WE ACE Privacy Policy

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We Ace Ltda ("We Ace," "our," "we," or "us") provides our Services to you globally, under the Terms of Service and this Privacy Policy.

We Ace Legal Info

Respect for your privacy is coded into our DNA. Since we started We Ace, we've aspired to build our Services with a set of strong privacy principles in mind.

Our Privacy Policy ("Privacy Policy") explains our data practices, including the information we process to provide our Services.

For example, our Privacy Policy outlines what information we collect and how it affects you. It also explains the steps we take to protect your privacy, such as:

- The secure management of your performance data and match history;
- Giving you control over your interactions and visibility within our Services.

This Privacy Policy applies to all of our Services unless specified otherwise. Please also read **We Ace's Terms of Service** ("Terms"), which describe the terms under which you use and we provide our Services.

Information We Collect

Our Services have optional features which, if used by you, require us to collect additional information to provide such features. You will be notified of such a collection, as appropriate. If you choose not to provide the information needed to use a feature, you will be unable to use the feature or it will not be displayed.

Information You Provide

Your Account Information You must provide a profile name of your choice, an email, and select your gender to create a We Ace account. If you don't provide us with this information, you will not be able to create an account to use our Services.

You can add other optional information to your account, such as:

- A profile picture
- Date of birth
- City/state
- Weight and height
- If you are right-handed or left-handed
- If you play one handed backhand or two handed backhand

Messaging and Media We temporarily store your messages or sent photos while they are being delivered. Once your messages or photos of the story feature are delivered, they are deleted from our servers.

You may also provide content that is not deleted which means that we can see it. This includes:

- Your profile picture
- Your "about" information and names, city, state, country, match history, stats (such as win rate), descriptions of your groups and subscribed rankings.

Your Group Information You can create, join, or get added to groups, and such groups get associated with your account. You give your groups a name. You can provide a group profile picture or description. We also collect information about when the groups are created or updated.

Customer Support Information And Other Communications When you contact us for customer support or otherwise communicate with us (for example, through optional surveys), you may provide us with information related to your use of our Services, including:

- Copies of your messages;
- Any other information you deem helpful in order for us to understand and resolve your query;
- How to contact you (e.g., an email address).

For example, you may send us an email with information relating to app performance or other issues. We also collect information on how you use our customer support features (e.g., the searches you make on our Help Center), any feedback you give us on the customer support experience and your responses to surveys or questions on a range of topics (including, for example, what you like or don't like about the Service).

Account Access Information When you sign up for our Service, third-party services may be responsible for verifying your We Ace account, for example, by sending a code via SMS or email. They may request information to confirm that you are the true owner of your We Ace account.

Automatically Collected Information

Log and Troubleshooting Information We collect information about how our Services are performing when you use them, like service related diagnostic and performance information. This information includes:

- Log files
- Timestamps
- Diagnostic or crash data
- Website performance logs
- Error messages or reports

Device And Connection Information We collect device and connection-specific information when you install, access, or use our Services. This includes information such as:

- Hardware model
- Operating system information
- Battery level
- Signal strength
- App version
- Browser information
- Mobile network

- Connection information including whether you are using wifi or cellular data
- Mobile operator or internet service provider (ISP)
- Language and time zone
- IP address
- Device operations information and identifiers

General Location Information. We use IP addresses and other optional information that can be added during registration or when editing your account information, such as city, state, and country, to estimate your general location.

Cookies Usage. We do not collect information using cookies to operate and provide our web-based Services and website.

User Reports. Just as you can report other users, other users or third parties may also choose to report to us your interactions and your messages with them or others on our Services; for example, to report possible violations of our Terms or policies. When a report is submitted to us through the reporting tools, we receive information from the reporter on both the reporting user and those reported.

Information Shared by You and by We Ace with Third Parties

Information Associated With Your Account As part of your experience on We Ace, users who search for your profile name can see your basic account details, such as:

- Your profile picture
- Any other info you've shared (like your city, country, or physical attributes)

They can also invite you to groups where this info may be visible to other members.

Group Privacy & Visibility.

Group Privacy & Visibility We Ace groups are **private by design**. When you create a group, it is not visible to the public or in search results. Access to a group's content, including the list of members and their ranking data, is strictly limited to users who have accepted an invitation and officially joined the group. Invited users must first accept the invitation to become members before they can view any group-specific information.

- **Public within Groups:** Your ranking position and match history are only visible to users who share a group with you (i.e., members of the same group).
- **H2H (Head to Head):** Match history data is processed for viewing between the participants of the match and, depending on the Group structure, may be

displayed to other members who share the same competitive environment, for the purpose of maintaining historical statistics within the community..

- **Statistics Privacy:** Your full history and long-term consolidated statistics (such as total win rate) are private and visible only to you. However, for the purposes of recent performance analysis and competitive integrity, the statistics and results of your last 10 matches are visible to other members of your shared groups..

When you message a user or a group, your profile name will be visible to the recipients.

Send Your Information To Those With Whom You Choose To Communicate. You share User Content when you communicate through our Services. You are in control of what you are sending when you send your information to the individual We Ace users you choose to communicate with. Please be mindful that, once you have sent User Content to a We Ace user, they can store or reshare it with others on and off our Services.

How and Why We Process Your Information and Our Legal Basis For Processing

You also have particular rights available to you depending on which legal basis we use, and we've explained these below. You should know that no matter what legal basis applies, you always have the right to request access to, rectification of, and erasure of your information.

Processing necessary to perform our contract with you

We process information as necessary to conclude and perform our contract with you, our Terms. The categories of information used and why and how they are processed is set out below:

To operate, provide, customise, and support our Services as described in the About Our Services section of our Terms which includes providing ways for you to connect and communicate with other We Ace users

Why And How We Process Your Information
To operate, provide, customise, and support our Services as described in the About Our Services section of our Terms which includes providing ways for you to connect and communicate with other We Ace users, We Ace:
Assists you in creating and managing your We Ace account by:

checking the operating system and other features of your device to set up We Ace correctly on your device, and running security checks to make sure you don't already have an account that is banned from We Ace.
recording your User Choices, including the terms you accepted and your privacy settings
Assisting you in adding extra details, like Account Information such as a profile picture and, which is visible to others We Ace users.
deleting your account, at your request or in accordance with our Terms. We may take steps to ban your account if there is a breach of our Terms, for example a breach of our "Acceptable Use of Our Services" terms.
To generally operate and provide our Services, we: ● analyse log information to resolve crashes and user issues. ● collect information for troubleshooting, diagnostics and debugging. ● collect and aggregate activity, system events and metrics (such as messaging volume and latencies) to monitor service performance, reliability, and efficiency, so we can ensure and optimise service quality. ● test out and experiment with new features to see if they work as expected
To allow you to create, join, leave and connect in groups to subscribe on rankings with multiple members on the matchmaking system, we: ● store information about the group and its participant users (including any pending or past participant users) for example, to ensure that the appropriate privileges are applied and assign the creator of the community or group as an admin so that they can control and personalise the or group's information, membership and settings such as active ranking modalities and the frequency of rounds. ● When a group is active, we log the instances when you send invitations to new group participants. We also expire non-accepted invitations within a set period. ● We allow you to appoint other admins to a group you've created or, if you are the sole community admin, appoint a new group admin when you leave the group or delete your account. ● delete a group when its last member leaves.

To ensure safety, security, and integrity of our Services. We use information we have and apply automated data processing techniques and, in some instances, conduct manual (human) review to: ● verify accounts on an ongoing basis, and check that user sign-ups are genuine. ● log events and aggregated counts about group and user actions on our Services (like the number of groups joined) and related sequences like patterns in registration and repetitive or identical User Reports to identify and investigate suspicious users, threats to the security of our Services or where a fake We Ace app or an imitation of our Services is being used. ● investigate and address violations of our Terms. For example, we may ban your account when we learn that you are engaged in infringing activities. ● detect, prevent and combat harmful or unlawful behaviour which threatens the security of our users' information or the Service, such as to combat scraping by bad actors at scale, or our efforts to detect and prevent spam. ● collect app verification information from anti-abuse strategies to aid our efforts to, e.g., prevent malicious actors from trying to take over your account.
Transfer, store or process your information gobally. As the We Ace service operates globally, with users around the world, we need to share information we collect globally, within the data centers we rely on are located and externally with our Third-Party Service Providers. We carry out necessary transfers to: ● operate and provide our Services. We also allow you to share information and connect to a matchmaking system with your friends; ● allow us to fix, analyse and improve our Services.
Communicate with you on Services-related issues, we: ● identify relevant Service-related notifications for you, send them to you on We Ace and keep a log when you have received the notification. For example, when our Terms are updated we'll provide a notification about the update (as appropriate).

Provide customer support by: ● processing requests for support and / or searches you make within the We Ace Help Center, in the app or via the We Ace website. ● responding when you request our help such as assisting with your account login or verification process.

When we process information you provide to us as necessary to perform our contractual relationship with you, under applicable data protection laws you have the right to port it.

The other legal bases we rely on when processing your information and the circumstances in which we rely on them are set out below:

Your Consent

We process information for the purposes described below when you have given us your consent to enable particular product features in your device-based settings. The categories of information used and why and how it's processed are set out below.

Why And How We Process Your Information
For collecting information through the device-based settings which you have enabled, for example: ● accessing your camera and / or photo gallery if you choose to share photos or media with your We Ace mutual group members. Photos and media that you share in your stories are deleted from our servers within 24 hours, enough time for it to be viewed by members of mutual groups.

When we process your information based on your consent, you have the right to withdraw your consent at any time without affecting the lawfulness of processing based on such consent before the consent is withdrawn.

Protection Of Your Vital Interests Or Those Of Another Person

Why And How We Process Your Information
For protecting your vital interests or those of another person. We apply automated processing techniques and conduct manual (human) review. We share information with law enforcement and others, in circumstances where someone's vital interests require protection, such as in the case of emergencies. These vital interests include protection of your or someone else's life, physical or mental health, wellbeing or integrity or that of others. In protecting such vital interests, we aim to combat harmful conduct and promote safety, integrity, and security. For example, we investigate reports of harmful conduct, such as racism, and take appropriate action, such as acting on user accounts (e.g., banning them) or sharing information with relevant authorities, where there is a risk of imminent harmful conduct, such as an attack, or where a person's safety is at risk.

Legitimate Interests

We rely on our legitimate interests or the legitimate interests of a third-party, such as our users, where they are not outweighed by your interests or fundamental rights and freedoms ("legitimate interests"):

Why And How We Process Your Information
We preserve and share information with others including law enforcement and to respond to legal requests. This includes responding to legal requests where we are not compelled by applicable law but have a good faith belief it is required by law in the relevant jurisdiction or sharing information with law enforcement or industry partners/peers such as other online platforms and technology companies to combat abusive or illegal behaviour. We may also report illegal or infringing content to law enforcement, government or

other authorities.
We preserve and share information when we seek legal advice or seek to protect ourselves in the context of litigation and other disputes. This includes matters such as violations of our Terms and policies.
To promote safety, integrity and security outside of the performance of our contract with you. We use information we have and apply automated data processing techniques and, in some instances, conduct manual (human) review to: ● log User Reports, user's feedback about other users, aggregated events and actions to identify and understand the techniques being used by the bad actors that may interfere with the Services, including your use of the Services. ● identify, analyse and investigate patterns of suspicious, harmful or fraudulent behaviour like scams or other potential violations of our policies and Terms. We may ban your account when we learn that you are engaged in infringing activities. ● check to ensure that User Reports are genuine and that group name, description or profile picture comply with We Ace Terms and policies. ● invite you to take surveys or provide feedback and analyse your responses to resolve issues. ● in limited circumstances request some authentication information, or ask that you take certain actions to verify you are the true owner of a specific We Ace account.

Retention of Your Information

We store information for as long as necessary for the purposes identified in this Privacy Policy, including to provide our Services, or for other legitimate purposes, such as complying with legal obligations, enforcing and preventing violations of our Terms, to fight spam, or protecting or defending our rights, property and users. The storage periods are determined on a case-by-case basis that depends on the following factors:

The nature of the information and why it is collected and processed. The length of time we will keep your information will generally be determined by how long we need that information to provide you with our Services, including any optional features you use and to provide customer support.

For example:

- As described above, we require certain of Your Account Information to deliver our Services. We need to keep it for the lifetime of your account so that we can maintain your account.
- We generally keep customer support communications for 30 days after they have been dealt with
- We generally keep User Reports for 90 days.

In certain cases, we need to keep your information for longer for legal reasons as described under the Legal Reasons section below.

Legal Reasons In certain cases, we also keep your information for legal reasons, including after your account has been deleted. We keep your information:

- To respond to a legal request or to comply with applicable law when we have a legal obligation to retain information. For example, if we receive a valid legal request, such as a preservation order or search warrant, related to your account, we preserve your information after you delete your account.

Deleting Your Information

What Happens To Your Information When Your Account Is Deleted? When you delete your We Ace account or when it is deleted as a result of inactivity, we delete the information we have about you.

Deleted Information:

- Your Account Information and any undelivered messages to you are deleted from our servers.
- You will be removed from all We Ace groups.
- Your profile name and profile picture will be removed from the match history with all the players you've played with.

Note on Statistics: The score records will be preserved to ensure the integrity of statistics, including the win rate, for the players with whom you have engaged in matches.

Managing Your Information

If you would like to manage, change, limit, or delete your information, you can do that through the following tools:

- **Changing Your Profile Name And Picture, And "About" Information.** You can change your profile name, profile picture, and "about" information at any time.
- **Deleting Your We Ace Account**. You can delete your We Ace account at any time using our in-app delete my account feature in your in-app settings. Once you initiate the deletion process for your account, that account can no longer be used (i.e. you cannot log in or re-register or access any content, including message history, match history and stats, as it will be deleted).
- **Inactivity And Local Deletion**. Be mindful that if you only delete We Ace from your device without selecting the in-app delete my account option in your in-app settings, the Information We Collect will be stored on our servers for a longer period. We Ace accounts are generally deleted after 3 years of inactivity.

Please remember that when your account is deleted, it does not affect your information related to the groups you created (such as group names) or the information other users have about you, such as copies of the messages you sent them or the match history. However, your name and profile picture will no longer appear in the match history of the people you played with. Your profile picture and name will also no longer appear in the chat with the people you exchanged messages with.

Our Global operations

We Ace shares information globally, both internally with and externally with our partners and service providers, as well as with those you communicate with worldwide, in accordance with this Privacy Policy. For example, your information may not only be stored and processed in the United States, in countries or territories where We Ace and partners or our service providers are located, or in any other country or territory worldwide where our Services are provided outside the region where you reside for the purposes described in this Privacy Policy but also transferred or transmitted to these locations. These transfers are necessary to provide the global Services outlined in our Terms. We establish robust internal controls to monitor and regulate data transfers. Our internal processes ensure that information is handled with due care, regardless of the

location to which it is transferred. These measures are essential to enable us to continue providing our services and operate globally. Please note that the countries or territories to which your data is transferred may have different privacy protections and laws than your country or territory of origin.

Updates to Our Privacy Policy

We may amend or update our Privacy Policy. We will provide you notice of amendments to this Privacy Policy, as appropriate, and update the “Effective Date” at the top of this Privacy Policy. Please review our Privacy Policy from time to time.

Contact Us

We prioritize direct communication to resolve your questions and concerns efficiently.

- Support & General Inquiries: For the fastest response, please use the integrated support feature available within the We Ace application under Menu > Contact.
- Data Privacy & Legal Rights: If you have specific inquiries regarding our Privacy Policy or your data rights, please submit your request through our support portal within the app (Menu > Contact). Our team will review your inquiry and respond to your registered account email.

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