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# F2F PTE LTD Privacy Policy

**Version 1.0 | Effective Date: March 24, 2025**

## 1. Introduction

F2F PTE LTD ("F2F", "we", "us"), registered at 10 Anson Road, #20-05, International Plaza, Singapore (079903), is committed to protecting the privacy of your personal data in accordance with applicable laws, including the Singapore Personal Data Protection Act (PDPA). This Privacy Policy, forming an integral part of the F2F Terms of Service, outlines what data we collect, how we use, share, and protect it when you use the F2F platform ("Platform"). By using the Platform, you consent to the collection and use of your data as described herein.

## 2. What Data We Collect

We collect the following categories of data:

### 2.1. Data provided by you during registration:

- Phone number or Telegram account identifier (additional login methods, such as social media or gaming platforms, may be added in the future).
- Steam account information (e.g., Steam ID), required for connecting to games like Counter-Strike 2 (CS2), and data from other gaming platforms (e.g., for DOTA2, PUBG) as they are added.
- Email address, if you choose to link it to your account.
- Two-factor authentication (2FA) data, if you voluntarily enable this feature.

### 2.2. Data from your activity on the Platform:

- Information about matches, tournaments, pari-matches, purchases, and chats.
- Completion of tasks (e.g., contracts, daily challenges).
- Historical data (e.g., rankings, statistics) necessary for maintaining records and leaderboards.

### 2.3. Data for payouts:

- Full name, residential address.
- Identification numbers or documents required to comply with legal or payment obligations in your jurisdiction (e.g., tax identifiers).

### 2.4. Technical data:

- IP address, device information, logs for security, anti-cheat measures, and Platform performance analysis.

We do not directly collect or store bank card data — such data is processed by our certified payment partners.

## 3. Purposes of Data Use

We use your data for the following purposes:

### 3.1. Platform operation:

- Creating and managing your account using a phone number, Telegram, or other login methods.
- Connecting to Steam and other gaming platforms for participation in matches and tournaments.
- Organizing matchmaking, tournaments, and issuing rewards.
- Age verification for pari-match access (for users over 18).
- Supporting two-factor authentication (2FA) to enhance account security, if activated by you.

### 3.2. **Payout processing:**

- Withdrawing funds to your payment method via the "Wallet" section.
- Coordinating with partners to facilitate payouts.

### 3.3. **Security:**

- Preventing the use of cheats, bots, and other violations.
- Protecting the Platform from hacks and investigating rule breaches.

### 3.4. **Service improvement:**

- Analyzing statistics and feedback to optimize the Platform (without sharing with third parties).

### 3.5. **Marketing:**

- Sending news, offers, or updates via email (if linked) or Telegram, with your consent.

## 4. **Data Sharing**

4.1. We do not sell your personal data to third parties. Data may only be shared in the following cases:

- **To partners:** For example, payment systems for transaction processing or tournament organizers for reward payouts. All partners are required to maintain confidentiality and, where applicable, hold PCI DSS certification for handling bank card data. Data may be transferred across borders, with partners obligated to adhere to equivalent data protection standards.
- **As required by law:** For example, pursuant to court orders, tax authorities, or regulatory bodies in the relevant jurisdiction.

4.2. Steam data (or data from other gaming platforms in the future) is shared only to the extent necessary for game integration and Platform functionality. Telegram or phone number data may be used for authentication and communication with you.

## 5. **Data Protection**

5.1. We implement reasonable technical and organizational measures to protect your data from unauthorized access, loss, or alteration.

5.2. However, we cannot guarantee absolute security due to inherent internet risks (e.g., cyberattacks). You are responsible for securing your account, including protecting your password, 2FA data, and credentials.

5.3. Payment data (e.g., card numbers) is processed solely by certified partners and is not stored by us.

## 6. **Your Rights**

6.1. You have the right to:

- Request information about the data we hold about you.
- Demand correction of inaccurate data.
- Request deletion of your data, provided it does not conflict with our obligations (e.g., payouts, violation investigations, or maintaining historical records).

6.2. To exercise these rights, send a request to [support@f2f.com](mailto:support@f2f.com). We will respond within 30 days, provided it does not interfere with Platform operations.

## **7. Data Retention Period**

7.1. We retain your data only as long as necessary for the purposes outlined in Section 3 or as required by applicable law (e.g., tax reporting).

7.2. Historical data (e.g., rankings, statistics) may be retained indefinitely for leaderboard and record-keeping purposes.

7.3. Data related to bans for violations (e.g., cheating) may be kept for up to 2 years after the ban expires to prevent repeat offenses.

7.4. Upon cessation of Platform use, other data is retained for a reasonable period to fulfill legal obligations or protect our rights.

## **8. Contact Information**

8.1. For any questions regarding this Policy, contact:

- Email: [support@f2f.com](mailto:support@f2f.com).
- Registered Address: F2F PTE LTD, 10 Anson Road, #20-05, International Plaza, Singapore (079903).

## **9. Changes to the Privacy Policy**

9.1. We may update this Policy, notifying you via email (if linked), Telegram, or a Platform announcement at least 7 days before significant changes take effect. Continued use of the Platform signifies acceptance of the updated Policy.