

Privacy Policy

Effective Date: 2/16/2026

Last Updated: 2/16/2026

Welcome to ArenaX (“ArenaX,” “Company,” “we,” “our,” or “us”). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, mobile application, and related services (collectively, the “Platform”).

By using ArenaX, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect information to provide a secure, compliant, and competitive skill-based gaming experience.

A. Information You Provide Directly

When you register or use ArenaX, we may collect:

- Full name
- Username
- Email address
- Phone number
- Date of birth
- Residential address
- Government-issued identification (for identity verification)
- Payment information (credit/debit card, bank account, or third-party payment processor details)
- Social Security Number or partial SSN (if required for compliance)
- Profile information (avatar, preferences)
- Communications with customer support
- Survey responses or promotional participation

B. Identity Verification (KYC) Information

To comply with applicable laws and regulations, ArenaX may collect and process:

- Government-issued photo ID
- Selfie or biometric verification (if required by verification partner)
- Geolocation data to confirm eligibility
- Fraud screening and watchlist checks

Identity verification services may be conducted through third-party compliance providers.

C. Automatically Collected Information

When you use the Platform, we may automatically collect:

- IP address
- Device type and ID
- Browser type
- Operating system
- Location data (including precise geolocation when required for compliance)
- Gameplay data
- Transaction history
- Session duration and interaction data
- Cookies and tracking technologies

D. Gameplay & Transaction Data

We collect data related to:

- Match participation
 - Entry fees
 - Winnings and withdrawals
 - Rankings and leaderboard performance
 - Anti-cheat signals
 - Account activity logs
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2. How We Use Your Information

We use your information to:

- Create and manage user accounts
- Process payments, withdrawals, and transactions
- Verify identity and eligibility
- Enforce our Terms of Service

- Detect fraud, abuse, and cheating
- Comply with legal and regulatory requirements
- Improve gameplay, features, and user experience
- Provide customer support
- Send transactional communications
- Send promotional materials (if opted in)
- Analyze trends and platform performance

We do not sell your personal information.

3. Legal Basis for Processing (If Applicable)

Depending on your location, we process personal information under one or more of the following bases:

- Performance of a contract
 - Compliance with legal obligations
 - Legitimate business interests
 - User consent
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4. Sharing of Information

We may share your information with:

A. Service Providers

- Payment processors
- Identity verification providers
- Cloud hosting providers
- Fraud detection and security partners
- Customer support tools
- Analytics providers

These parties are contractually obligated to safeguard your information.

B. Legal & Regulatory Authorities

We may disclose information if required by:

- Law enforcement
- Regulatory bodies
- Court order or subpoena
- Gaming compliance authorities

C. Business Transfers

In the event of a merger, acquisition, restructuring, or asset sale, your information may be transferred.

5. Data Security

ArenaX implements industry-standard security measures, including:

- Encryption in transit (TLS/SSL)
- Secure server infrastructure
- Access controls
- Regular security monitoring
- Fraud detection systems
- Anti-cheat mechanisms

However, no method of transmission over the internet is 100% secure.

6. Data Retention

We retain information:

- As long as your account is active
- As necessary to comply with legal and regulatory requirements
- As required for fraud prevention and financial recordkeeping

When no longer required, data is securely deleted or anonymized.

7. Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Authenticate users
- Improve platform performance
- Analyze traffic
- Prevent fraud

You may disable cookies through your browser settings, though certain features may not function properly.

8. Your Rights

Depending on your jurisdiction, you may have rights including:

- Access to your personal data
- Correction of inaccurate information
- Deletion of personal data
- Restriction of processing
- Data portability
- Opt-out of marketing communications

To exercise these rights, contact: support@arenax.us

9. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you may have additional rights, including:

- Right to know what personal information is collected
- Right to request deletion
- Right to correct inaccurate data
- Right to opt out of sale or sharing (ArenaX does not sell personal data)
- Right to non-discrimination for exercising privacy rights

Requests can be submitted to: support@arenax.us

10. Children's Privacy

ArenaX is not intended for individuals under the age of 18 (or 21 in certain jurisdictions). We do not knowingly collect personal information from minors. If discovered, such information will be deleted.

11. International Users

If you access ArenaX outside the United States, your data may be transferred and processed in the United States. By using the Platform, you consent to such transfers.

12. Third-Party Links

The Platform may contain links to third-party websites. We are not responsible for their privacy practices.

13. Account Deletion

You may delete your ArenaX account at any time through your account settings or by contacting support.

Upon deletion, your account will be deactivated and your personal information will be deleted or anonymized, except for information we are required or permitted to retain for legal, regulatory, security, fraud prevention, promotional abuse prevention, or legitimate business purposes.

ArenaX may retain limited identifying information (such as email address, hashed identifiers, device fingerprints, transaction history, or fraud-prevention flags) to:

- Comply with financial and regulatory obligations
- Maintain financial and tax records
- Prevent fraud, abuse, or circumvention of promotional programs

- Enforce our Terms of Service
- Prevent previously deleted accounts from exploiting bonuses, referral codes, or promotional offers

Retention of such limited data does not reactivate the account and will not be used for marketing purposes.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updates will be posted with a revised “Last Updated” date. Continued use of ArenaX constitutes acceptance of changes.

15. Contact Us

If you have questions about this Privacy Policy, contact:

ArenaX:

ArenaX LLC

927 S Gary Drive, Tempe, AZ 85281

Email: support@arenax.us

Support: <https://arenax.com/support>