers (Firestore, Apple, and Google) may process and store data in various locations according to their respective privacy policies and data handling practices.

## **6. Data Security**

We take reasonable measures to protect your information and rely on established service providers (Firestore, Apple, and Google) who maintain industry-standard security practices. For detailed information about security measures, please refer to our service providers' respective security policies.

## **7. Changes to This Privacy Policy**

We will notify you of any material changes to this Privacy Policy through the App. Your continued use of the App after such notification constitutes acceptance of these changes.

## **8. Contact Us**

For privacy-related questions, concerns, or requests:

Email: [support@normalturtle.com](mailto:support@normalturtle.com)

## **9. Regional Privacy Rights**

Depending on your location, you may have specific rights under privacy laws such as the GDPR (EU) or the Privacy Act 1988 (Australia). For information about exercising these rights in relation to data processed by our service providers, please refer to:

- Firestore: Google Cloud Privacy Policy
- Apple: Apple Privacy Policy
- Google Play: Google Play Privacy Policy