

Privacy Policy

This policy was created in order to inform customers about their data protection, the use and disclosure of the personal data. TG LAB UAB (registered in Upes, 23, Vilnius, LT-08128, Lithuania) operates in line with the General Data Protection Regulation (GDPR) (EU) 2016/679 and keeps it fair under Consumer Rights Act 2015. TG LAB guarantees full respect and total protection of personal information provided by visitors on the site.

Data controller

The Data Controller is TG LAB UAB (hereinafter, the Company) - the online gaming software provider. The customers and potential customers (person who submits a query form) may, at any time, contact the data controller and request in writing any information regarding the Code and its privacy rights.

Information that we collect

Whenever you use the contact us form for business enquiries or to schedule a demo, you will be requested to provide:

- Name
- Last Name
- Email address

As well, you are able to submit additional information, such as:

- Phone number
- Message

Once the request is sent, the data will be processed in order to provide you the answers and support you need. We expect this data to be accurate and up to date. Also, this will allow us to potentially enter into a business contract with you in the future. Please note that if the business relationship is established, we might be required to request banking details.

A full list of why we process your information can be seen below under "How we use your information". You are under no obligation to provide Personal Data to us, but much of the Personal Data we request is essential for the purpose to get in touch with you and offer our services.

When you navigate on a website, we collect browser and cookie information (please check below 'Cookie Policy')

Your documents are stored and treated in a secure manner at all times.

How we use your information

We use the information we collect to:

- Contact you with regards to any queries you had, introduce the products or services you may be interested in.

- Carry out certain profiling of you, in some cases serve you relevant content and send you more targeted marketing and email communication.

In the event of these occurrences, your personal information will be processed for the purposes of offering you products, services, or marketing opportunities that may be of interest to you. Should you wish to opt out of these at any time, you may follow the instructions included in our communication in order to unsubscribe from our mailing list.

Who we share your data with

Your personal information, as referred to in Section 2, will not be distributed to any third party outside of the TG LAB with exceptions:

Payment Providers: If you get into a business relationship with us, in some cases, we will need to share your data with payments providers. We guarantee that these providers will only have a limited access to your personal and/or financial information, and are contractually bound to safeguard your details. Moreover, your data will only be used for the specific purposes for which they were disclosed.

Legal compliance: We may also be required to disclose your information to government authorities, such as the police or our regulators, to comply with our legal obligations.

Marketing: In some scenarios, we might aggregate or combine certain user information in an anonymised manner for the purposes of analysis, marketing and advertising.

Business: In the event of the sale of our business, or other business event, which results in transfer of your data to a third party, you will be notified via email, or notice posted on our website, to explain the identity of the new data controller and your options regarding your personal data.

Access to your information

Under the General Data Protection Regulation, you have the right to access, update, move and delete certain personal information. We respect your privacy rights and therefore you may contact us at any time and request the following:

- To access the Personal Data we hold about you.
- To rectify your Personal Data if it becomes inaccurate or incomplete.
 - Note that you should update us if there are any changes or inaccuracies in your Personal Data.
 - You may also have the right to have incomplete Personal Data completed.
- To ask us to erase your Personal Data if:
 - your Personal Data has been processed unlawfully by us; or
 - your Personal Data is no longer necessary for the purposes for which it was collected by us; or
 - You object to processing and there is no overriding legitimate interest for continuing to process your personal data.
- To restrict our processing of your Personal Data if:
 - you contest the accuracy of the Personal Data held by us;
 - our processing activities are unlawful;
 - your Personal Data is no longer needed;
- To ask that your Personal Data will be provided to you in a machine readable portable format, where possible This right only applies:
 - to Personal Data you have provided to us;

- o where the processing is based on your consent or for the performance of a contract; and
- o when processing is carried out by automated means.

Kindly note that the above rights are not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse your request, for example, refuse your request where we need to process the data to exercise or defend legal claims.

Storage of Personal Data

The data we collect from you is stored in European Economic Area (“EEA”). We are taking all necessary steps to ensure that your data is treated securely and in accordance with this privacy policy. Moreover, the storage of your data will fall under requirements established by the applicable data protection regulations. Once we have received your information, we will use strict procedures and security measures to prevent unauthorised access and ensure the integrity and availability of personal data.

Cookie Policy

Cookies are text files containing a small amount of information that are downloaded to your device when you visit a website. This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user’s computer / device.

TG Lab uses Google Analytics to track website activity such as session duration, pages per session, bounce rate etc.

Further information about cookies can be found at: <http://www.allaboutcookies.org>.

Contact us and Complaints

If you have any complaints about the Data Controller’s management of data processing activities, you are welcome to contact us under: dpo@tqlab.com

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