



This Privacy Policy describes how Robot Mouse, LLC. (owner of "GamingVPN") handles your Personal Data when you use our services ("Services").

By using our Services and/or registering for an account, you are accepting the terms of this Privacy Policy and our [Terms of Service](#), which are integrated here by reference. Robot Mouse is a global company. Although our physical servers are located in many different countries around the world, Robot Mouse does not store Personal Data outside of the United States physical borders. By using our services, you authorize Robot Mouse to use your information according to USA laws, regardless of which country you are located in.

If you have any questions or comments about this Privacy Policy, please contact us at: info @ MrRobotMouse.com

1. Personal Data Collection and Use

As a provider of an online privacy service, we ultimately strive to collect the minimal amount of information required to operate our service. This often means difficult tradeoffs between the information we collect and the performance of our service. We believe in an open dialogue because this Privacy Policy is an evolving document. We welcome your thoughts and feedback on how we're doing.

1.1 What is Personal Data?

As described below, "Personal Data" means any information relating to an identified or identifiable natural person ("Individual") and includes information provided by you while using our Services. If we use or store Personal Data with information that is non-personal, we will consider the combination as Personal Data.

We strive to collect the minimum amount of information required to operate our service.

1.2 Account User Data

When you create or update your Robot Mouse or Gaming VPN user account, we collect and store this "Account Data". The Account Data stored is listed below in its entirety:

Account Data

What do we use it for?

Email address

Marketing, communications, purchase receipts and occasional product news Twitter ID (optional)

Completion of our Twitter promotion

Email confirmed

Confirmation that your email address is valid

Paid user

Provide paid users with unlimited data

Paid user expiry date

Provide paid service until this
date Example Trade-off: Collecting
your name

1.3 Operational Data

Robot Mouse sometimes may collect and store "Operational Data" required to operate our Services. This is data that we collect and store when you connect to our network. Operational data is listed below in its entirety:

Operational Data

What do we use

it for?

OS Version

e.g. iOS 10...ETC

User support, troubleshooting and product planning

App Version

e.g. PC version 2.1.1

User support and
troubleshooting Active
this month e.g. 1 or 0

Customer satisfaction, support, network
demand planning Total data used this
month e.g. 22.34 GB

Customer satisfaction, support, network demand planning, granting
free user data Operational events

e.g. Created an account, complete Twitter bonus, made a payment,
upgraded to paid
subscription, online ad referrals

Troubleshooting account and payment related issues and tracking
where sales come from; these events are not related to the time and
activity of VPN usage

Example Trade-off: Selecting an anonymous usage metric

Some data is used to ensure customer satisfaction.

1.4 Personal and Financial Data Collected at Payment

Making a purchase with a credit card on any service will result in Personal Data being exchanged with payment processors. For an anonymous purchase experience, Robot Mouse offers payment through Bitcoin. No information is collected or stored from Bitcoin transactions.

If interested in paying with Bitcoin, please email support at info@mrrobotmouse.com

Credit Card Transactions

Robot Mouse processes credit card payment information securely through PayPal and or the app store/google play store via their own payment gateways. Credit card processors may store Personal Data associated with financial transactions outside of USA's borders. When you pay with credit card, Robot Mouse stores the following information:

Payment Data

What do we use it

for? Cardholder

last name e.g.

Smith

For use in credit card fraud

prevention Date of card use

e.g. 2014/01/01

For use in credit card fraud

prevention Last four

Numbers of Credit Card e.g.

5555

For use in credit card fraud prevention

Robot Mouse does not store, but can securely login and view the following information through our third party payment processors via PayPal.

Payment Data

What do we use it for?

Card billing address

For use in credit card fraud prevention

Card expiry

For use in credit card fraud prevention

Last four Numbers of Credit Card

For use in credit card fraud prevention

Session information

e.g. Device type, operating
system, IP address at time of
payment

For use in credit card fraud prevention

Robot Mouse never stores your complete credit card number or your location at time of payment. To keep your payment information secure, we adopt all available security and multi-factor authentication measures available from these providers. Robot Mouse operates exclusively with PCI compliant payment processors. Only our payment processors have the ability to collect, use and access your full credit card information and other financial information. They can use this information solely for the purpose of charging and invoicing you for our (paid) Services.

Example Trade-off: Fighting Credit Card Fraud

Some data is used to prevent purchase fraud.

1.5 Cookies and Persistent Trackers

In building our website and apps, we have tried to limit the number of services with access to store cookies in your browser. There are currently three third-party services with this ability. These services store data for as short a time as possible.

Cookie name

Service

Cookie Expiry

Why do we
store it?

tb_mkt

Robot Mouse marketing

Session

Robot Mouse records a bit of information that helps us track how people are finding Robot Mouse. tb_ref

Robot Mouse marketing

Session

This cookie helps us understand which Robot Mouse touchpoint (eg: website, email) led you to purchase a Robot Mouse product.

tb_overlay

Robot Mouse marketing

1 day

This cookie lets us know if you've already acknowledged any overlays that we display for our marketing or outreach initiatives. It does not contain any personal information.

ac

Robot Mouse marketing

1 year

This cookie lets us know if you've already acknowledged our cookie banner. It saves your preferences so that the banner doesn't show up every time you visit the site.

TB_SESSION

Robot Mouse website customization

7 days

This cookie stores your account type and is used to customize your Robot Mouse.com account.

PLAY_SESSION

Robot Mouse authentication

7 days

PLAY_SESSION is the authentication token for Robot Mouse.com. It allows you to use your account without having to continuously login.

tb_user

Robot Mouse authentication

30 days

tb_user allows us to understand whether you are a new or returning visitor to our website. By setting this cookie, we're able to customize the content on our own without using any third party tools.

XSRF-TOKEN

Robot Mouse XSRF protection

¹ year

One common attack used against website visitors is a cross-site request forgery attack. Robot Mouse uses this cookie to protect you from XSRF attacks.

_ga

Google Analytics – IP anonymization enabled

² years

To make our website better, we use Google Analytics (GA) to see how many people are visiting it. We have set GA to use the available retention period and not store IP addresses. `_gaid`

Google Analytics – IP anonymization enabled

24 hours

To make our website better, we use Google Analytics (GA) to see how many people are visiting it. We have set GA to use the minimum available retention period and not store IP addresses. `_gat`

Google Analytics – IP anonymization enabled

1 minute

Google Analytics uses this cookie to limit the number of requests that we can make to their service in a given time period.

`_gac`

Google Ads

90 days

If you visit our website from a Google Ads campaign, this cookie helps us understand how our campaigns are performing.

`_gcl`

Google Ads

90 days

If you visit our website from a Google Ads campaign, this cookie helps us understand how our campaigns are performing.

`_cfuid`

DDoS protection - Cloudflare ID

1 year

Robot Mouse uses Cloudflare to protect our service from DDoS attacks. Cloudflare uses `_cfuid` in your browser so that once they have checked

to see if you're a bot, they won't have to check again while you use our website.

_stripe_mid

Payment provider - Stripe user

1 year

1.6 Other Data Robot Mouse Just does NOT Collect

Robot Mouse explicitly does NOT collect, store or log the following data:

- IP addresses visiting our website
- IP addresses upon service connection
- DNS Queries while connected
- Any information about the applications, services or websites our users use while connected to our Service

2. Personal Data

Any Personal Data you provide to Robot Mouse will be administered according to the following principles:

2.1 Accountability

Should you have any concerns about how your Personal Data is handled or questions about this Privacy Policy, feel free to contact us at info (at) MRRobotMouse.com

2.2 Disclosure of Personal Data to Third Parties

Except as described below, Robot Mouse will NOT disclose any Personal Data to other commercial parties under any circumstance: We may send data to third-party service providers who operate services that help us with: customer support; email; hosting, protecting, and securing the Robot Mouse infrastructure; DDoS prevention; payment processing; as well as understanding website analytics, app analytics, account and payment related service usage. In the event Robot Mouse is served with a valid subpoena, warrant or other legal document and applicable law requires Robot Mouse to comply, the extent of disclosure is limited to the Personal Data listed within this Privacy Notice. As noted above, Robot Mouse utilizes PCI-compliant third-party payment processors to collect your credit card and other billing information. If our organization structure changes (e.g., we undergo a restructuring or are acquired), we may need to migrate your Personal Data to a third party related to a business transaction, but, we will ensure that such a third party has entered into an agreement under which the use of your Personal Data is only related to purposes necessary for the transaction.

Robot Mouse does NOT store users' originating IP addresses when connected to our service and thus cannot identify users when provided IP addresses of our servers. Additionally, we cannot disclose information about the applications, services, or websites our users consume while connected to our Services; as Robot Mouse does NOT store this information.

2.3 Consent and Legitimate Interest

When you sign up for our Service and provide us Personal Data, you allow us to process that information in accordance with this Privacy Policy. We rely on legitimate interest for marketing, research, and fraud prevention. We will obtain your consent where required by law. You have the right to ask us not to contact you. To exercise your choices or ask questions about your Personal Data, please contact us.

2.4 Limiting Collection

We take great care to not collect Personal Data indiscriminately and limit collection to the minimum necessary information required to operate our service. By limiting the collection of data, we help to protect the privacy and security of your Personal Data.

2.5 Limiting Use, Disclosure, and Retention

We will not use your Personal Data for any purpose that you have not consented to. Robot Mouse will NOT sell or trade Personal Data for commercial purposes. Only Robot Mouse's employees with a business need to know or whose duties require, are granted access to our customers' Personal Data. All such employees will be required as a condition of employment to respect the confidentiality of our customers' Personal Data. We store your Personal Data only as long as is necessary for the purposes for which it is collected, to provide our Services, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws. We erase or destroy the records containing Personal Data when they are no longer required; this will be done in ways that will ensure your continued privacy.

2.6 Accuracy

It is your responsibility to inform Robot Mouse of any relevant changes in your Personal Data by updating your account information if an account has been created by you. Not all users require accounts to access our software.

2.7 Safeguards

Robot Mouse uses exceptionally strong safeguards to protect the privacy of all our records, including your Personal Data. We implement physical, business and technical security measures. These strong safeguards are designed to prevent unauthorized access, disclosure, loss, theft, copying, use or modification to your Personal Data.

2.8 Openness and Transparency

So that you can be confident that we are handling your Personal Data appropriately, we take extraordinary measures to document our policies and provide openness and transparency around the data we collect, why we collect it and how we handle it.

2.9 Individual Access

If at any time you have a question about our records containing your Personal Data, we will do our best to answer it. You have the right to be told about the kind of Personal Data we maintain and how it is used. Upon request, we will provide you with information regarding the existence, use and disclosure of your Personal Data.

2.10 Individual Access

If you are visiting from the European Union, please note that by providing your Personal Data, you consent to any transfer of your Personal Data to the USA and processing of your Personal Data globally in accordance with this Policy.

2.11 Rights of Access, Rectification, Erasure, and Restriction

You have the right to inquire as to whether Robot Mouse is Processing Personal Data about you, request access to Personal Data, and ask that we correct, amend or delete your Personal Data where it is inaccurate. Robot Mouse makes good faith efforts to provide you with the ability to delete your Personal Data, however there may be circumstances in which Robot Mouse is unable to delete all your Personal Data. For example, we are unable to delete it where we are legally required to keep it, including where we need it to continue to offer you the service or if you are involved in litigation with us, we would be required to retain your personal data, which is limited to the fields we discuss above in 1.2, 1.3 and 1.4. If Robot Mouse determines that your Personal Data cannot be deleted, we will explain why and provide a contact for further inquiries. If you have any questions about our privacy practices, this Privacy Policy, or how to lodge a complaint with the appropriate authority, please contact Robot Mouse by email at info (at)Mr Robot Mouse.com. We will address your concerns and attempt to resolve any privacy issues in a timely manner.

2.12 Changes to Our Privacy Policy

We may need to change our Privacy Policy from time-to-time and all updates will be posted online. Your continued use of our Services after the effective date of such changes constitutes your acceptance of such changes. We will post an effective date at the top of the page for your convenience.

We welcome your thoughts and feedback.

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