

Privacy Policy

Last Updated: December 16, 2019

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[Click here for a printer-friendly version of the privacy policy.](#)

By using the Online Services (as defined below in the section discussing “The websites and information covered by this Privacy Policy”), or otherwise providing your personally identifiable information to Konami, you consent to the collection and use of such personally identifiable information as set forth in this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not provide us with any information and do not use the Online Services.

Konami Digital Entertainment, Inc. ("Konami", "we" or "our") has adopted this Privacy Policy to describe how we collect, use, safeguard and disclose the information we receive from and about you. This Privacy Policy may be revised from time to time, so please revisit this page often to remain fully informed of our policies.

Konami is a valid licensee, and participating member, of the [Entertainment Software Rating Board's Privacy Certified Program](#) (“ESRB Privacy Certified”). To protect your privacy, we have voluntarily undertaken this privacy initiative and all the Online Services where this Privacy Policy is posted have been reviewed and certified by ESRB Privacy Certified to meet established online information collection, use and disclosure practices. As a licensee of this privacy program, we are subject to audits of the Online Services and other enforcement and accountability mechanisms administered independently by ESRB Privacy Certified. ESRB Privacy Certified does not review or certify any information collected offline by Konami or on social media platforms.

ESRB Privacy Certified is a third-party seal provider whose mission is to protect consumers' online privacy and make the Internet a secure, reliable, and private place to share information and conduct business. ESRB Privacy Certified promotes and enforces established principles and guidelines for fair information practices that include requirements of full disclosure, notice, and informed consent.

DISCLAIMER: Although ESRB Privacy Certified does not monitor our non-English websites, Konami makes all best efforts to ensure that non-English websites adhere to applicable data collection guidance and principles set forth by ESRB Privacy Certified, including adherence to the EU and other jurisdiction's regulations.

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1. The websites and information covered by this Privacy Policy

This Privacy Policy applies to information we collect through (a) the website located at www.konami.com/games/us/en/; (b) all related Konami-controlled websites (example: <https://us-support.konami.com/s/>); (c) our pages on social media websites such as Facebook and Twitter Google+ (the "Konami Social Media Pages"); and (d) our other online products or offerings. Collectively, the foregoing items (a) through (d) shall be referred to as the "Online Services". This Privacy Policy also applies to your personally identifiable information otherwise provided to Konami when you use our services or products. Please note that through our Konami Social Media Pages, we may collect personally identifiable information from you in accordance with this Privacy Policy; however, this Privacy Policy does not govern the collection, use or disclosure of information by any third party, including without limitation social media platforms such as Facebook and Twitter. We recommend that you review the privacy policies of these third parties. WE ARE NOT RESPONSIBLE FOR THE INFORMATION COLLECTION, USAGE, DISCLOSURE, OR SECURITY POLICIES OR PRACTICES OF SOCIAL MEDIA PLATFORMS OR ANY OTHER THIRD PARTY.

Some jurisdictions may require notice concerning personally identifiable information collected offline; for those jurisdictions, this Privacy Policy also explains our practices regarding personally identifiable information that we obtain from offline sources, such as written or verbal communications.

2. What types of personal information does Konami collect and how will it be used?

Konami may collect personal information about you when you use the Online Services or our products or services, or when you otherwise provide personally identifiable information to us. For example, we may obtain personally identifiable information through: (1) product registration; (2) email correspondence with customer service; (3) the Konami Social Media Pages; (4) information submitted in an employment capacity (e.g., resumes); and/or (5) information submitted as part of a promotion (e.g.,

through your participation in online contests or sweepstakes). The types of information that may be requested for each activity and the way the information may be used are detailed below.

§ Product Registration

To register a Konami product online, you will be required to submit your first and last name, city, state, zip code, country of residence, email address, date of birth, age and occupation. You may also be asked to provide your phone number and answer demographic questions relating to information about the product you purchased, the type of console you own, and the types of games you enjoy playing. The information that you submit during product registration will entitle you to limited warranty protection and technical support.

§ Customer Support

Konami may collect, use and store personally identifiable information that you voluntarily submit to us via email or other means when interacting with Konami customer service. For example, we may provide on the Online Services a link through which a visitor can email to customer service addressing any issue a user encounters with a Konami product. Your email address and any personally identifiable information you choose to provide in the body of such email is used by Konami for purposes of addressing and responding to your question.

§ Konami Social Media Pages

You do not have to provide personally identifiable information to use the Konami Social Media Pages. However, in order for you to take advantage of particular opportunities provided through the Konami Social Media Pages (for example, promotions, events, or games), we may require that you furnish personally identifiable information. This information may include your name, postal address, telephone number, email address, Facebook and other social media IDs and the names of your friends, but only when you voluntarily provide it to us (either directly or indirectly, such as a result of your authorizing Facebook or another social media platform to send it to us). Konami also collects other information from the Konami Social Media Pages (such as your gender, social media networks, workplace, geographic location, application settings and statistics, status updates, user and interactions) when you voluntarily provide such information to us (either directly or indirectly, such as a result of your authorizing Facebook or another social media platform to submit such information to us).

§ Candidates for Employment

Konami may provide on the Online Services an email address that visitors can use to send us their resumes. We also may collect personally identifiable information offline about candidates for employment. Personally identifiable information about candidates will be used for the purpose of accepting and evaluating candidate submissions for job postings and may therefore be shared within our company. If the candidate becomes an employee, this information also may be used and retained for employment purposes.

Other than as explained in this paragraph, this Privacy Policy does not apply to personally identifiable information gathered concerning job applicants or candidates for employment.

§ Promotions

From time to time, we may offer you the opportunity to enter into Konami-sponsored promotions, such as contests or sweepstakes. We may offer these promotions online or offline. To participate in a promotion, you may be required to submit information, such as your first and last name, city, state, zip code, country of residence, email address, date of birth, and age, so that we (or our partners) can administer the promotion. For example, we (or our partners) may use this information to determine whether you are eligible to participate in the promotion and/or to notify you in the event you are selected as a winner.

§ Passive Collection

As noted below, (see "Does Konami use cookie, track IP addresses or use other passive means to collect information?"), we use certain passive means to collect information regarding visitors' use of the Online Services. We may use and disclose such information, as well as aggregated information or other non-personal information, for any purpose.

§ Other Uses of Personally Identifiable Information

We may also use your personally identifiable information for our internal marketing and analytics purposes, so we can constantly improve our products and services and better meet your needs. From time to time, we are approached by third-party companies and organizations that provide products or services that we believe may be of interest to you. To extend these products or services to you, we may use your personally identifiable information to send out notices on their behalf. We strive to limit the notices and communications to those that we think you would appreciate receiving.

Cross-Border Transfer

Your personally identifiable information may be stored and processed in any country in which we engage service providers, and by using the Online Services, you understand that your information will be transferred to countries outside your country of residence, including the United States, which may have different data protection rules than in your country.

No matter what method we use to collect information and no matter how we use that information, we seek only to collect the information that we believe is reasonably necessary to fulfill your requests and our legitimate business objectives.

3. What happens if I refuse to provide my personally identifiable information to Konami?

If you choose not to submit personally identifiable information when requested, you may not be able to participate in certain activities, which may considerably limit the services we can provide you.

4. Does Konami use cookies, track IP addresses or use other passive means to collect information?

Cookies

Konami may collect information through cookies to improve your use of the Online Services. A "cookie" is a small string of text sent by the Online Services to your browser and then stored by your browser on your computer's hard drive. Storage of cookies on your system provides an easy and convenient method for us to personalize and enhance your experience on the Online Services, and to help us diagnose problems with our servers and to administer the Online Services. For example, cookies allow us to remember your screen name and date of birth, tell us that you have visited the Online Services before, track your usage of the Online Services, and make your next visit to the Online Services more enjoyable. Most web browsers automatically accept cookies, but you can always disable cookies or set your browser to alert you when cookies are being sent to your computer. However, rejecting cookies may prevent you from taking advantage of certain portions of the Online Services.

Third Party Cookies

We and our third-party service providers may use cookies and similar technologies to manage and optimize our Internet business and communications, such as for marketing purposes, to help us deliver advertisements, to measure the effectiveness of our advertising, and to understand how visitors use the Online Services. These technologies may collect users' browsing and other traffic activity; the date and time of visit; and product codes and pricing information for purchased merchandise. This information helps us learn things like what pages are most attractive to our visitors, which of our products or Online Services most interest our customers, and what kinds of offers our customers like to see. Although our online partners log the information coming from the Online Services on our behalf, we control how that information may be used. You may be able to "opt-out" of our ability to analyze such data. For more information about our third-party service providers, please see the information here.

We use Google Analytics, which uses cookies and similar technologies to collect and analyze information about use of our websites and report on activities and trends. This service may also collect information regarding the use of other websites, apps, and online resources. You can learn about Google's practices by going to www.google.com/policies/privacy/partners/, and exercise the opt-out provided by Google by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

IP Addresses

While you are browsing the Online Services, Konami automatically collects your IP address, a number that is used to identify your computer when you log on to the Internet.

Log Files

Konami collects information in the form of log files that record activity on the Online Services, including how many "hits" a particular web page is getting (also known as "click data"). For example, log file entries are generated every time a visitor clicks an image on the Online Services. These entries enable Konami to assess overall site activity, track interest in particular portions of the Online Services, troubleshoot technical concerns, and identify the type of browser you are using. We may also use the log file entries for our internal marketing and demographic studies, so we can constantly improve the products and services we provide you.

Do-Not-Track Signals

Note that your browser settings may allow you to automatically transmit a "Do Not Track" signal to websites and online services you visit. There is no consensus among industry participants as to what "Do Not Track" means in this context. Like many websites and online services, we currently do not alter our practices when we receive a "Do Not Track" signal from a visitor's browser.

5. With whom does Konami share my personally identifiable information?

Except as expressly provided in this Privacy Policy, Konami's policy is to not sell or rent your personally identifiable information to third parties.

Konami may share your personally identifiable information with its parent, subsidiary, and/or affiliate companies (<https://www.konami.com/corporate/en/subsidiaries/>) for the purposes described in this Privacy Policy, including to allow them to send you information about their own products and services. Konami Digital Entertainment, Inc. is the party responsible for the management of this jointly-used information.

From time to time, Konami may share your personally identifiable information with its third-party service providers and/or licensors, to enable them to provide services in connection with the operation, maintenance and/or support of the Online Services. Such services may include, without limitation, message board operation, email delivery, product registration, storage, website hosting, data analysis, payment processing, order fulfillment, infrastructure provision, IT support, customer support, credit card processing and web site auditing.

We may use and disclose the information we maintain, including personally identifiable information, (a) when required to do so by law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from a law enforcement agency or public or government authority, including outside your country of residence; (d) to enforce our terms and conditions; (e) to protect the rights, property, or safety of Konami, our customers, users of the Online Services or others; and (f) to allow us to pursue available remedies or limit the damages that we may sustain.

In addition, Konami may disclose personally identifiable information and other information we obtain from you to a third party in the event and/or consideration of a reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock.

6. What is Konami's policy regarding Children?

Konami does not permit users under 13 years of age (“Children”) to become registered users of the Online Services, and we do not knowingly collect personal information from Children through the Online Services. By using the Online Services, you represent that you are not under 13 years of age. If parents believe that we have unintentionally collected their Children’s personal information, they should contact us at <https://us-support.konami.com/s/contactsupport> or:

Konami Digital Entertainment, Inc. Attn: Customer Support, 2381 Rosecrans Ave., Suite #200, El Segundo, CA 90245

7. What is Konami's policy regarding links to third-party sites?

You should be aware that while you are on the Online Services, Konami may reference or provide links to third-party sites. Konami does not control, nor are we responsible for, the privacy policies or information practices of such third parties. We recommend that you read the privacy policies posted on these sites before you use them.

8. Can I choose how my personally identifiable information is used?

If you do not want Konami to send you marketing communications and/or if you prefer not to have Konami share your personally identifiable information with its affiliates for their direct marketing purposes, please contact us, at any time, at <https://us-support.konami.com/s/contactsupport>. Alternatively, we will be happy to honor any such opt-out requests made by regular mail to:

Konami Digital Entertainment, Inc. Attn: Customer Support, 2381 Rosecrans Ave., Suite #200, El Segundo, CA 90245

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you do opt out of receiving marketing-related messages from us, we may still send you administrative messages as permitted by applicable law.

9. How can I access my personally identifiable information?

It is important to maintain the accuracy of your personally identifiable information in our records. We will seek to respond promptly to update our records when you tell us the information we have is not accurate. It is your responsibility to ensure that such information is accurate, complete and up-to-date.

If you wish to request to review, update, or delete any other personally identifiable information that we may have collected about you, please contact us at <https://us-support.konami.com/s/contactsupport>, or by regular mail at:

Konami Digital Entertainment, Inc. Attn: Customer Support, 2381 Rosecrans Ave., Suite #200, El Segundo, CA 90245

10. Your California Privacy Rights

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. To learn more about your California privacy rights, visit [Your California Privacy Rights](#).

11. Nevada Residents as Covered by Nevada Privacy Law

Konami does not sell Covered Information as defined under Nevada law. If you would like to inquire regarding the sale of your Covered Information, as defined under Nevada law, please go to <https://us-support.konami.com/s/contactsupport>.

12. What safeguards does Konami use to protect my personally identifiable information?

Konami seeks to use appropriate safeguards designed to ensure the security, integrity and privacy of personally identifiable information within our organization.

Nonetheless, please be aware that no information transmission or storage system can be guaranteed to be perfect or impenetrable. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the section below (“How do I ask a question or submit a complaint?”).

13. How do I ask a question or submit a complaint?

If you have any questions, complaints or comments regarding our Privacy Policy or practices, please contact us at <https://us-support.konami.com/s/contactsupport> or by regular mail at:

Konami Digital Entertainment, Inc. Attn: Customer Support, 2381 Rosecrans Ave., Suite #200, El Segundo, CA 90245

As previously mentioned, we are a licensee of ESRB’s Privacy Certified Program. If you believe that we have not responded to your inquiry or your inquiry has not been satisfactorily addressed, you can also

contact ESRB Privacy Certified directly at <http://www.esrb.org/privacy/contact.aspx>, [privacy@esrb.org](https://twitter.com/esrb.org) or at:

ESRB Attn: VP, Privacy Certified Program, 420 Lexington Avenue, Suite 2024, New York, NY 10170

14. Revisions to this Privacy Policy

This Privacy Policy is effective as of the date posted at the top of this Privacy Policy. We reserve the right, at any time, to update or make changes to this Privacy Policy, and any such updates or changes will be effective upon posting. Please check back from time to time to ensure you are aware of these changes.

