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Privacy Policy

Last updated: 13 September 2026

ATS All Technology Solutions (Pty) Ltd ("ATS", "we", "us", or "our") operates VoidRift ("the Service"). This Privacy Policy explains what personal information we collect about you when you use the Service, how we use and share it, and the rights you have over it under the South African Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable laws.

1. Who is the Responsible Party

For the purposes of POPIA, the Responsible Party is:

- **ATS All Technology Solutions (Pty) Ltd**
- 62 Glenwood Road, Lynwood Glen, South Africa
- Information Officer contact: info@voidrift.global

2. Information We Collect

Account information

- Email address (required for registration and password reset).
- Pilot callsign / display name (chosen by you).
- Password — stored hashed, never in plain text.
- If you sign in with Google or Apple: your account email and a basic account identifier from that provider.
- If you link a Discord account (optional): your Discord user ID and username.

Gameplay information

- Account state and progress (level, currencies, items, hangar, contracts, etc.).
- Actions you take in-game and the in-game messages and forum posts you submit.
- Activity timestamps for presence, anti-abuse, and moderation purposes.

Technical information

- IP address, browser type and version, operating system.
- Session cookies used to keep you logged in.

- Server logs (request paths, status codes, timing) for security and debugging.
- If you use our mobile apps and allow notifications: a device push token.

How you found us

When you arrive at the website we record the page you landed on, the referring website, any campaign tags in the link (such as `utm_source`), and — if you came from a Google ad — the Google click identifier (`gclid`), together with your IP address, browser user agent, and a random visit identifier. The visit identifier is kept in your browser's storage and in a first-party cookie (`vr_vid`, which lasts about 180 days). If you create an account, we link that visit to it so we know which advertising and links actually bring new pilots.

Payment information

Payments on the website are processed by **PayPal**. Purchases in our Android app are processed by **Google Play**. We do **not** see or store your card number, CVV, or full bank details. PayPal returns to us only: a transaction reference, the amount charged, the currency, the product purchased, success/failure status, your PayPal payer email and name, and a masked payer token if you choose to save a payment method with them for subscription renewals. Google Play returns a purchase token, the product purchased, and its status. Refer to PayPal's and Google's own privacy policies for how they handle your payment data.

3. How We Use Your Information

- To create and operate your account and provide the Service.
- To process payments, deliver Virtual Goods, and manage subscriptions.
- To communicate with you about your account, transactions, and material changes to the Service.
- To enforce our Terms of Service and prevent fraud, cheating, multi-accounting, and abuse.
- To debug, secure, and improve the Service.
- To measure which advertising and links bring new pilots, including reporting sign-ups and purchases from Google ad clicks back to Google Ads (see Sharing).
- To send push notifications you have enabled, and to manage your roles and nickname in the VoidRift Discord server if you link your account.
- To comply with our legal and regulatory obligations.

4. Lawful Basis (POPIA)

We process your personal information on one or more of the following lawful bases:

- **Contract:** processing necessary to provide the Service you signed up for.
- **Legitimate interest:** securing the Service, preventing abuse, basic analytics on aggregated usage, and measuring the effectiveness of our advertising. You may object to this at any time.
- **Consent:** where required (e.g. optional marketing emails). You may withdraw consent at any time.
- **Legal obligation:** tax, accounting, fraud, or law-enforcement requests.

5. Sharing

We share your personal information only with:

- **PayPal** — to process website payments and manage subscriptions.
- **Google** — if you choose to sign in with Google; to process purchases in our Android app (Google Play); to deliver push notifications (Firebase Cloud Messaging); and for Google Ads conversion reporting, described below.
- **Apple** — if you choose to sign in with Apple.
- **Discord** — if you choose to link your Discord account.
- **Hosting and infrastructure providers** we use to run the Service.
- **Email delivery providers** for transactional emails (verification, password reset, billing receipts).
- **Law enforcement and regulators** where compelled by valid legal process.

Google Ads conversion reporting

If you reached us by clicking a Google ad, we report back to Google Ads when that click led to a sign-up or a purchase. Each report contains only the Google click identifier, the type of event (sign-up or purchase), when it happened, and the purchase value. We never send your name, email address, password, or in-game details. Only activity on our website and purchases made through Google Play are reported; we do not report activity from our iOS app, including App Store purchases.

We do **not** sell your personal information or share it with data brokers. Apart from the conversion reporting described above, we do not share it with advertisers.

6. International Transfers

Some of our service providers may process your information outside of South Africa. Where we transfer personal information cross-border, we rely on lawful transfer mechanisms under POPIA (including binding agreements and provider-side safeguards equivalent to South African law).

7. Cookies and Local Storage

We use a small number of essential cookies and equivalent browser storage to keep you signed in, preserve your in-game session, and maintain security. We also keep a random visit identifier in a first-party cookie (`vr_vid`) and in browser storage, to remember how you first found us (see "How you found us"). We do not use third-party advertising cookies and we do not load Google's advertising tag; a Google click identifier is read only from the link you arrived on. By using the Service you consent to the cookies described here.

8. Data Retention

- Account and gameplay data: retained for as long as your account is active.
- Closed accounts: retained in a minimised form for up to 24 months for fraud prevention, dispute resolution, and legal compliance, then deleted or anonymised.
- Payment records: retained for the period required by South African tax and accounting law (currently 5 years).
- Server logs: typically retained for up to 90 days unless required for an ongoing investigation.
- Visit and referral records ("How you found us"): retained for as long as we need them to measure our marketing and prevent abuse.

9. Your Rights Under POPIA

You have the right to:

- Request access to the personal information we hold about you.
- Request correction or deletion of inaccurate or unlawfully processed information.
- Object to processing based on legitimate interest.
- Withdraw consent where processing is based on consent.

- Lodge a complaint with the Information Regulator of South Africa (inforegulator.org.za).

To exercise any of these rights, contact us at info@voidrift.global. We will respond within a reasonable time and, in any event, within the time required by law.

10. Security

We implement reasonable technical and organisational measures to protect personal information, including hashed password storage, HTTPS in transit, restricted internal access, and regular security review. No system is perfectly secure; in the event of a personal-information breach affecting you, we will notify you and the Information Regulator as required by POPIA.

11. Children

The Service is not intended for, and may not be used by, anyone under the age of 18. We do not knowingly collect personal information from children. If we learn we have done so, we will delete the information promptly.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The "Last updated" date at the top of this page reflects the most recent revision. Material changes will be communicated through the Service or by email.

13. Contact

For privacy questions, requests, or complaints:

- **ATS All Technology Solutions (Pty) Ltd**
- 62 Glenwood Road, Lynwood Glen, South Africa
- Email: info@voidrift.global
