

Privacy Policy

FiveK Company (hereinafter referred to as "the Company") complies with relevant laws and regulations including the Personal Information Protection Act, the Act on Promotion of Information and Communications Network Utilization and Information Protection, and the Act on Consumer Protection in Electronic Commerce, etc., and establishes and discloses the following Privacy Policy to safely protect users' personal information.

This Privacy Policy applies to mobile game services provided by the Company and all related services (hereinafter collectively referred to as "Services").

Article 1 (Personal Information Items Processed and Collection Methods)

1. Personal Information Items Collected

1) When registering as a member and using the game

Required: Nickname, in-game account ID, device OS information, device model name, advertising identifier (ADID/IDFA), service usage records, access logs, access IP, payment/purchase history, game play records (level, items, friend list, etc.)

2) When processing payments

Payment details, order number, purchased product information, store account ID, payment date and time, payment amount

Sensitive payment information such as actual card numbers and account numbers are processed by each app market (Google Play, Apple App Store, etc.) and payment gateway companies, and the Company does not directly store this information.

2. Personal Information Collection Methods

When users directly input information during service registration and use

When information is automatically generated and collected through game clients, mobile devices, server logs, etc.

Article 2 (Purpose of Processing Personal Information)

The Company uses the collected personal information for the following purposes:

1. Service provision and operation

Providing game services, creating and managing accounts, storing and recovering game data, providing ranking and friend features

2. Payment and settlement

Purchasing paid items, processing payment approval, cancellation, and refunds, managing transaction details, fulfilling obligations under e-commerce-related laws

Article 3 (Provision of Personal Information to Third Parties)

1. Basic principle

The Company does not, in principle, provide users' personal information to third parties.

2. Exceptional cases where information may be provided

Personal information may be provided within the scope permitted by relevant laws only in the following cases:

When the user has explicitly consented to provision to third parties in advance

When there are special provisions in laws and regulations, or when investigative or supervisory agencies request information in accordance with procedures prescribed by laws and regulations

When necessary for statistical compilation, academic research, or market research, and provided in a form that cannot identify specific individuals

Article 4 (Consignment of Personal Information Processing)

1. Purpose of consignment

The Company may consign some tasks to external specialized companies to provide services, and in such cases, enters into contracts for personal information protection in accordance with relevant laws and manages and supervises consignees.

When consignees and consigned tasks change, the Company will promptly disclose this through this Privacy Policy.

Article 5 (Retention and Use Period of Personal Information)

The Company retains and uses personal information only for the period prescribed by law or the period consented to by users.

Examples of retention periods according to the Company's internal policy

Service usage records, illegal use records: Retained for [6 months to 1 year] for the purpose of preventing illegal use, then destroyed

Retention period according to relevant laws

Records concerning contracts or withdrawal of subscription: 5 years

Records concerning payment and supply of goods: 5 years

Personal information for which the above period has elapsed or the processing purpose has been achieved shall be destroyed without delay in accordance with the procedures set forth in Article 6.

Article 6 (Procedures and Methods for Destroying Personal Information)

1. Reasons for destruction

Expiration of personal information retention period

When personal information becomes unnecessary due to achievement of processing purpose, termination of service, closure of business, etc.

2. Destruction procedures

Personal information for which reasons for destruction have occurred shall be destroyed after being stored for a certain period in accordance with internal policies and relevant laws, or destroyed immediately.

In this case, if preservation is required by law, it is stored separately in a separate DB and is not used for purposes other than preservation.

3. Destruction methods

Electronic file format: Deleted using technical methods that make recovery or reproduction impossible

Paper documents: Shredded or incinerated

Article 7 (Rights of Users and Legal Representatives and Methods of Exercise)

1. Users and legal representatives may exercise the following rights regarding their personal information at any time:

Request to view personal information

Request to correct or delete personal information

Request to stop processing personal information

Withdrawal of consent (member withdrawal, etc.)

2. Methods of exercising rights

Can be requested through in-game settings menu, customer center, email, written document, fax, etc.

After verifying identity, the Company will take action without delay, and may partially restrict if there are legitimate reasons in accordance with relevant laws.

3. For children under 14 years of age, legal representatives may exercise rights regarding the child's personal information.

Article 8 (Installation, Operation, and Rejection of Automatic Personal Information Collection Devices)

1. The Company may automatically collect the following information in the process of providing mobile game services:

Device information (model name, OS version, carrier, language settings, etc.)

Advertising identifier (ADID/IDFA)

Access logs, access IP, access country

Game usage records, access time, usage environment information, etc.

2. The Company uses the above information for the following purposes:

Service provision and quality improvement

Error analysis and prevention of illegal use

3. Users can restrict or reject the collection and use of advertising identifiers through the following methods:

Android: Settings > Google > Ads > Reset advertising ID or opt out of personalized ads

iOS: Settings > Privacy & Security > Tracking / Limit in advertising-related settings

However, if you restrict the collection of advertising IDs, there may be restrictions on the use of some personalized advertising features.

Article 9 (Matters Concerning Overseas Transfer of Personal Information) - Optional

When the Company uses overseas cloud servers or consigns or provides personal information processing to overseas operators, it will promptly notify matters related to overseas transfer in accordance with Article 28-8 of the Personal Information Protection Act.

Article 10 (Measures to Ensure the Safety of Personal Information)

The Company takes the following measures to ensure the safety of personal information:

1. Administrative measures

Designation of personal information protection officer and person in charge

Regular internal education and inspections

Minimization of personal information processing and restriction of handling employees

2. Technical measures

Access control management for systems storing personal information

Operation of intrusion prevention systems and malware prevention programs

Encrypted storage and transmission of important information

3. Physical measures

Access control to server rooms and data storage rooms

Use of locking devices when storing documents

Article 11 (Matters Concerning Processing of Personal Information of Children Under 14)

The Company does not, in principle, provide services targeting children under 14 years of age and avoids knowingly collecting personal information of children under 14 years of age.

If it is unavoidable to collect personal information of children under 14 years of age under law, the Company must obtain consent from legal representatives before collection and use, and legal representatives may request viewing, correction, deletion, processing suspension, etc. of the child's personal information.

Article 12 (Personal Information Protection Officer and Contact Information)

The Company designates a personal information protection officer and department as follows to protect users' personal information and handle complaints and provide relief for damages related to personal information.

Personal Information Protection Officer

Name: Lee Hyung-ho Position: Chief Privacy Officer Contact: companyfivek@gmail.com

Users may contact the above department regarding all matters related to personal information protection, including inquiries, complaint handling, and damage relief that occur while using the Company's services (or business).

Article 13 (Remedies for Infringement of Rights)

Users may request assistance from administrative agencies for consultation or relief regarding personal information infringement.

Article 14 (Changes to Privacy Policy)

The Company may change the Privacy Policy in accordance with amendments to relevant laws, changes in service content, changes in internal policies, etc.

When the Privacy Policy is changed, the Company will announce the changes and effective date through methods such as in-game announcements, official communities, and websites.

This Privacy Policy shall be effective from [Effective Date: December 15, 2025].