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Battlenet destiny 2 free

Revealed today in a special stream by Bungie, Destiny 2 gets a pretty big face-lift in the form of a new business model, a move to a new platform, and implementing cross-save. But first - there's new DLC to come! The new DLC is called Shadowkeep, which sends players to the moon to have a ton of fun spiked in an absolutely non-terrifying alien dungeon, along with a bunch of other fun and non-nightmare-inducing stuff. Shadowkeep will be a standalone extension, meaning you don't need previous extensions to play, and will cost \$35. Once you buy it, however, you also have access to all the paid content that releases during Shadowkeep's season, so that the price tag is justified. You can check out the public trailer for Shadowkeep below. You can also get all previously released Destiny 2 content all bundled together for just \$40. You will also no longer need an annual pass to access future extensions. Back to the free-to-play model: Lot will leave Battlenet and move to Steam. Bungie will now charge for standalone extensions, but all year one content now goes for the low price of free! The new free base game will be renamed as Destiny 2: New Light, so no one gets confused. We have roots for 'Destiny 2: F2P Boogaloo', but New Light works too. Moving on steam means that cross-pipes between platforms will now be possible. Even though we only reported yesterday about how Sony is trying to block cross-pairing on the PlayStation 4, it now looks like people are playing on PC, Xbox, PlayStation 4 and the new Google Stadia will have access to cross-spare. Bungie also says that exclusives are essentially deleted. Everything is available to everyone now, regardless of which platform you're playing. Lot 2 won't jump ship until later this summer, so you still have time to get your affairs in order. The Battlenet launcher currently says that the game is playable until September 17, and after that, players will have to migrate to another platform. Com o fim da parceria entre a Bungie e an Activision, muita coisa tem mudado em Destiny 2 nos últimos meses. Além de tornar boa parte de seus conteúdos free to play, a desenvolvedora vai deixar de lado o Battle.net Launcher e migrará todos os seus jogadores do PC para o steam, algo que ela considera que faz mais sentido se emu momento atual. This is how era algo que fazia mais sentido nesse ponto do tempo, afirmou o líder de comunidade David Dague ao VG 24/7. Estamos encontrando uma nova casa para a comunidade de PC no steam. Qualquer pessoa que tem algum conteúdo de Destiny old tem personagens to Battle.net vai poder transferir esses pedaços de games, old qualquer um de seus shoot, old personagens, status old coleções, para o Steam em uma única transferência. Vamos ter mais novidades sobre como tudo isso funciona mais tarde nests verão. Abertura an outrace loyalistEmbora a data da transferência ainda não tenha sido determinada, ela deve acontecer até o dia 17 de when Destiny 2 makes its own no steam junto com an expansão Shadowkeep. A promessa da Bungie é que o proseso de transição será simples e exige somente clicar em alguns botões para ligar sua identidade no Battle.net com o steam. A desenvolvedora afirma que está aberta à possibilidade de trazer Destiny 2 a outras loyalist, como an Epic Games Store e o GOG, mas não divulgou nenhum plano nesse sentido no momento. Até o momento, oh que está confirmado é que o yogo também vai contar com uma versão para o Stadia, nova plataforma de streaming da Google. Bungie and Activision have announced that the full Destiny 2 base game for PC is now a free gift for all new players on Blizzard Battle.net. For the first two weeks of November, anyone who doesn't already own the computer game will have the opportunity to claim it as a gift by their Battle.net account. Destiny 2 will be free to claim and download from November 2-18, 2018. New Battle.net created after 19:00 CET on November 2, 2018, will have to enable Blizzard SMS Protect before demanding their free copy. Lot 2 computer is redeemable from the Battle.net gift page. Bungie also rewards existing owners of Destiny 2 PC. Those who have already bought the game on Battle.net will be eligible to receive an exclusive gift of their own: a special in-game emblem marking the game's anniversary that will be available in December. 'Gambit' Free Weekend Additional, Bungie gives all Destiny 2 players the opportunity to try out Gambit, the popular new mode introduced in this year's expansion, Destiny 2: Abandoned. Gambit, a hybrid PvE and PvP 4v4 off, will be available for trial as part of Bungie's Gambit Free Weekend from November 9–11. More details were provided at . Destiny 2 PC specs Minimum system requirements for Destination 2 PC are an Intel Core i3-3250, Intel Pentium G4560, or an AMD FX-4350, along with a GeForce GTX 660 2GB, GTX 1050 2GB, or Radeon HD 7850. In addition, 6GB of RAM, and 68GB HDD space. Internet Connection required. For more on Destiny 2, visit www.DestinyTheGame.com New to Blizzard Battle.net? For instructions to sign up for Blizzard Battle.net connect with your friends, check out our handy Battle.net Guide. Entire planets disappeared. In the chaos that follows, Xivu Arath, the Hive moves God of War boldly to seize power. If left unchecked, she threatens a solar system already in turmoil. While investigating the growing threat, Osiris finds himself needing help. Fortunately, a new - and still familiar - ally known as the Raven joins you in the rescue... GEAR & REWARDSGeer, XP, rewards! Get the season pass and immediately unlock the new seasonal armor set and new Exotic Shotgun, Duality. You also get an XP boost that unlocks your seasonal ranks and engrams. Hive temples appear throughout the system. The Spider felt the effect of this disorder want to hit a bargain. Work with him and the Raven to build a device that will pull Arath's lieutenants from hiding. Once you're built, upgrade your Lure, snare your prey and challenge the Hive god. Drawn from the jaws of a Hive God, the Fang of Xivu Arath increases your Power every time it's upgraded. Unlock new seasonal mods and choose new ways to customize your style of play. Season Pass OwnersNew Weekly MissionNew Exotic QuestInstant Unlocks Duality, a New Exotic ShotgunInstant Unlocks the New Seasonal Armor Set for Each ClassBonus XPFree for All Lot 2 PlayersNew Season Progression Rail with unlockable seasonal armor sets and new exotic shotgun New Artifact and Mods to plunge the dawn iron banner into the world of Destiny 2 to explore the mysteries of the solar system and experience reacting first-person shooter battles. Unlock powerful elementary abilities and collect unique gear to customize your Guardian's look and style of play. Enjoy Destiny 2's cinematic story, provocative co-op missions, and a variety of PvP modes alone or with friends. Download for free today and write your legend in the stars. You are a Guardian, defender of the Last City of Humanity in a solar system under siege by notorious. Look at the stars and stand against darkness. Your legend is starting now. Picking out the armored Titan, mystical Warlock, or quick Hunter.TitanDisciplined and proud. Titans are capable of both aggressive attacks and stalwart defenses. Set your hammer on fire, crack the air with lightning, and go toe-to-toe with any opponent. Your team will stand high behind the strength of your shield. WarlockWarlocks weapon the mysteries of the universe to sustain themselves and destroy their enemies. Rain wreaks havoc on the battlefield and bright hordes of enemies in the blink of an eye. Those standing with you will know the true power of the Light.HunterAgile and daring. Hunters are quick on their feet and faster on the draw. Fan the hammer of your golden rifle, flow through enemies like the wind, or strike out of darkness. Find the enemy, aim, and end the battle before it starts. Play with or against your friends and other Guardians in various PvE and PvP game modes. Cooperative MultiplayerExciting co-op adventures teeming waits with rare and powerful rewards. Dive into the story with missions, guests and patrols. Put together a small fire dam and secure the chest at the end of a quick Strike. Or test your team's skill with countless hours of raiding progress - the ultimate challenge for any fireteam. You decide where your legend starts. Competitive MultiplayerFace mode against other players in quick free-for-all skirmishes, team arenas, and PvE/PvP hybrid competitions. Mark special competitions like Iron Banner on your calendar and collect limited time rewards before they're gone. Then, when you're ready, Trials enters from within Osiris, where the only thing between you and glory is the best players in the world. Thousands of weapons, Options. Discover new gear combinations and define your own custom style. The for the perfect arsenal begins. Minimum: Requires a 64-bit processor and operating systemOS: Windows® 7/Windows® 8.1/Windows® 10 64-bit (latest Service Pack)Processor: Intel® Core™ i3250 3.5 GHz or Intel Pentium G4560 3.5 GH 6 GB RAMGraphics: NVIDIA® GeForce® GTX 660 2GB or GTX 1050 2GB/AMD Radeon HD 7850 2GBNetwork: Broadband Internet connectionStorage: 105 GB available spaceAdditional Notes: Recommended: Requires a 64-bit processor and industry System Windows® 7 / Windows® 8.1 / Windows® 10 64-bit (latest Service Pack)Processor: Processor Intel® Core™ i5 2400 3.4 GHz or i5 74 3.5 GHz / AMD Ryzen R5 1600X 3.6 GHzMemory: 8 GB RAMGraphics: Video NVIDIA® GeForce® GTX 970 4GB or GTX 1060 6GB / AMD R9 390 8GB Memory 8 RAM GBNetwork : Broadband Internet connectionStorage: 105 GB available spaceAdditional Notes : Minimum 105 GB available hard drive storage space required from November 10, 2020. Storage requirements subject to increase. After November 10, 2020, see www.destinythegame.com/size-requirements for current requirements before purchasing. May require additional storage for setup, features, and updates, including downloading mandatory in-game updates to continue playing. Users responsible for broadband internet fees, which are required. Additional costs may apply to online content and features Using the software form assuming the Destination Software License Agreement www.bungie.net/sla. Bungie can change or discontinue online services without notice at any time. © 2020 Bungie, Inc. All Rights Reserved. Destiny, the Destiny Logo, Bungie and the Bungie Logo are among the brands of Bungie, Inc. Page 2 Browse the latest, top sale and discount Action products on Steam Page 3 You can request a refund for almost any purchase on Steam—for any reason. Perhaps your computer does not meet the hardware requirements; maybe you bought a game by mistake; maybe you played the title for an hour and just didn't like it. It doesn't matter. Valve will issue a refund on request via help.steampowered.com for any reason, if the request is made within the required return period, and in the case of games, if the title has been played for less than two hours. There are more details below, but even if you fall outside the refund rules we've described, you can ask for a refund anyway and we'll be watching. You will be issued a full refund of your purchase within a week of approval. You will receive the refund in Steam Wallet funds or through the same payment method you use to make the purchase. If, for any reason, Steam can't issue a refund via your initial payment method, your Steam Fair will be credited the full amount. (Some payment methods available through Steam in your country may not support refunding a purchase to the original payment method. Click for a complete list.) The Steam Refund Offer, within two weeks of purchase and with less than two hours of playing time, applies to and software applications in the Steam store. Here's an overview of how refunds work with other types of purchases. Refunds on downloadable content (Steam store content usable within another game or software application, DLC) DLC purchased from the Steam store are refundable within fourteen days of purchase, and if the underlying title has been played for less than two hours since the DLC was purchased, as long as the DLC has not been consumed, changed, or transferred. Please note that in some cases, Steam cannot give refunds for some third-party DLC (for example, if the DLC irreversible levels a game character). These exceptions will be clearly marked as non-refundable on the Store page before the purchase. Refunds on in-game purchases Steam will offer refund for in-game purchases within any Valve-developed games within forty-eight hours of the purchase, as long as the in-game item is not consumed, changed or transferred. Third-party developers will have the option to enable refunds for in-game items on these terms. Steam will tell you at the time the purchase if the game developer chose to offer refunds on the in-game item you are buying. Otherwise, in-game purchases in non-Valve games are non-refundable by Steam. Refunds on Pre-purchased titles When you purchase a title on Steam in advance (and paid in advance for the title), you can request a refund at any time before the release of that title. The standard 14-day/two-hour refund period also applies, starting on the game's release date. Steam Wallet Refunds You can request a refund for Steam Wallet funds within fourteen days of purchase if they were purchased on Steam and if you don't use any of those funds. Renewable subscriptions For some content and services provide steam periodic (e.g. monthly, annual) access for which you pay on a recurring basis. If a renewable subscription was not used during the current billing cycle, you can request a refund within 48 hours of the initial purchase or within 48 hours of any automatic renewal. Content is considered if any games were played within the subscription during the current billing cycle or if any benefits or discounts included in the subscription were used, consumed, modified or transferred. Please note that you can cancel an active subscription at any time by going to your account details. Once canceled, your subscription will no longer automatically renew, but you will retain access to the content and benefits of the subscription through the end of your current billing cycle. Steam Hardware Within the appropriate timeframe identified in the Hardware Refund Policy, you can request a refund for Steam Hardware and Accessories purchased for any reason via Steam. You need to use the hardware within fourteen (14) days after return to the instructions we provide to you. Please see the Hardware Refund Policy for detailed guidelines on returning and process for Steam hardware and accessories. Refunds on batches You can receive a full refund for any batch purchased in the Steam Store, as long as none of the items in the bundle have been transferred, and if the combined usage time for all items in the bundle is less than two hours. If a bundle includes an in-game item or DLC that is non-refundable, Steam will tell you if the entire bundle is refundable during check-out. Purchases made outside of Steam Valve cannot provide refunds for purchases made outside of Steam (for example, CD keys or steam scholarship cards purchased from third parties). VAC Ban If you were banned by VAC (the Valve Anti-Cheat system) on a game, you lose the right to repay that game. Video content We cannot offer refunds for video content on Steam (e.g., movies, shorts, series, episodes, and tutorials), unless the video is in a batch with other (non-video) refundable content. Refunds on Gifts Irrecovered gifts can be refunded within the standard 14-day/two-hour refund period. Redeemed gifts can be refunded under the same conditions if the gift recipient initiates the refund. Funds used to purchase the gift will be returned to the original purchaser. EU Right of Withdrawal For an explanation of how the EU works right on withdrawal for Steam customers, click here. Abuse Refunds are designed to remove the risk of purchasing titles on Steam—not as a way to get free games. If it occurs to us that you are abusing refunds, we may stop offering them to you. We don't consider it abuse to request a refund on a title purchased just before a sale and then immediately rethink that title for the sale price. You can request a refund or get other help with your Steam Purchases at help.steampowered.com. Last updated on November 10th, 2020 Page 4 You can request a refund for almost any purchase on Steam—for any reason. Perhaps your computer does not meet the hardware requirements; maybe you bought a game by mistake; maybe you played the title for an hour and just didn't like it. It doesn't matter. Valve will issue a refund on request via help.steampowered.com for any reason, if the request is made within the required return period, and in the case of games, if the title has been played for less than two hours. There are more details below, but even if you fall outside the refund rules we've described, you can ask for a refund anyway and we'll be watching. You will be issued a full refund of your purchase within a week of approval. You will receive the refund in Steam Wallet funds or through the same payment method you use to make the purchase. If, for any reason, Steam can't issue a refund via your initial payment method, then supportor the full amount is credited. (Some payment methods available through Steam in your country may not support refunding a purchase to the original payment method. Click here for a full list.) The Steam Refund Offer, within two weeks of purchase and with less than two hours after applies to games and software applications in the Steam store. Here's an overview of how refunds work with other types of purchases. Refunds on downloadable content (Steam store content usable within another game or software application, DLC) DLC purchased from the Steam store are refundable within fourteen days of purchase, and if the underlying title has been played for less than two hours since the DLC was purchased, as long as the DLC has not been consumed, changed, or transferred. 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Once canceled, your subscription will no longer automatically renew, but you will retain access to the content and benefits of the subscription through the end of your current billing cycle. Steam Hardware Within the appropriate timeframe identified in the Hardware Refund Policy, you can request a refund for Steam Hardware and Accessories purchased for any reason via Steam. You need the hardware fourteen (14) days after the refund is returned to the instructions we provide to you. Please see the Hardware Refund Policy for detailed guidelines on returning and process for Steam hardware and accessories. Refunds on batches You can receive a full refund for any batch purchased in the Steam Store, as long as none of the items in the bundle have been transferred, and if the combined usage time for all items in the bundle is less than two hours. If a bundle includes an in-game item or DLC that is non-refundable, Steam will tell you if the entire bundle is refundable during check-out. 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If it occurs to us that you are abusing refunds, we may stop offering them to you. We don't consider it abuse to request a refund on a title purchased just before a sale and then immediately rethink that title for the sale price. You can request a refund or get other help with your Steam Purchases at help.steampowered.com. Last updated on November 10th, 2020 Page 5 Golf around! 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Idle Game Casual, Clicker, Idler, 2D Counter-Strike: Global Offensive - Operation Broken Fang Action, Free to play, FPS, Multiplayer Phoenix Point: Year One Edition , Turn-Based Strategy, Great Strategy, Third-Person Shooter Creeper World 4 Strategy, Indie, RTS, Casual Shade Rich Strategy, Simulation, RPG, 4X Total War: WARHAMMER II - The Twisted & The Twilight Strategy, Action : The Seven Acolytes Action, Adventure, RPG, Souls-Like Haven Adventure, Story Rich, RPG, Romance Summerland Adventure, Story Empire, Atmospheric, Walking Simulator , Flight, Indie, Simulation Empire of Sin Strategy, RPG, Management, Turn-Based Worlds Rumble Multiplayer, Battle Royale, 2.5D, Arena Shooter The Life and Suffering of Sir Brante — Chapter 1&2 Diplomacy, Choose Your Own Adventure, Interactive Fiction, Management *NEW* SHUFFLED EPIC BHOPI SIMULATOR 2023 (POG CAMP) Casual , Action, Simulation, Open World Kids of Silentown: Prologue Horror, Point &amp; Click, Female Protagonist, 2D Football Manager 2021 , Simulation, Management, Singleplayer Slasher's Keep Action Roguelike, RPG, Action, Indie Super Buckyball Tournament Preeason Party Game, Sport, Team-Based, eSports Super Buckyball Tournament Preeason Party Game, Sports, Team-Based, eSports War Room Simulation, Strategy, RTS, Action Mars Horizon Management, Education, Space, Strategy Firefighting Simulator - The Team , Multiplayer, Action, Singleplayer Our Life: Start & Always Romance, Visual Novel, Character Adaptation, LGBTQ : From Rice & Devastation Farming Sim, Story Empire, Side Scroller Cyberpunk 2077 Cyberpunk, Open World, RPG, Futuristic Counter-Strike: Global Offensive - Operation Broken Fang Action, Free to Play, FPS, Multiplayer Phasmophobia VR Supporting Horror, Online Co-op, Multiplayer, Psychological Horror Among Our Multiplayer, Online Co-op, Space, Social Drawdown Phoenix Point: Year One Edition Tactical, Turn-Based Strategy, Grand Strategy, Third Person Shooter Hell, Multiplayer CS : , Shooter, Multiplayer, Competitive Balduir's Gate 3 Early Access, RPG, Dungeons & Dragons, Choices Matter Deep Rock Galactic Co-op, Multiplayer, Class-Based, FPS Sea of Divinity Adventure, Action, Open World, Pirating Grand Theft Auto V Open World, Action, Multiplayer, Automobile Sim Red Dead Action, Adventure, Western, Shooter Empire of Sin Strategy, RPG, Management, Turn-based The Sims™ 4 Digital Deluxe Plus Seasons Bundle , Character Adaptation, Life Sim, Singleplayer Football Driver 2021 Sports, Simulation, Driving, Singleplayer F1® 2020 , Sports, Simulation, Car Sim Total War: WARHAMMER II - The Twisted & The Twilight Strategy, Action, Violent, Fantasy Beat Saber VR Only VR, Rhythm, Music, Great Soundtrack Fabric Painter 2021 Design & Illustration, Animation & Modeling, Game Development Wallpaper Engine Utilities, Adult, Software, Anime GreedFall RPG, Open World , Singleplayer Last Epoch RPG, Action, Hack and Slash, Action RPG Red Dead Redemption 2 Adventure, Open World, Action, Western Halo: The Master Chief Collection Great Soundtrack, Action, FPS, Classic Hunt: Showdown Multiplayer, Survival, Horror, Shooter The Sims™ 4 Life Sim, Character Adaptation, Simulation, Building Creeper World 4 , RTS, Casual Yakuza: Like a Dragon RPG, Action, Adventure, JRPG Overcooked! 2 Multiplayer, Online Co-op, Local Co-op, Co-op BeamNG.drive Simulation, Drive, Destruction, Physics See more: Top Sellers or Global Top Sellers Slapshot: Repair free to play, Sports, Indie, Early Access Novads of Driftland RTS, Fantasy, Singleplayer, Indie Call of the Sea Adventure, Puzzle, Female Protagonist, Story Rich Trans-Siberian Railroad Simulator Simulation, Adventure, Casual, Indie To The End Adventure, Action, Theater, Atmospheric Cyberpunk 2077 Cyberpunk , Open World, RPG, Futuristic Love Tavern Simulation, Sexual Content, Time Management, Building Orwell's Animal Farm Political, Hand-Signed, Point & Click, Narration Alba: A Wildlife Adventure Casual, Female Protagonist, Adventure, 3D Killer: Infected One of Our Multiplayer, Space, Social Drawdown, 3D Medal of Honor™: Over and Above VR Only Action, Action Roguelike, Wargame, First Person Cyber Crush 2069 Casual, Simulation, Puzzle, Game 3 , Action, Violent, Gore Spellbreak Fantasy, Anime, Magic, PvP Dealer's Life 2 Trade, Mementos, Management, Impressive Sim The Hand of Merlin RPG, Strategy, Indie, the Universe Action, Theater, 2D, Indie Love n Dream: Virtual Happiness Sexual Content, Nudity, Card Game, Dungeon Crawler Don't Be Afraid First Person, Horror, Survival, Walking Simulator Antique Cities Strategy, City Builder, Historic, Moddable Mystery Joker Romance, Casual, Story Empire, Visual Novel Curve Fever Action, Massively Multiplayer, Indie, PvP Wattam Indie, Casual, Adventure, Cute Crunch Element VR Only Action, Indie, Early Access , VR Long Live Caesar Early Access, PvE, Turn-based Strategy, Time Management ORX Casual, RPG, Tower Defense, Card Game Love, Money, Rock'n'Roll Visual Novel, Story Empire, Anime, Great Soundtrack Dominate 2: Super Mech League Action, Fight, 3D Fighter, 3D OMORI Psychological Horror, Horror, Pixel Graphics, Indie Bang Project Action, Adventure, Simulation, Strategy See more: Upcoming Releases GreedFall RPG, Singleplayer Deep , Multiplayer, Class-based, FPS Hell Let Loose Action, Shooter, World War II, Multiplayer Last Epoch RPG, Action, Hack and Slash, Action RPG Space Haven Simulation, Strategy, Base Building, Space The Elder Roles® Online RPG, MMORPG, Open World, Massively Multiplayer Dying Light Zombies, Survival Horror, Horror, Online Co-op Tom Clancy's Rainbow Six® Siege - Year 5 Pass , Multiplayer, Tactical Lonely Mountains: Downhill Indie, Racing , Sports, Bicycles Wolcen: Lord of Mayhem RPG, Hack and Slash, Action RPG, Action Katana ZERO Platformer , Pixel Graphic, Action, Great Soundtrack Door Kickers: Action Squad Action, Indie, Pixel Graphics, Co-op MORDHAU Multiplayer, Medieval, First Person, Online Co-op This War of Mines Survival, War, Atmospheric, Singleplayer Space Engineers Space, Sandbox, Building, Multiplayer, Horror, Multiplayer, Online Co-op Train Sim World® 2 Sim , Realistic, Singleplayer Train Sim World® 2: Hauptstrecke Munich - Augsburg Trail Add-on Throne Breaker: The Witcher Story Rich Seven: Enhanced Edition RPG, Stealth, Action, Adventure, Muse Dash Music, Rhythm, Anime, Cute Muse Dash - Just Like Planned Casual, Action, Indie, Rhythm Frostpunk Survival, City Builder, Strategy, Resource Management Barotrauma Survival , Multiplayer, Co-op, Simulation Train Simulator: Wutachtalbahn: Lauchringen - Immendingen Trail Add-on Train Sim World® : Canadian National Oakville Subdivision: Hamilton - Oakville Trail Add-On Train Sim World®: Rhein-Ruhr Osten: Wuppertal - Hagen Route Add-On GreedFall – Adventurer's Gear DLC Panzer Paladin 2D Retro, Mechs, Action Train Sim World® 2: Canadian National Oakville Subdivision: Hamilton - Oakville Trail Add-On Train Sim World® 2: Rhein-Ruhr Osten : Wuppertal - Hagen Train Add-ons On Deep Rock Galactic - Roughneck Pack Invisgun Rebooting Indie , Action, Casual , Strategy Train Sim World® 2: West Somerset Railroad Trail Add-on Car Mechanic Simulator 2015 Car Sim, Simulation, Singleplayer, Building - VR VR Only Design &amp; Illustration, Utilities, Animation & Modeling, Education Deep Rock Galactic - Dark Future Pack Wolcen: Lord of Mayhem - Original Soundtrack Indie, RPG, Adventure, Action Deep Rock Galactic - MegaCorp Pack COCKHEAD Indie, Adventure, Action Page 7 You can request a refund for almost any purchase on Steam—for any Maybe your computer doesn't meet the hardware requirements; maybe you bought a game by mistake; maybe you played the title for an hour and just didn't like it. It doesn't matter. Valve will issue a refund on request via help.steampowered.com for any reason, if the request is made within the required return period, and in the case of games, if the title has been played for less than two hours. There are more details below, but even if you fall outside the refund rules we've described, you can ask for a refund anyway and we'll be watching. You will be issued a full refund of your purchase within a week of approval. You will receive the refund in Steam Wallet funds or through the same payment method you use to make the purchase. If, for any reason, Steam can't issue a refund via your initial payment method, your Steam Fair will be credited the full amount. (Some payment methods available through Steam in your country may not support refunding a purchase to the original payment method. Click here for a full list.) The Steam refund offer, within two weeks of purchase and with less than two hours of playtime, applies to games and software apps in the Steam store. Here's an overview of how refunds work with other types of purchases. Refunds on downloadable content (Steam store content usable within another game or software application, DLC) DLC purchased from the Steam store are refundable within fourteen days of purchase, and if the underlying title has been played for less than two hours since the DLC was purchased, as long as the DLC has not been consumed, changed, or transferred. Please note that in some cases, Steam cannot give refunds for some third-party DLC (for example, if the DLC irreversible levels a game character). These exceptions will be clearly marked as non-refundable on the Store page before the purchase. Refunds on In-game Purchases Steam will offer refund for in-game purchases within any Valve-developed games within forty-eight hours of the purchase, as long as the in-game item is not consumed, changed or transferred. Third-party developers will have the option to enable refunds for in-game items on these terms. Steam will tell you at the time the purchase if the game developer chose to offer refunds on the in-game item you are buying. Otherwise, in-game purchases in non-Valve games are non-refundable by Refunds on Pre-purchased titles When you purchase a title on Steam in advance (and paid in advance for the title), you can request a refund at any time before the release of that title. The standard 14-day/two-hour refund period refund period starts on the game's release date. Steam Wallet Refunds You can request a refund for Steam Wallet funds within fourteen days of purchase if they were purchased on Steam and if you don't use any of those funds. Renewable subscriptions For some content and services provide steam periodic (e.g. monthly, annual) access for which you pay on a recurring basis. If a renewable subscription was not used during the current billing cycle, you can request a refund within 48 hours of the initial purchase or within 48 hours of any automatic renewal. Content is considered if any games were played within the subscription during the current billing cycle or if any benefits or discounts included in the subscription were used, consumed, modified or transferred. Please note that you can cancel an active subscription at any time by going to your account details. Once canceled, your subscription will no longer automatically renew, but you will retain access to the content and benefits of the subscription through the end of your current billing cycle. Steam Hardware Within the appropriate timeframe identified in the Hardware Refund Policy, you can request a refund for Steam Hardware and Accessories purchased for any reason via Steam. You must return the hardware to the instructions we provide to you within fourteen (14) days of the refund. Please see the Hardware Refund Policy for detailed guidelines on the return and cancellation process for Steam Hardware and Accessories. Refunds on batches You can receive a full refund for any batch purchased in the Steam Store, as long as none of the items in the bundle have been transferred, and if the combined usage time for all items in the bundle is less than two hours. If a bundle includes an in-game item or DLC that is non-refundable, Steam will tell you if the entire bundle is refundable during check-out. Purchases made outside of Steam Valve cannot provide refunds for purchases made outside of Steam (for example, CD keys or steam scholarship cards purchased from third parties). VAC Ban If you were banned by VAC (the Valve Anti-Cheat system) on a game, you lose the right to repay that game. Video content We cannot offer refunds for video content on Steam (e.g., movies, shorts, series, episodes, and tutorials), unless the video is in a batch with other (non-video) refundable content. Refunds on Gifts Irrevocable gifts can be refunded within the standard 14-day/two-hour refund period. Redeemed gifts can be refunded under the same conditions if the gift recipient initiates the refund. Funds used to purchase the gift will be returned to the original purchaser. EU Right of Withdrawal For an Explanation of How the EU Right to Withdrawal for Steam customers, click here. Abuse Refunds are designed to remove the risk of purchasing titles on Steam—not as a way to get free games. If it occurs to us that you are abusing refunds, we may stop offering them to you. Our Our consent of requesting a refund on a title purchased just before a sale and then immediately rebuying that title for the sale price. You can request a refund or get other help with your Steam Purchases at help.steampowered.com. Last updated on November 10, 2020 Page 8 Valve respects the privacy of its online visitors and customers of its products and services and complies with applicable laws for protecting your privacy, including, without limitation, the California Consumer Privacy Act (CCPA), the European Union's General Data Protection Regulation (GDPR), and the Swiss and EU Privacy Shield frameworks. 1. Definitions Wherever we talk about personal data below, we mean any information that you can either identify as an individual (Personally Identifying Information) or which may be indirectly linked to you by linking it to personally identifying information. Valve also processes anonymous data, aggregated or not, to analyze and produce statistics related to the habits, usage patterns, and demographics of customers as a group or as individuals. Such anonymous data does not allow the identification of the clients it relates to. Valve can share anonymous data, aggregated or not, with third parties. Other capitalized provisions in this Privacy Policy will have the meanings defined in the stool subscriber agreement (SSA). 2. Why Valve collects and processes Data Valve collects and processes personal data for the following reasons: a) where it is necessary for the execution of our agreement with you to provide a full game service and provide associated content and services; b) where it is necessary for compliance with legal obligations to which we are subject (e.g., our obligations to keep certain information in terms of tax laws); c) where it is necessary for the purposes of the legal and legal interests of Valve or a third party (e.g., the interests of our other clients), except where such interests are dominated by your prevailing legitimate interests and rights; or d) where you have given permission to it. These reasons for collecting and processing personal data determine and limit what personal data we collect and how we use them (section 3. below), how long we store it (section 4. below), what access to it (section 5. below) and what rights and other control mechanisms as a user are available to you (section 6. below). 3. The types and sources of data we collect 3.1. Basic account data when setting up an account. Valve will collect your email address and country of residence. You are also required to choose a username and a password. Providing this information is necessary to register a Steam User Account. During the setup of your account, the account is automatically assigned a number (the Steam ID) used later to reference your user account without identifying information about exposing you directly. We do not require you to use your real name for the of a Steam user account. 3.2 Transaction and Payment data To make a transaction on Steam (e.g., to purchase subscriptions for content and services or to fund your Steam Wallet), you may need to provide payment data to Valve to enable the transaction. If you pay by credit card, you must provide typical credit card information (name, address, credit card number, expiration date and security code) to Valve, which will process Valve and transfer it to the payment service provider of your choice to enable the transaction and perform anti-fraud checks. Similarly, Valve will receive data from your payment service provider for the same reasons. 3.3 Other data that you expressly submit if We will collect and process personal data when you explicitly provide or send it to us as part of communication with others on Steam, e.g. This data includes: Information you post, comment, or follow in any of our content and services; Information sent by chat; Information you provide when requesting information or support from us or buying content and services from us, including information necessary to process your orders with the relevant payments dealer or, in the case of physical goods, shipping providers; Information you provide to us when participating in competitions, competitions and tournaments or responding to recordings, e.g. 3.4 Your use of the Steam Client and websites We collect a variety of information through your general interaction with the websites, content and services offered by Steam. Personal data we collect may include, but is not limited to, browser and device information, data collected through automated electronic interactions and application usage data. Similarly, we will track your process on our websites and applications to verify that you are not a bot and to optimize our services. 3.5 Your Use of Games and other subscriptions To provide services to you, we need to collect, store, and use various information about your activity in our content and services. Content-related information includes your Steam ID, as well as what is usually referred to as game statistics. By game stats we mean information about your games' preferences, progress in the games, playtime, as well as information about the device you are using, including which operating system you are using, device settings, unique device identifiers, and crash data. 3.6 Tracking data and cookies We use Cookies, which are text files that are placed on your computer, and similar technologies (e.g., web beacons, pixels, ad tags and device identifiers) to help us analyze how users use our services, as well as improve the services we offer to improve marketing, analytics, or website functionality. The use of cookies is standard on the internet. Although most web browsers automatically accept cookies, the decision to accept or not yours. You can customize your browser settings to prevent the receipt of cookies, or to provide notification when a cookie is sent to you. You can refuse cookies using by selecting the appropriate settings on your browser. Managing the use of cookies for each browser is further outlined on the following help page: . Note, however, that if you do, you may not be able to access the full functionality of our websites. When you visit any of our services, our servers log your IP address, which is a number that is automatically assigned to the network your computer is part of. 3.7 Content recommendations We may process information collected in terms of this section 3 so that content, products and services displayed on the pages of the Steam store and displayed in update messages when the Steam Client is started can be modified to meet your needs and be populated with relevant recommendations and offers. This is done to improve your customer experience. You can prevent the processing of your data in this way by shutting down the automatic loading of the Steam store page and Steam notifications in the Interface section of the Steam Client Settings. Subject to your separate consent or where explicitly permitted under applicable laws on email marketing, Valve can send you marketing messages about products and services offered to your email address through Valve. In such a case, we can also use your collected information to customize such marketing messages, as well as to gather information about whether you opened such messages and what links in their text you followed. You can withdraw your permission to receive marketing emails at any time by withdrawing the permission on the same page where you previously provided them or unsubscribe on the link provided in each marketing email. 3.8 Information Necessary to detect violations We collect certain data necessary for our detection, investigation and prevention of fraud, fraud and other violations of the SSA and applicable laws (Offences). This data is used only for the purposes of detection, investigation, prevention and, where applicable, acting on such Offences and stored only for the minimum amount of time required for this purpose. If the data indicates that an offence has occurred, we will further store the data for the establishment, exercise or defence of legal claims during the applicable statute of limitations or until a legal case related to it has been resolved. Please note that the specific data stored for this purpose may not be disclosed to you if the disclosure examines and prevents the mechanism by which we detect such violations. 4. How long we store data We will only store your information as long as it is to observe the purposes for which the information is collected and processed or — where applicable law provides for longer storage and retention — for the storage and retention period required by law. After that, your personal data will be deleted, blocked, or anonymized, as provided by applicable law. In particular: If you terminate your Steam User account, your personal data will be marked for deletion, except to the degree legal requirements or other prevailing legal purposes dictate a longer storage. In some cases, personal data cannot be deleted entirely to ensure the consistency of the gaming experience or the Steam Community Market. For example, matches you've played that affect other players' match data and scores won't be deleted; rather, your connection to these games will be permanently anonymized. Please note that Valve is required to retain certain transactional data under statutory commercial and tax legislation for a period of up to ten (10) years. If you extract permission on which a processing of your personal data or of the personal data of your child is based, we will delete your personal data or the personal data of your child without unnecessary delay, respectively, to the extent that the collection and processing of the personal data is based on the withdrawn consent. If you exercise the right to object to the processing of your personal data, we will review your objection and delete your personal data that we have processed for the purpose on which you objected without unnecessary delay unless another legal basis exists for the processing and retention of this data or unless applicable law requires us to retain the data. 5. Whoever has access to data valve does not sell personal data. However, we can share or provide access to each of the categories of personal data we collect as needed for the following business purposes. 5.1 Valve and its subsidiaries may share your personal data with each other and use it to the degree necessary to achieve the purposes listed in section 2 above. In the event of a reorganization, sale or merger, we may transfer personal data to the relevant third party subject to applicable laws. 5.2 We may also share your personal data with our third-party service providers that provide customer service services in connection with goods, content and services distributed via Steam. Your personal data will be used in accordance with this Privacy Policy and only as far as it is necessary to perform customer service services. 5.3 In accordance with Internet standards, we may also share certain information (including your IP address and identifying Steam Content you want to access) with our third-party network providers that provide content delivery network services and game server services in connection with Steam. Our content delivery network providers enable the delivery of digital content you requested, e.g. when using Steam, using a system of distributed servers that provide the content to you based on your geographical location. 5.4 Google Analytics Our website uses Google Analytics, a web analysis service provided by Inc. (Google). Google Analytics uses cookies to help the website operators analyze how visitors use the site. The information generated by the cookie on the use of the visitors' website will generally be transmitted and stored by Google on servers in the United States. On this site, IP anonymization is enabled. The IP addresses of users visiting Steam will be shortened. Only in exceptional cases will a full IP address be transferred to a Google server in the United States and shortened there. On behalf of the website operator, Google will use this information with the aim of evaluating the website for its users, to essence on website activity reports, and to provide other services related to website activity and Internet use for website operators. Google will not associate the IP address transmitted in the context of Google Analytics with any other data held by Google. You can refuse cookies using by selecting the appropriate settings on your browser. Note, however, that in this case, you may not be able to use the full functionality of this site. You can learn more about how Google Analytics can access data in www.google.com/policies/privacy/partners. Furthermore, you can prevent Google's collection and processing of data about your use of the site by downloading and installing the browser's plug-in by the following link: . 5.5 We make certain data related to your Steam User Account available to other players and our partners through the Steamworks API. This information can be accessed by anyone by inquiring about your Steam ID. At least, the public persona name you chose to represent you on Steam and your Avatar photo is accessible this way, as well as whether you have received a ban for fraud in a multiplayer game. The accessibility of any additional information about you can be controlled by your Steam Community User Profile page; data that is publicly available on your profile page can be automatically accessed through the Steamworks API. In addition to the publicly available information, game developers and publishers have access to certain information from the Steamworks API directly regarding the users of the games they operate. This information includes if a minimum your ownership of the game in question. Depending on which Steamwork services are implemented in the game, it can also provide ranking information, your progress in the game, performances you've completed, your multiplayer game matchmaking information, in-game items, and other information needed to run the game and provide support for it. For more information about which Steamwork Services implemented a specific game, please review its store page. While we don't knowingly share Personally identifying information about you through the Steamworks API such as your real name or your email address, any information you share about yourself on your public Steam Steam can be accessed through the Steamworks API, including information that can make you identifiable. 5.6 The Steam community includes message boards, forums and/or chat areas where users can exchange ideas and communicate with each other. When posting a message to a board, forum, or chat area, please be aware that the information is being made publicly available online; therefore you do it at your own risk. If your personal data is placed on one of our community forums against your will, please use the reporting feature and the Steam Help website to request its removal. 5.7 Valve may allow you to link your Steam User Account to an account offered by a third party. If you consent to link the accounts, Valve can collect and combine information that allowed you to receive from a third party with information from your Steam User Account to the degree allowed by your consent at the time. If linking the accounts requires the transfer of information about your person from Valve to a third party, you will be informed about it before the liaison takes place and you will have the opportunity to give permission for the linking and the transfer of your information. The third party's use of your information will be subject to the third party's privacy policy, which we encourage you to review. 5.8 Valve may release personal data to comply with court orders or laws and regulations requiring us to disclose such information. 6. Your rights and control mechanisms The data protection laws of the European Economic Area, California, and other areas give their residents certain rights regarding their personal data. While other jurisdictions may provide fewer statutory rights, we make the tools designed to make such rights available to our customers worldwide. To allow you to exercise your data protection rights in a simple way, we provide a dedicated section on the Steam Support page (the Privacy Dashboard). This gives you access to your personal data, allows you to correct and delete it where necessary and to object to its use where you feel necessary. To access it, login to the Steam Support page at and select the menu items My Account -> data related to your Steam account. In most cases, you can access, manage, or delete personal data in the privacy dashboard, but you can also contact valve with questions or requests via the contact processes described in sections 8 and 10 below. As a resident of the European Economic Area, you have the following rights regarding your personal data: 6.1 Right of Access. You have the right to access your personal data that we have about you, i.e. the right to need information for free (i) or your personal data is retained, access to and/or (ii) duplicates of the personal data retained. You can use the right to access your personal data through the privacy dashboard. If the request affects or manifests the rights and freedoms of others or excessively, we reserve the right to charge a reasonable fee (taking into account the administrative costs of providing the information or communication or taking the action requested) or refusing to act on the request. 6.2 Right to Correction. If we process your personal data, we will endeavor to ensure by implementing appropriate measures that your personal data is accurate and up to date for the purposes for which it was collected. If your personal data is inaccurate or incomplete, you can change the information you provided via the Privacy Dashboard. 6.3 Right to erase. You have the right to obtain the deletion of personal data concerning you if the reason we can collect it (see section 2. above) no longer exists or if there is another legal land for its deletion. For individual items of personal data please edit them through the Privacy Dashboard or request the deletion via the Steam Support page. You can also request the deletion of your Steam User Account via the Steam Support page. Due to the removal of your Steam user account, you will lose access to Steam Services, including the Steam User Account, subscriptions, and game-related information linked to the Steam User Account and the possibility of accessing other services for which you use the Steam User Account. We allow you to restore your Steam user account during a 30 (thirty) days grace period from the moment you request the deletion of your Steam user account. With this functionality, you can't lose your account by mistake, due to your loss of your account credentials or because of hacking. During the suspension period, we will be able to finalize financial and other activities you may have initiated before sending the Steam User Account Deletion Request. After the grace period, personal data associated with your account will be deleted subject to section 4. Above. In some cases, deleting your Steam User Account, and thus personal data deletion, is complicated. Namely, if your account has a business relationship with Valve, such as because of your work for a game developer, you'll only be able to delete your Steam user account after you pass on this role to another user or disband the business relationship. In some cases, taking into account the complexity and number of requests, the period for personal data erasure may be extended, but for no more than two further months. 6.4 Right to object. When processing your personal data based on legitimate interests by section 6(1)(f) of GDPR(section 2.c) of this Privacy Policy, you have the right to object to this processing. If you object, we will no longer process your personal data unless there are compelling and prevailing grounds are for processing as described in article 21 of GDP; in particular if the data is necessary for the establishment, exercise or defense of legal claims. You also have the right to file a complaint with a supervisory authority. 6.5 5.6 limiting processing of your personal data You have the right to obtain the limitation of the processing of your personal data under the conditions set out in article 18 of GDPR. 6.6 Right to personal data portability You have the right to receive your personal data in a structured, commonly used and machine-readable format and have the right to transfer that data to another controller under the conditions set out in section 20 of GDP. Valve makes your personal data available in structured HTML format through the Privacy Dashboard as described above. 6.7 Right to post-mortem control of your personal data If the French data protection legislation applies to you, you have the right to determine guidelines for the conservation, deletion and the transfer of personal data after your death in accordance with section 40-1 of the Act No 78-17 of 6 January 1978 on information, technology, data files and civil liberties. 7. Children The minimum age to create a Steam user account is 13. Valve will not knowingly collect personal data of children under this age. Where certain countries apply a higher age of consent for collecting personal data, Valve requires parental consent before a Steam user account can be created and personal data associated with it. Valve encourages parents to instruct their children never to give out personal information when they are online. 8. Contact information You can contact Valve's Data Protection Officer at the address below. While checking any request via email, please be aware that to combat fraud, harassment and identity theft, correct the only way to access your data > delete it by logging in with your Steam User Account to and selecting the menu items -> My Account -> View account data. Valve Corporation Att. Data Protection Officer PO Box 1688 Bellevue, WA 98009 European Representative for Data Protection Questions: Valve GmbH Att. Legal Rödöngmarkt 9 9-20459 Hamburg Germany 9. Additional information for users from the European Economic Area, UK, and Switzerland Valve and TR Technical Services Inc., its wholly owned U.S. subsidiary (jointly Valve) complies with the EU-US Privacy Shield Framework and the Swiss-U.S. Privacy shield framework as outlined by the U.S. Department of Commerce regarding the collection, use and retention of personal information transmitted from the European Union and Switzerland to the United States. Valve has certified to the Department of Commerce that it complies with the Privacy Shield principles. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield principles, the Privacy Shield principles will control. To learn more about the Privacy Shield app, and to view our certification, visit In accordance with the Privacy Shield principles, Valve commits to resolve complaints about our collection or use of your personal information. EU and Swiss Swiss with enquiries or complaints regarding our Privacy Shield policy, valve should first contact here. If you have an unresolved privacy or data use concerns that we have not satisfactory addressed, please contact our U.S.-based third-party dispute resolution provider (. As explained in the Privacy Shield documentation (certain remaining claims that are not resolved in other ways may be subject to binding arbitration. In such a case, an arbitration option will be made available to you. The Privacy Shield principles describe Valve's liability for personal data it subsequently transfers to a third-party agent. Under the Principles, Valve will remain liable if third-party agents process the personal information in a manner inconsistent with the Principles, unless Valve proves that it is not responsible for the opportunity that gives rise to the damage. The Federal Trade Commission has jurisdiction over Valve's compliance with the privacy shield. 10. Additional information for users from California The CCPA gives California residents certain privacy rights regarding the personal data we collect. We are committed to respecting these rights and complying with the CCMA. The following explain these rights and Valve's practices regarding them. Right to know. Under the CCPA, you have the right to request that we disclose to you what personal data we collect, use, disclose and sell. Right to request deletion. You also have the right to request personal data owned in us, subject to certain exceptions. Please note that your request for deleting data may affect your use of the Steam service in some cases, and we may refuse to delete information for reasons outlined in this Privacy Policy or as permitted by the CCPA. Other rights. The CCPA also gives California residents the right to opt out of selling their personal data. As described in article 5, we don't sell personal data and haven't done so in the last 12 months. You also have the right to receive knowledge of our practices at or before collecting your personal data. Finally, you have the right not to be discriminated against for exercising your rights under the CCMA. Exercise your rights. The primary way to access, manage, or delete your personal data is through the privacy dashboard, as described in article 6 of this policy. Customers can also delete their Steam account and associated personal data as described in section 6.3 of this Privacy Policy. If you cannot access or delete data through the Privacy Dashboard, you can also contact us with a request to exercise these rights through the form found at the file. To verify your identity, you must sign in with your Steam user account to use the form. Finally, you can contact us with a request at questions@valvesoftware.com, questions@valvesoftware.com, before we provide access to, or delete any personal data, based on a request received by email, we must verify your identity using the Proof of Ownership process provided at . You may designate an authorized agent in writing or by a power of attorney to make requests on your behalf to exercise your rights under the CCPA. Before accepting such a request from an agent, we will require the agent to provide proof that you have authorized it to act on your behalf, and we may need you to verify your identity directly with us. categories, sources, purposes and recipients of the data we collect. Over the preceding 12 months, we collected the categories of personal data described in section 3 of this Privacy Policy. The sources from which we collect personal data, and the purposes for which we collect and process them, are described in sections 2 and 3. Over the preceding 12 months, we disclosed for business purposes each of the categories of personal data with the categories of third parties as described in section 5. Review Date: July 28, 2020 Page 9 Valve respects the privacy of its online visitors and customers of its products and services and complies with applicable laws for protecting your privacy, including, without limitation, the California Consumer Privacy Act (CCPA), European Union General Data Protection Regulation (GDPR), and the Swiss and EU Privacy Shield frameworks. 1. Definitions Wherever we talk about personal data below, we mean any information that you can either identify as an individual (Personally Identifying Information) or which may be indirectly linked to you by linking it to personally identifying information. Valve also processes anonymous data, aggregated or not, to analyze and produce statistics related to the habits, usage patterns, and demographics of customers as a group or as individuals. Such anonymous data does not allow the identification of the clients it relates to. Valve can share anonymous data, aggregated or not, with third parties. Other capitalized provisions in this Privacy Policy will have the meanings defined in the stool subscriber agreement (SSA). 2. Why Valve collects and processes Data Valve collects and processes personal data for the following reasons: a) where it is necessary for the execution of our agreement with you to provide a full game service and provide associated content and services; b) where it is necessary for compliance with legal obligations to which we are subject (e.g., our obligations to keep certain information in terms of tax laws); c) where it is necessary for the purposes of the legal and legal interests of Valve or a third party (e.g., the interests of our other clients), except where such interests are dominated by your prevailing legitimate interests and rights; or where you gave permission to it. These reasons for collecting and processing personal data determines and limits what personal data we collect and how we use it (section 3. below), how long we store it (section 4. below), what access to it (section 5. below) and what rights and other control mechanisms as a user are available to you (section 6. below). 3. The types and sources of data we collect 3.1. Basic account data when setting up an account. Valve will collect your email address and country of residence. You are also required to choose a username and a password. Providing this information is necessary to register a Steam User Account. During the setup of your account, the account is automatically assigned a number (the Steam ID) that is later used to reference your user account without directly exposing personal identifying information about you. We do not require that you provide or use your real name for setting up a Steam user account. 3.2 Transaction and Payment data To make a transaction on Steam (e.g., to purchase subscriptions for content and services or to fund your Steam Wallet), you may need to provide payment data to Valve to enable the transaction. If you pay by credit card, you must provide typical credit card information (name, address, credit card number, expiration date and security code) to Valve, which will process Valve and transfer it to the payment service provider of your choice to enable the transaction and perform anti-fraud checks. Similarly, Valve will receive data from your payment service provider for the same reasons. 3.3 Other data that you expressly submit if We will collect and process personal data when you explicitly provide or send it to us as part of communication with others on Steam, e.g. This data includes: Information you post, comment, or follow in any of our content and services; Information sent by chat; Information you provide when requesting information or support from us or buying content and services from us, including information necessary to process your orders with the relevant payments dealer or, in the case of physical goods, shipping providers; Information you provide to us when participating in competitions, competitions and tournaments or responding to recordings, e.g. 3.4 Your use of the Steam Client and websites We collect a variety of information through your general interaction with the websites, content and services offered by Steam. Personal data we collect may include, but is not limited to, browser and device information, data collected through automated electronic interactions and application usage data. Similarly, we will track your process on our websites and applications to verify that you are not a bot and to optimize our services. 3.5 Your Use of Games and other subscriptions To provide services to you, we must have various information about your activity in our content and Content-related information includes your Steam ID, as well as what is usually referred to as game statistics. By game stats we mean information about your games' preferences, progress in the games, playtime, as well as information about the device you are using, including which operating system you are using, device settings, unique device identifiers, and crash data. 3.6 Tracking data and cookies We use Cookies, which are text files that are placed on your computer, and similar technologies (e.g., web beacons, pixels, ad tags and device identifiers) to help us analyze how users use our services, as well as improve the services we offer to improve marketing, analytics, or website functionality. The use of cookies is standard on the internet. Although most web browsers automatically accept cookies, the decision to accept or not is yours. You can customize your browser settings to prevent the receipt of cookies, or to provide notification when a cookie is sent to you. You can refuse cookies using by selecting the appropriate settings on your browser. Managing the use of cookies for each browser is further outlined on the following help page: . Note, however, that if you do, you may not be able to access the full functionality of our websites. When you visit any of our services, our servers log your IP address, which is a number that is automatically assigned to the network your computer is part of. 3.7 Content recommendations We may process information collected in terms of this section 3 so that content, products and services displayed on the pages of the Steam store and displayed in update messages when the Steam Client is started can be modified to meet your needs and be populated with relevant recommendations and offers. This is done to improve your customer experience. You can prevent the processing of your data in this way by shutting down the automatic loading of the Steam store page and Steam notifications in the Interface section of the Steam Client Settings. Subject to your separate consent or where explicitly permitted under applicable laws on email marketing, Valve can send you marketing messages about products and services offered to your email address through Valve. In such a case, we can also use your collected information to customize such marketing messages, as well as to gather information about whether you opened such messages and what links in their text you followed. You can withdraw your permission to receive marketing emails at any time by withdrawing the permission on the same page where you previously provided them or unsubscribe on the link provided in each marketing email. 3.8 Information necessary to detect violations We collect certain data necessary for our detection, investigation and prevention of fraud, fraud and other violations of the SSA and applicable laws (Offences). This data is used for the purposes of detection, investigation, prevention and, where applicable, acting on such Offences and stored only for the minimum amount of time required for this purpose. If the data indicates that an offence has occurred, we will further store the data for the establishment, exercise or defence of legal claims during the applicable statute of limitations or until a legal case related to it has been resolved. Please note that the specific data stored for this purpose may not be disclosed to you if the disclosure examines and prevents the mechanism by which we detect such violations. 4. How long our data stores We will only store your information as long as it is necessary to observe the purposes for which the information is collected and processed or — where applicable law provides for longer storage and retention period — for the storage and retention period required by law. After that, your personal data will be deleted, blocked, or anonymized, as provided by applicable law. In particular: If you terminate your Steam User account, your personal data will be marked for deletion, except to the degree legal requirements or other prevailing legal purposes dictate a longer storage. In some cases, personal data cannot be deleted entirely to ensure the consistency of the gaming experience or the Steam Community Market. For example, matches you've played that affect other players' match data and scores won't be deleted; rather, your connection to these games will be permanently anonymized. Please note that Valve is required to retain certain transactional data under statutory commercial and tax legislation for a period of up to ten (10) years. If you extract permission on which a processing of your personal data or of the personal data of your child is based, we will delete your personal data or the personal data of your child without unnecessary delay, respectively, to the extent that the collection and processing of the personal data is based on the withdrawn consent. If you exercise the

right to object to the processing of your personal data, we will review your objection and delete your personal data that we have processed for the purpose on which you objected without unnecessary delay unless another legal basis exists for the processing and retention of this data or unless applicable law requires us to retain the data. 5. Whoever has access to data valve does not sell personal data. However, we can share or provide access to each of the categories of personal data we collect as needed for the following business purposes. 5.1 Valve and its subsidiaries may share your personal data with each other and use it to the degree necessary to achieve the purposes listed in section 2 above. In the event of a reorganization, sale or merger we can personalize to the third party concerned subject to applicable laws. 5.2 We can also share your personal data with our third-party service providers that provide customer services in connection with goods, content and services distributed via Steam. Your personal data will be used in accordance with this Privacy Policy and only as far as it is necessary to perform customer service services. 5.3 In accordance with Internet standards, we may also share certain information (including your IP address and identifying Steam Content you want to access) with our third-party network providers that provide content delivery network services and game server services in connection with Steam. Our content delivery network providers set the delivery of digital content you requested, e.g. when using Steam, by using a system of distributed servers that deliver the content to you based on your geographic location. 5.4 Google Analytics Our website uses Google Analytics, a web analysis service provided by Google, Inc. (Google). Google Analytics uses cookies to help the website operators analyze how visitors use the site. The information generated by the cookie on the use of the visitors' website will generally be transmitted and stored by Google on servers in the United States. On this site, IP anonymization is enabled. The IP addresses of users visiting Steam will be shortened. Only in exceptional cases will a full IP address be transferred to a Google server in the United States and shortened there. On behalf of the website operator, Google will use this information with the aim of evaluating the website for its users, to essence on website activity reports, and to provide other services related to website activity and Internet use for website operators. Google will not associate the IP address transmitted in the context of Google Analytics with any other data held by Google. You can refuse cookies using by selecting the appropriate settings on your browser. Note, however, that in this case, you may not be able to use the full functionality of this site. You can learn more about how Google Analytics can access data in www.google.com/policies/privacy/partners. Furthermore, you can prevent Google's collection and processing of data about your use of the site by downloading and installing the browser's plug-in by the following link: . 5.5 We make certain data related to your Steam User Account available to other players and our partners through the Steamworks API. This information can be accessed by anyone by inquiring about your Steam ID. At least, the public persona name you chose to represent you on Steam and your Avatar photo is accessible this way, as well as whether you have received a ban for fraud in a multiplayer game. The accessibility of any additional information about you can be controlled by your Steam Community User Profile page; available publicly on your profile page can be automatically accessed through the Steamworks API. In addition to the publicly available information, game developers and publishers have access to certain information from the Steamworks API that is directly related to the users of the games they operate. This information includes if a minimum your ownership of the game in question. Depending on which Steamwork services are implemented in the game, it can also provide ranking information, your progress in the game, performances you've completed, your multiplayer game matchmaking information, in-game items, and other information needed to run the game and provide support for it. For more information about which Steamwork Services implemented a specific game, please review its store page. While we do not knowingly share Personally Identifying information about you through the Steamworks API such as your real name or your email address, any information you share about yourself on your public Steam profile can be accessed through the Steamworks API, including information that can make you identifiable. 5.6 The Steam community includes message boards, forums and/or chat areas where users can exchange ideas and communicate with each other. When posting a message to a board, forum, or chat area, please be aware that the information is being made publicly available online; therefore you do it at your own risk. If your personal data is placed on one of our community forums against your will, please use the reporting feature and the Steam Help website to request its removal. 5.7 Valve may allow you to link your Steam User Account to an account offered by a third party. If you consent to link the accounts, Valve can collect and combine information that allowed you to receive from a third party with information from your Steam User Account to the degree allowed by your consent at the time. If linking the accounts requires the transfer of information about your person from Valve to a third party, you will be informed about it before the liaison takes place and you will have the opportunity to give permission for the linking and the transfer of your information. The third party's use of your information will be subject to the third party's privacy policy, which we encourage you to review. 5.8 Valve may release personal data to comply with court orders or laws and regulations requiring us to disclose such information. 6. Your rights and control mechanisms The data protection laws of the European Economic Area, California, and other areas give their residents certain rights regarding their personal data. While other jurisdictions may provide fewer statutory rights, we make the tools designed to make such rights available to our customers worldwide. To allow you to exercise your data protection rights in a simple way, we provide a dedicated section on the Steam Support page (the Privacy Dashboard). It gives you to your personal data, allow you to correct and delete it where necessary and to object to its use where you feel necessary. To access it, sign in to Steam Support page and select the menu items My Account -> related to your Steam account. In most cases, you can access, manage, or delete personal data in the privacy dashboard, but you can also contact valve with questions or requests via the contact processes described in sections 8 and 10 below. As a resident of the European Economic Area, you have the following rights regarding your personal data: 6.1 Right of Access. You have the right to access your personal data that we have about you, i.e. the right to require free (i) information or your personal data is retained, (ii) access to and/or (iii) duplicates of the personal data retained. You can use the right to access your personal data through the privacy dashboard. If the request affects or manifests the rights and freedoms of others, we reserve the right to charge a reasonable fee (taking into account the administrative costs of providing the information or communication or taking the action requested) or refusing to act on the request. 6.2 Right to Correction. If we process your personal data, we will endeavor to ensure by implementing appropriate measures that your personal data is accurate and up to date for the purposes for which it was collected. If your personal data is inaccurate or incomplete, you can change the information you provided via the Privacy Dashboard. 6.3. Right to erase. You have the right to obtain the deletion of personal data concerning you if the reason we can collect it (see section 2. above) no longer exists or if there is another legal land for its deletion. For individual items of personal data please edit them through the Privacy Dashboard or request the deletion via the Steam Support page. You can also request the deletion of your Steam User Account via the Steam Support page. Due to the removal of your Steam user account, you will lose access to Steam Services, including the Steam User Account, subscriptions, and game-related information linked to the Steam User Account and the possibility of accessing other services for which you use the Steam User Account. We allow you to restore your Steam user account during a 30 (thirty) days grace period from the moment you request the deletion of your Steam user account. With this functionality, you can't lose your account by mistake, due to your loss of your account credentials or because of hacking. During the suspension period, we will be able to finalize financial and other activities you may have initiated before sending the Steam User Account Deletion Request. After the grace period, personal data associated with your account will be deleted subject to section 4. Above. In some cases, deleting your Steam User Account, and thus personal data deletion, is complicated. Namely, if your account has a business relationship with Valve, like because of your work for a game developer, you'll only your Steam user account after you pass this role to another user or resolve the business relationship. In some cases, taking into account the complexity and number of requests, the period for personal data erasure may be extended, but for no more than two further months. 6.4 Right to object. When processing your personal data based on legitimate interests by section 6(1)(f) of GDPR/section 2.c) of this Privacy Policy, you have the right to object to this processing. If you object, we will no longer process your personal data unless there are compelling and prevailing legal grounds for processing as described in article 21 of GDP; in particular if the data is necessary for the establishment, exercise or defense of legal claims. You also have the right to file a complaint with a supervisory authority. 6.5 Right to limit processing of your personal data You have the right to obtain the limitation of the processing of your personal data under the conditions set out in section 18 of GDPR. 6.6 Right to personal data portability You have the right to receive your personal data in a structured, commonly used and machine-readable format and have the right to transfer that data to another controller under the conditions set out in section 20 of GDP. Valve makes your personal data available in structured HTML format through the Privacy Dashboard as described above. 6.7 Right to post-mortem control of your personal data If the French data protection legislation applies to you, you have the right to determine guidelines for the conservation, deletion and the transfer of personal data after your death in accordance with section 40-1 of the Act No 78-17 of 6 January 1978 on information, technology, data files and civil liberties. 7. Children The minimum age to create a Steam user account is 13. Valve will not knowingly collect personal data of children under this age. Where certain countries apply a higher age of consent for collecting personal data, Valve requires parental consent before a Steam user account can be created and personal data associated with it. Valve encourages parents to instruct their children never to give out personal information when they are online. 8. Contact information You can contact Valve's Data Protection Officer at the address below. While checking any request via email, please be aware that to combat fraud, harassment and identity theft, correct the only way to access your data > delete it by logging in with your Steam User Account to and selecting the menu items -> My Account -> View account data. Valve Corporation Att. Data Protection Officer PO Box 1688 Bellevue, WA 98009 European Representative for Data Protection Questions: Valve Att. Legal Rödningmarkt 9 D-20459 Hamburg Germany 9. Additional information for users from the European Economic Area, UK, and Switzerland Valve and TR Technical Services Services its wholly-phodiary (joint Valve) complies with the EU-US Privacy Shield Framework and the Swiss U.S. Privacy shield framework as outlined by the U.S. Department of Commerce regarding the collection, use and retention of personal information transmitted from the European Union and Switzerland to the United States. Valve has certified to the Department of Commerce that it complies with the Privacy Shield principles. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield principles, the Privacy Shield principles will control. To learn more about the Privacy Shield app, and to view our certification, visit . In accordance with the Privacy Shield principles, Valve commits to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with enquiries or complaints regarding our privacy shield policy should contact valve here first. If you have an unresolved privacy or data use concerns that we have not satisfactory addressed, please contact our U.S.-based third-party dispute resolution provider (. As explained in the Privacy Shield documentation (certain remaining claims that are not resolved in other ways may be subject to binding arbitration. In such a case, an arbitration option will be made available to you. The Privacy Shield principles describe Valve's liability for personal data it subsequently transfers to a third-party agent. Under the Principles, Valve will remain liable if third-party agents process the personal information in a manner inconsistent with the Principles, unless Valve proves that it is not responsible for the opportunity that gives rise to the damage. The Federal Trade Commission has jurisdiction over Valve's compliance with the privacy shield. 10. Additional information for users from California The CCPA gives California residents certain privacy rights regarding the personal data we collect. We are committed to respecting these rights and complying with the CCPA. The following explain these rights and Valve's practices regarding them. Right to know. Under the CCPA, you have the right to request that we disclose to you what personal data we collect, use, disclose and sell. Right to request deletion. You also have the right to request personal data owned in us, subject to certain exceptions. Please note that your request for deleting data may affect your use of the Steam service in some cases, and we may refuse to delete information for reasons outlined in this Privacy Policy or as permitted by the CCPA. Other rights. The CCPA also gives California residents the right to opt out of the sale of personal data. As described in article 5, we don't sell personal data and haven't done so in the last 12 months. You also have the right to receive of our practices at or before the collection of your personal data. Finally, you have the right not to be discriminated against for exercising your rights under the CCPA. Exercise your rights. The primary way to access, manage, or delete your personal data is through the privacy dashboard, as described in article 6 of this policy. Customers can also delete their Steam account and associated personal data as described in section 6.3 of this Privacy Policy. If you cannot access or delete data through the Privacy Dashboard, you can also contact us with a request to exercise these rights by requiring the form found at . To verify your identity, you must sign in with your Steam user account to use the form. Finally, you can contact us with a request at questions@valvesoftware.com, but before you provide access to, or delete any personal data based on a request received via email, we must verify your identity using the Proof of Ownership process described at . You may designate an authorized agent in writing or by a power of attorney to make requests on your behalf to exercise your rights under the CCPA. Before accepting such a request from an agent, we will require the agent to provide proof that you have authorized it to act on your behalf, and we may need you to verify your identity directly with us. categories, sources, purposes and recipients of the data we collect. Over the preceding 12 months, we collected the categories of personal data described in section 3 of this Privacy Policy. The sources from which we collect personal data, and the purposes for which we collect and process them, are described in sections 2 and 3. Over the preceding 12 months, we disclosed for business purposes each of the categories of personal data with the categories of third parties as described in section 5. Review Date: July 28, 2020 Page 10 Golf Around Sports, Casual, Simulation, Indie DRAGON QUEST® XI S: Echoes of an Elusive Age™ - Definitive Edition RPG, JRPG, Party-Based RPG, Dragons Crumble 3D Platformer, Indie, Action, Platformer Suzerain Diplomacy, Economics, Choose Your Own Adventure, Political Sim Leaf Blower Revolution - Idle Game Casual, Clicker, Idler, 2D Counter-Strike: Global Offensive - Operation Broken Fang Action, Free to Play, FPS, Multiplayer Phoenix Turn-Based Strategy, Grand Strategy, Third-Person Shooter Creeper Indie, RTS, Casual Shadow Empire Strategy, Simulation, RPG, 4X Total War: WARHAMMER II - The Twisted & The Twilight Strategy, Action, Violent, Fantasy Morbid: The Seven Acolytes Action, Adventure, RPG, Souls-Like Adventure Haven, Story Empire, RPG, Romance Story Rich, Atmospheric, Loop Simulator Red Dead Online Action, Adventure, West, Shooter Project Wingman VR Supports action , Indie, Simulation Empire of Sin Strategy, RPG, Management, Turn-based Worms Rumble Multiplayer, Battle Royale, 2.5D, Arena Shooter The Life and Suffering of Sir Brante — Chapter 1&2 Diplomacy, Choose Your Own Adventure, Interactive Fiction, Management *NEW* SHUFFLED EPIC BHOP SIMULATOR 2023 (POG CAMP) Casual, Action, Simulation, Open World Kids of Silentown: Prologue Horror, Point & Click, Female Protagonist, 2 , Simulation, Management, Singleplayer Slasher's Hold Action Roguelike, RPG, Action, Indie Super Buckyball Tournament Preseason Party Gameplay, Sports, Team-based, eSports Super Buckyball Tournament Preseason Party Game, Sports, Team-based, eSports War Room Simulation, Strategy, RTS, Action Mars Horizon Management, Education, Space, Strategy Firefighting Simulator – The Team Simulation, Multiplayer, Action, Singleplayer Our Life: Start & Always Romance, Visual Novel, Character Adaptation, LGBQT : From Rice and Ruin , Farming Sim, Story Empire, Side Scroller Cyberpunk 2077 Cyberpunk, Open World, RPG, Futuristic Counter-Strike: Global Offensive - Operation Broken Fang Action, Free to Play, FPS, Multiplayer Phasmophobia VR Supporting Horror, Online Co-op, Multiplayer, Psychological Horror Among Our Multiplayer, Online Co-op, Space, Social Drawdown Phoenix Point: Year One Edition Tactical, Turn-Based Strategy, Grand Strategy, Third Person Shooter Hell , Shooter, World : GO Prime Status Upgrade FPS, Shooter, Multiplayer, Competitive Baldur's Gate 3 Early Access, RPG, Dungeons & Dragons, Choices Matter Deep Rock Galactic Co-op, Multiplayer, Class-Based, FPS Sea of Diewe Adventure, Action, Open World, Pirates Grand Theft Auto V Open World, Action, Multiplayer, Automobile Sim Red Dead Online , Management, Turn-based The Sims™ 4 Digital Deluxe Plus Seasons Bundle Simulation, Character Adaptation, Life Sim, Singleplayer Football Manager 2021 Sports, Simulation, Management, Singleplayer F1® 2020 Racing, Sports, Simulation, Car : WARHAMMER II - The Twisted & The Twilight Strategy, Action, Violent, Fantasy Beat Saber VR Only VR, Rhythm, Music, Great Soundtrack Fabric Painter 2021 Design & Illustration, Animation & Modeling, Game Development Wallpaper Engine Utilities , Mature, Software, Anime GreenFall RPG, Open World, Character Customization, Singleplayer Last Epoch RPG, Action, Hack and Slash, Action RPG Red Dead Redemption 2 Adventure, Open World, Action , West Halo: The Master Man Collection Great Soundtrack, Action, FPS, Classic Hunt: Showdown Multiplayer, Survival, Horror, Shooter The Sims™ 4 Life Sim, Character Adaptation, Simulation, Building Creeper World 4 Strategy, Indie , Like a Dragon RPG, Action, Adventure, JRPG Overcooked! 2 Multiplayer, Online Co-op, Local Co-op, Co-op BeamNG.drive Simulation, Driving, Destruction, Physics See Top sellers or global top sellers claphost: Restore free to play, Sports, Indie, Early Access Nomads of Driftland RTS, Fantasy, Singleplayer, Indie Call of the Sea Adventure, Puzzle, Female Protagonist, Story Rich Trans-Siberian Railroad Simulator Simulation, Adventure, Casual, Indie To The End Adventure, Action, Theater, Atmospheric Cyberpunk 2077 Cyberpunk, Open World, RPG, Futuristic Love Tavern Simulation , Hand-signed, Point &amp; Click, Narration Alba: A Wildlife Adventure Casual, Female Protagonist, Adventure, 3D Killer: Infected One of Our Multiplayer, Space, Social Deduction, 3D Medal of Honor™: Above and Beyond VR Only Action, Action Roguelike, Wargame, First-Person Cyber Crush 2069 Casual, Simulation, Puzzle, Match 3 BOMJMAN Indie, Action, Violent, Gore Spellbreak Fantasy, Anime, Magic, PvP Dealer's Life Trader, Memes, Manage , Strategy, Indie, Turn-Based Radio the Universe Action, Theater, 2D, Indie Love n Dream: Virtual Happiness Sexual Content, Nudity, Card Game, Dungeon Crawler Don't Be Afraid First Person, Horror, Survival, Walking Simulator Antique Cities Strategy, City Builder, Historic, Moddable Riddle Joker Romance, Casual, Story Empire, Visual Novel Curve Fever Action, Massively Multiplayer, Indie, PvP Wattam Indie, Casual, Adventure , Indie, Early Access, VR Long Live Caesar Access , PvE, Turn-Based Strategy, Time Management ORX Casual, RPG, Tower Defense, Card Game Love, Money, Rock'n'Roll Visual Novel , Story Rich, Anime, Great Soundtrack Dominate 2: Super Mech League Action, Fight, 3D Fighter, 3D OMORI Psychological Horror, Horror, Pixel Graphics, Indie Bang Project Action, Adventure, Simulation, Strategy See more: Upcoming Releases, Open World, Character Adaptation, Singleplayer Deep Rock Galactic , FPS Hell Let Loose Action, Shooter, World War II, Multiplayer Last Epoch RPG, Action, Hack and Slash, Action RPG Space Haven Simulation, Strategy, Base Building, Space The Elder Scrolls® Online RPG, MMORPG, Open World, Massively Multiplayer Dying Light Zombies, Survival Horror, Horror, Online Co-op Tom Clancy's Rainbow Six® , FPS, Multiplayer, Tactical Lonely Nations: Downhill Indie, Racing, Sports, Bicycles Wolcen: Lord of May , Hack and Slash, Action RPG, Action Katana ZERO Platformer, Pixel Graphics, Open World, Great Soundtrack Door Kickers: Action Squad Action, Indie, Pixel Graphics, Co-op MORDHAA Multiplayer, Medieval, First Person, Online Co-op This War of Mines Survival, War, Atmospheric, Singleplayer Space Engineers Space, Sandbox, Building, Multiplayer , Horror, Multiplayer, Online Co-op Train Sim World® 2 Simulation, Trains, Realistic, Singleplayer Train Sim World® 2: Hauptstrecke Munich - Augsburg Trailing Tro : The Witcher Tales RPG, Adventure, Game, Story Rich Seven: Improved Edition RPG, Stealth, Action, Adventure Muse Dash Music, Rhythm, Anime, Cute Muse Dash - Just like Planned Casual, Action, Indie, Rhythm Frostpunk Survival, City Builder, Strategy, Resource Management Barotrauma Survival, Multiplayer, Co-op, Simulation Train Simulator: Wutachtalbah: Lauchingen - Immdingen Train Add-On Train Sim World®: Canadian National Oakville Subdivision: Hamilton - Oakville Train Add-On Train Sim World®: Rhein-Ruhr Osten: Wuppertal - Hagen Route Add-On GreenFall - Adventurer's Gear DLC Panzer , Retro, Mechs, Action Train Sim World® 2: Canadian National Oakville Subdivision: Hamilton - Oakville Train Add-On Train Sim World® 2: Rhein-Ruhr Osten: Wuppertal - Hagen Train Add-ons Deep Rock Galactic - Roughneck Pack Invisgun Reloaded Indie, Action, Casual, Strategy Train Sim World® 2: West Somerset Railroad Trail Add-On Car Mechanic Simulator 2015 Car Sim, Simulation, Singleplayer, Building AppGameKit Classic - VR VR Only Design & Illustration , Utilities, Animation & Modeling, Education Deep Rock Galactic - Dark Future Pack Wolcen: Lords of Mayhem - Original Soundtrack Indie, RPG, Adventure, Action Deep Rock Galactic - MegaCorp Pack COCKHEAD Casual, Indie, Adventure, Action Page 11 Valve respects the privacy of its online visitors and customers of its products and services and complies with applicable laws for protecting your privacy, including, without limitation, the California Consumer Privacy , the European Union General Data Protection Regulation (GDPR), and the Swiss and EU Privacy Shield Frameworks. 1. Definitions Wherever we talk about personal data below, we mean any information that you can either identify as an individual (Personally Identifying Information) or which may be indirectly linked to you by linking it to personally identifying information. Valve also processes anonymous data, aggregated or not, to analyze and produce statistics related to the habits, usage patterns, and demographics of customers as a group or as individuals. Such anonymous data does not allow the identification of the clients it relates to. Valve can share anonymous data, aggregated or not, with third parties. Other capitalized provisions in this Privacy Policy will have the meanings defined in the stool subscriber agreement (SSA). 2. Why Valve collects and processes Data Valve collects and processes personal data for the following reasons: a) where it is necessary for the execution of our agreement with you to provide a full game service and provide associated content and services; b) where it is necessary for compliance with legal obligations to which we are subject (e.g., our obligations to keep certain information in terms of tax laws); c) where it is necessary for the purposes of the legal and legal interests of Valve or a third party (e.g., the of our other clients), except where such interests are dominated by your legitimate interests and rights; or d) where you have given permission to it. These reasons for collecting and processing personal data determine and limit what personal data we collect and how we use them (section 3. below), how long we store it (section 4. below), what access to it (section 5. below) and what rights and other control mechanisms as a user are available to you (section 6. below). 3. The types and sources of data we collect 3.1 Basic account data when setting up an account, Valve will collect your email address and country of residence. You are also required to choose a username and a password. Providing this information is necessary to register a Steam User Account. During the setup of your account, the account is automatically assigned a number (the Steam ID) that is later used to reference your user account without directly exposing personal identifying information about you. We do not require that you provide or use your real name for setting up a Steam user account. 3.2 Transaction and Payment data To make a transaction on Steam (e.g., to purchase subscriptions for content and services or to fund your Steam Wallet), you may need to provide payment data to Valve to enable the transaction. If you pay by credit card, you must provide typical credit card information (name, address, credit card number, expiration date and security code) to Valve, which will process Valve and transfer it to the payment service provider of your choice to enable the transaction and perform anti-fraud checks. Similarly, Valve will receive data from your payment service provider for the same reasons. 3.3 Other data that you expressly submit if We will collect and process personal data when you explicitly provide or send it to us as part of communication with others on Steam, e.g. This data includes: Information you post, comment, or follow in any of our content and services; Information sent by chat; Information you provide when requesting information or support from us or buying content and services from us, including information necessary to process your orders with the relevant payments dealer or, in the case of physical goods, shipping providers; Information you provide to us when participating in competitions, competitions and tournaments or responding to recordings, e.g. 3.4 Your use of the Steam Client and websites We collect a variety of information through your general interaction with the websites, content and services offered by Steam. Personal data we collect may include, but is not limited to, browser and device information, data collected through automated electronic interactions and application usage data. Similarly, we will track your process on our websites and applications to verify that you are not a bot and to optimize our services. 3.5 Your use of Games and others about whether with services, we must collect, store, and use various information about your activity in our content and services. Content-related information includes your Steam ID, as well as what is usually referred to as game statistics. By game stats we mean information about your games' preferences, progress in the games, playtime, as well as information about the device you are using, including which operating system you are using, device settings, unique device identifiers, and crash data. 3.6 Tracking data and cookies We use Cookies, which are text files that are placed on your computer, and similar technologies (e.g., web beacons, pixels, ad tags and device identifiers) to help us analyze how users use our services, as well as improve the services we offer to improve marketing, analytics, or website functionality. The use of cookies is standard on the internet. Although most web browsers automatically accept cookies, the decision to accept or not is yours. You can customize your browser settings to prevent the receipt of cookies, or to provide notification when a cookie is sent to you. You can refuse cookies using by selecting the appropriate settings on your browser. Managing the use of cookies for each browser is further outlined on the following help page . Note, however, that if you do, you may not be able to access the full functionality of our websites. When you visit any of our services, our servers log your IP address, which is a number that is automatically assigned to the network your computer is part of. 3.7 Content recommendations We may process information collected in terms of this section 3 so that content, products and services displayed on the pages of the Steam store and displayed in update messages when the Steam Client is started can be modified to meet your needs and be populated with relevant recommendations and offers. This is done to improve your customer experience. You can prevent the processing of your data in this way by shutting down the automatic loading of the Steam store page and Steam notifications in the Interface section of the Steam Client Settings. Subject to your separate consent or where explicitly permitted under applicable laws on email marketing, Valve can send you marketing messages about products and services offered to your email address through Valve. In such a case, we can also use your collected information to customize such marketing messages, as well as to gather information about whether you opened such messages and what links in their text you followed. You can withdraw your permission to receive marketing emails at any time by withdrawing the permission on the same page where you previously provided it or unsubscribed to the link that was in marketing email. 3.8 Information necessary to detect violations We collect certain data necessary for our detection, investigation and fraud, fraud and other violations of the SSA and applicable laws (Offences). This data is used only for the purposes of detection, investigation, prevention and, where applicable, acting on such Offences and stored only for the minimum amount of time required for this purpose. If the data indicates that an offence has occurred, we will further store the data for the establishment, exercise or defence of legal claims during the applicable statute of limitations or until a legal case related to it has been resolved. Please note that the specific data stored for this purpose may not be disclosed to you if the disclosure examines and prevents the mechanism by which we detect such violations. 4. How long our data stores We will only store your information as long as it is necessary to observe the purposes for which the information is collected and processed or — where applicable law provides for longer storage and retention period — for the storage and retention period required by law. After that, your personal data will be deleted, blocked, or anonymized, as provided by applicable law. In particular: if you terminate your Steam User account, your personal data will be marked for deletion, except to the degree legal requirements or other prevailing legal purposes dictate a longer storage. In some cases, personal data cannot be deleted entirely to ensure the consistency of the gaming experience or the Steam Community Market. For example, matches you've played that affect other players' match data and scores won't be deleted; rather, your connection to these games will be permanently anonymized. Please note that Valve is required to retain certain transactional data under statutory commercial and tax legislation for a period of up to ten (10) years. If you extract permission on which a processing of your personal data or of the personal data of your child is based, we will delete your personal data or the personal data of your child without unnecessary delay, respectively, to the extent that the collection and processing of the personal data is based on the withdrawn consent. If you exercise the right to object to the processing of your personal data, we will review your objection and delete your personal data that we have processed for the purpose on which you objected without unnecessary delay unless another legal basis exists for the processing and retention of this data or unless applicable law requires us to retain the data. 5. Whoever has access to data valve does not sell personal data. However, we can share or provide access to each of the categories of personal data we collect as needed for the following business purposes. 5.1 Valve and its subsidiaries can share your personal data with each other and use it to the degree necessary to use the purposes in 2 listed above. In the event of a reorganization, sale or merger, we may transfer personal data to the relevant third party subject to applicable applicable 5.2 We may also share your personal data with our third-party service providers that provide customer service services in connection with goods, content and services distributed via Steam. Your personal data will be used in accordance with this Privacy Policy and only as far as it is necessary to perform customer service services. 5.3 In accordance with Internet standards, we may also share certain information (including your IP address and identifying Steam Content you want to access) with our third-party network providers that provide content delivery network services and game server services in connection with Steam. Our content delivery network providers set the delivery of digital content you requested, e.g. when using Steam, by using a system of distributed servers that deliver the content to you based on your geographic location. 5.4 Google Analytics Our website uses Google Analytics, a web analysis service provided by Google, Inc. (Google). Google Analytics uses cookies to help the website operators analyze how visitors use the site. The information generated by the cookie on the use of the visitors' website will generally be transmitted and stored by Google on servers in the United States. On this site, IP anonymization is enabled. The IP addresses of users visiting Steam will be shortened. Only in exceptional cases will a full IP address be transferred to a Google server in the United States and shortened there. On behalf of the website operator, Google will use this information with the aim of evaluating the website for its users, to essence on website activity reports, and to provide other services related to website activity and Internet use for website operators. Google will not associate the IP address transmitted in the context of Google Analytics with any other data held by Google. You can refuse cookies using by selecting the appropriate settings on your browser. Note, however, that in this case, you may not be able to use the full functionality of this site. You can learn more about how Google Analytics can access data in www.google.com/policies/privacy/partners. Furthermore, you can prevent Google's collection and processing of data about your use of the site by downloading and installing the browser's plug-in by the following link: . 5.5 We make certain data related to your Steam User Account available to other players and our partners through the Steamworks API. This information can be accessed by anyone by inquiring about your Steam ID. At least, the public persona name you chose to represent you on Steam and your Avatar photo is accessible this way, as well as whether you have received a ban for fraud in a multiplayer game. The accessibility of any information about you can be controlled by your Steam Community User Profile page; data publicly available on your profile profile can be accessed automatically through the Steamworks API. In addition to the publicly available information, game developers and publishers have access to certain information from the Steamworks API directly regarding the users of the games they operate. This information includes if a minimum your ownership of the game in question. Depending on which Steamwork services are implemented in the game, it can also provide ranking information, your progress in the game, performances you've completed, your multiplayer game matchmaking information, in-game items, and other information needed to run the game and provide support for it. For more information about which Steamwork Services implemented a specific game, please review its store page. While we do not knowingly share Personally Identifying information about you through the Steamworks API such as your real name or your email address, any information you share about yourself on your public Steam profile can be accessed through the Steamworks API, including information that can make you identifiable. 5.6 The Steam community includes message boards, forums and/or chat areas where users can exchange ideas and communicate with each other. When posting a message to a board, forum, or chat area, please be aware that the information is being made publicly available online; therefore you do it at your own risk. If your personal data is placed on one of our community forums against your will, please use the reporting feature and the Steam Help website to request its removal. 5.7 Valve may allow you to link your Steam User Account to an account offered by a third party. If you consent to link the accounts, Valve can collect and combine information that allowed you to receive from a third party with information from your Steam User Account to the degree allowed by your consent at the time. If linking the accounts requires the transfer of information about your person from Valve to a third party, you will be informed about it before the liaison takes place and you will have the opportunity to give permission for the linking and the transfer of your information. The third party's use of your information will be subject to the third party's privacy policy, which we encourage you to review. 5.8 Valve may release personal data to comply with court orders or laws and regulations requiring us to disclose such information. 6. Your rights and control mechanisms The data protection laws of the European Economic Area, California, and other areas give their residents certain rights regarding their personal data. While other jurisdictions may provide fewer statutory rights, we make the tools designed to make such rights available to our customers worldwide. To allow you to exercise your data protection rights in a simple way, we offer a section on the Steam Support page (the Privacy Dashboard). It gives you access to your personal data, allows you to and delete it where necessary and to object to its use where you feel necessary. To access it, login to the Steam Support page at and select the menu items My Account -> data related to your Steam account. In most cases, you can access, manage, or delete personal data in the privacy dashboard, but you can also contact valve with questions or requests via the contact processes described in sections 8 and 10 below. As a resident of the European Economic Area, you have the following rights regarding your personal data: 6.1 Right of Access. You have the right to access your personal data that we have about you, i.e. the right to require free (i) information or your personal data is retained, (ii) access to and/or (iii) duplicates of the personal data retained. You can use the right to access your personal data through the privacy dashboard. If the request affects or manifests the rights and freedoms of others, we reserve the right to charge a reasonable fee (taking into account the administrative costs of providing the information or communication or taking the action requested) or refusing to act on the request. 6.2 Right to Correction. If we process your personal data, we will endeavor to ensure by implementing appropriate measures that your personal data is accurate and up to date for the purposes for which it was collected. If your personal data is inaccurate or incomplete, you can change the information you provided via the Privacy Dashboard. 6.3. Right to erase. You have the right to obtain the deletion of personal data concerning you if the reason we can collect it (see section 2. above) no longer exists or if there is another legal land for its deletion. For individual items of personal data please edit them through the Privacy Dashboard or request the deletion via the Steam Support page. You can also request the deletion of your Steam User Account via the Steam Support page. Due to the removal of your Steam user account, you will lose access to Steam Services, including the Steam User Account, subscriptions, and game-related information linked to the Steam User Account and the possibility of accessing other services for which you use the Steam User Account. We allow you to restore your Steam user account during a 30 (thirty) days grace period from the moment you request the deletion of your Steam user account. With this functionality, you can't lose your account by mistake, due to your loss of your account credentials or because of hacking. During the suspension period, we will be able to finalize financial and other activities you may have initiated before Send. After the grace period, personal data associated with your account will be deleted subject to section 4. Above. In some cases, deleting your Steam User Account, and thus personal data deletion, is complicated. Namely, if your account has a relationship with Valve, such as because of your work for a game developer, you will only be able to delete your Steam user account after you pass this role to another user or resolved the business relationship. In some cases, taking into account the complexity and number of requests, the period for personal data erasure may be extended, but for no more than two further months. 6.4 Right to object. When processing your personal data based on legitimate interests by section 6(1)(f) of GDPR/section 2.c) of this Privacy Policy, you have the right to object to this processing. If you object, we will no longer process your personal data unless there are compelling and prevailing legal grounds for processing as described in article 21 of GDP; in particular if the data is necessary for the establishment, exercise or defense of legal claims. You also have the right to file a complaint with a supervisory authority. 6.5 Right to limit processing of your personal data You have the right to obtain the limitation of the processing of your personal data under the conditions set out in section 18 of GDPR. 6.6 Right to personal data portability You have the right to receive your personal data in a structured, commonly used and machine-readable format and have the right to transfer that data to another controller under the conditions set out in section 20 of GDP. Valve makes your personal data available in structured HTML format through the Privacy Dashboard as described above. 6.7 Right to post-mortem control of your personal data If the French data protection legislation applies to you, you have the right to determine guidelines for the conservation, deletion and the transfer of personal data after your death in accordance with section 40-1 of the Act No 78-17 of 6 January 1978 on information, technology, data files and civil liberties. 7. Children The minimum age to create a Steam user account is 13. Valve will not knowingly collect personal data of children under this age. Where certain countries apply a higher age of consent for collecting personal data, Valve requires parental consent before a Steam user account can be created and personal data associated with it. Valve encourages parents to instruct their children never to give out personal information when they are online. 8. Contact information You can contact Valve's Data Protection Officer at the address below. While checking any request via email, please be aware that to combat fraud, harassment and identity theft, correct the only way to access your data > delete it by logging in with your Steam User Account to and selecting the menu items -> My Account -> View account data. Valve Corporation Att. Data Officer PO Box 1688 Bellevue, WA 98009 European representative for data protection questions: Valve GmbH Att. Legal Rödningmarkt 9 D-20459 Hamburg Germany 9. Additional Additional for users of the European Economic Area, UK, and Switzerland Valve and TR Technical Services Inc., its wholly owned U.S. subsidiary (jointly Valve) complies with the EU-US Privacy Shield Framework and the Swiss-U.S. Privacy shield framework as outlined by the U.S. Department of Commerce regarding the collection, use and retention of personal information transmitted from the European Union and Switzerland to the United States. Valve has certified to the Department of Commerce that it complies with the Privacy Shield principles. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield principles, the Privacy Shield principles will control. To learn more about the Privacy Shield app, and to view our certification, visit . In accordance with the Privacy Shield principles, Valve commits to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with enquiries or complaints regarding our privacy shield policy should contact valve here first. If you have an unresolved privacy or data use concerns that we have not satisfactory addressed, please contact our U.S.-based third-party dispute resolution provider (. As explained in the Privacy Shield documentation (certain remaining claims that are not resolved in other ways may be subject to binding arbitration. In such a case, an arbitration option will be made available to you. The Privacy Shield principles describe Valve's liability for personal data it subsequently transfers to a third-party agent. Under the Principles, Valve will remain liable if third-party agents process the personal information in a manner inconsistent with the Principles, unless Valve proves that it is not responsible for the opportunity that gives rise to the damage. The Federal Trade Commission has jurisdiction over Valve's compliance with the privacy shield. 10. Additional information for users from California The CCPA gives California residents certain privacy rights regarding the personal data we collect. We are committed to respecting these rights and complying with the CCPA. The following explain these rights and Valve's practices regarding them. Right to know. Under the CCPA, you have the right to request that we disclose to you what personal data we collect, use, disclose and sell. Right to request deletion. You also have the right to request personal data owned in us, subject to certain exceptions. Please note that your request to delete data may affect your use of the Steam service in some cases, and we may refuse to delete information for reasons outlined in this Privacy Policy or as permitted by the CCPA. Other rights. The CCPA also gives California residents the right to opt out of selling their personal data. As described in section 5, we do not sell personal data and has not done so in the past 12 months. You also have the right to receive knowledge of our practices at or before collecting your personal data. Finally, you have the right not to be discriminated against for exercising your rights under the CCPA. Exercise your rights. The primary way to access, manage, or delete your personal data is through the privacy dashboard, as described in article 6 of this policy. Customers can also delete their Steam account and associated personal data as described in section 6.3 of this Privacy Policy. If you cannot access or delete data through the Privacy Dashboard, you can also contact us with a request to exercise these rights by requiring the form found at . To verify your identity, you must sign in with your Steam user account to use the form. Finally, you can contact us with a request at questions@valvesoftware.com, but before you provide access to, or delete any personal data based on a request received via email, we must verify your identity using the Proof of Ownership process described at . You may designate an authorized agent in writing or by a power of attorney to make requests on your behalf to exercise your rights under the CCPA. Before accepting such a request from an agent, we will require the agent to provide proof that you have authorized it to act on your behalf, and we may need you to verify your identity directly with us. categories, sources, purposes and recipients of the data we collect. Over the preceding 12 months, we collected the categories of personal data described in section 3 of this Privacy Policy. The sources from which we collect personal data, and the purposes for which we collect and process them, are described in sections 2 and 3. Over the preceding 12 months, we disclosed for business purposes each of the categories of personal data with the categories of third parties as described in section 5. Review Date: July 28, 2020 Page 12 You can request a refund for almost any purchase on Steam—for any reason. Perhaps your computer does not meet the hardware requirements; maybe you bought a game by mistake; maybe you played the title for an hour and just didn't like it. It doesn't matter. Valve will issue a refund on request via help.steampowered.com for any reason, if the request is made within the required return period, and in the case of games, if the title has been played for less than two hours. There are more details below, but even if you fall outside the refund rules we've described, you can ask for a refund anyway and we'll be watching. You will approval a full refund of your purchase is issued. You will receive the refund in Steam Wallet funds or through the same payment method you use to make the purchase. If, for any reason, Steam is unable to create a via your initial payment method, your Steam Wallet will be credited the full amount. (Some payment methods available through Steam in your country may not support refunding a purchase to the original payment method. Click here for a full list). The Steam refund offer, within two weeks of purchase and with less than two hours of playtime, applies to games and software apps in the Steam store. Here's an overview of how refunds work with other types of purchases. Refunds on downloadable content (Steam store content usable within another game or software application, DLC) DLC purchased from the Steam store are refundable within fourteen days of purchase, and if the underlying title has been played for less than two hours since the DLC was purchased, as long as the DLC has not been consumed, changed, or transferred. Please note that in some cases, Steam

cannot give refunds for some third-party DLC (for example, if the DLC irreversible levels a game character). These exceptions will be clearly marked as non-refundable on the Store page before the purchase. Refunds on In-game Purchases Steam will offer refund for in-game purchases within any Valve-developed games within forty-eight hours of the purchase, as long as the in-game item is not consumed, changed or transferred. Third-party developers will have the option to enable refunds for in-game items on these terms. Steam will tell you at the time the purchase if the game developer chose to offer refunds on the in-game item you are buying. Otherwise, in-game purchases in non-Valve games are non-refundable by Steam. Refunds on Pre-purchased titles When you purchase a title on Steam in advance (and paid in advance for the title), you can request a refund at any time before the release of that title. The standard 14-day/two-hour refund period also applies, starting on the game's release date. Steam Wallet Refunds You can request a refund for Steam Wallet funds within fourteen days of purchase if they were purchased on Steam and if you don't use any of those funds. Renewable subscriptions For some content and services provide steam periodic (e.g. monthly, annual) access for which you pay on a recurring basis. If a renewable subscription was not used during the current billing cycle, you can request a refund within 48 hours of the initial purchase or within 48 hours of any automatic renewal. Content is considered if any games were played within the subscription during the current billing cycle or if any benefits or discounts included in the subscription were used, consumed, modified or transferred. Please note that you can cancel an active subscription at any time by going to your account details. Once cancelled, your subscription won't automatically, but you will retain access to the content and benefits of the subscription through the end of your current billing cycle. Steam Hardware Within the appropriate timeframe identified in the Refund policy, you can request a refund for Steam Hardware and accessories purchased for any reason via Steam. You must return the hardware to the instructions we provide to you within fourteen (14) days of the refund. Please see the Hardware Refund Policy for detailed guidelines on the return and cancellation process for Steam Hardware and Accessories. Refunds on batches You can receive a full refund for any batch purchased in the Steam Store, as long as none of the items in the bundle have been transferred, and if the combined usage time for all items in the bundle is less than two hours. If a bundle includes an in-game item or DLC that is non-refundable, Steam will tell you if the entire bundle is refundable during check-out. Purchases made outside of Steam Valve cannot provide refunds for purchases made outside of Steam (for example, CD keys or steam scholarship cards purchased from third parties). VAC Ban If you were banned by VAC (the Valve Anti-Cheat system) on a game, you lose the right to repay that game. Video content We cannot offer refunds for video content on Steam (e.g., movies, shorts, series, episodes, and tutorials), unless the video is in a batch with other (non-video) refundable content. Refunds on Gifts Irrecovered gifts can be refunded within the standard 14-day/two-hour refund period. Redeemed gifts can be refunded under the same conditions if the gift recipient initiates the refund. Funds used to purchase the gift will be returned to the original purchaser. EU Right of Withdrawal For an explanation of how the EU works right on withdrawal for Steam customers, click here. Abuse Refunds are designed to remove the risk of purchasing titles on Steam—not as a way to get free games. If it occurs to us that you are abusing refunds, we may stop offering them to you. We don't consider it abuse to request a refund on a title purchased just before a sale and then immediately rethink that title for the sale price. You can request a refund or get other help with your Steam Purchases at help.steampowered.com. Last updated on 10 November, 2020 2020

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