TCPShield (DatPixel Entertainment Inc.) Privacy Policy

Introduction

Welcome to TCPShield, Inc. ("we," "our," or "us"). Your privacy is of utmost importance to us. This Privacy Policy outlines the types of personal information we collect when you use our services, as well as our practices for collecting, using, maintaining, protecting, and disclosing that information.

Information we collect (customer facing)
- First and last names
- Email addresses
- Phone numbers
- Billing information
- Account identifiers

Information we collect (connection statistics, 30 day retention):
- Player IP addresses
- Player usernames
- Player client versions
- Player latency statistics
- Connecting backend IPs
- Timestamps on login and logout

Log data

We collect information that your minecraft clients send whenever they visit our Service ("Log Data"), or access a customer facing service protected by our network. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

How We Store Your Information
Log data is retained in a Canadian datacenter located in Beauharnois, Quebec, the address for the facility is 50 Rue de l'Aluminerie, Beauharnois, QC J6N 0C2, Canada.

How We Use Your Information
We use the collected information to enhance the quality and reliability of our network infrastructure. Log data, such as IP addresses and connection timestamps, provide us valuable insights into user traffic patterns, enabling us to optimize server load distribution and minimize latency.

Security

Connection information including your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. At your request, Personal Information can be removed from our systems within 24 hours of notification. Connection statistics are retained for 30 days for troubleshooting and connection optimization purposes, and can be removed at any time at the end customer discretion.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing or email.

Contact Information

The data controller can be contacted at:

By mail:
Centennial Place, 520 3rd Ave SW #1900
Calgary, Alberta
T2P 0R3

By email:
privacy@tcpshield.com