

PLAYHUB PRIVACY POLICY

Version 1.0 · Effective date: 30 June 2026

This English text is a translation provided for convenience. In the event of any discrepancy, the Russian version prevails.

This Privacy Policy (the "Policy") defines how personal data of users of the PlayHub platform (the "Platform") is collected, processed, stored, used and protected.

By using the PlayHub mobile application, website or other services, the User confirms that they have read this Policy and consents to the processing of their personal data in the manner and on the terms set out in this Policy.

1. General provisions

- 1.1. PlayHub is a technology platform enabling interaction between users, gaming clubs and payment organizations.
- 1.2. This Policy has been developed and is applied in accordance with the legislation of the Republic of Uzbekistan, including the Law of the Republic of Uzbekistan "On Personal Data" and other regulatory acts of the Republic of Uzbekistan governing the processing and protection of personal data, as well as relations in the field of e-commerce, informatization and information technology.
- 1.3. The purpose of this Policy is to protect the rights and legitimate interests of users when their personal data is processed.
- 1.4. Personal data means any information relating directly or indirectly to an identified or identifiable individual.

2. Personal data operator

Company: PLAYHUB Limited Liability Company (OOO «PLAYHUB»)

Address: Republic of Uzbekistan, Tashkent, Mirzo-Ulugbek district, Zakovat mahalla, Farovon Hayot street 1, 77

Phone: +998 95 818 07 00

E-mail: support@playhub.uz

3. What data we collect

Depending on the features used, PlayHub may collect the following categories of data.

3.1. Data provided by the user:

- first and last name;
- mobile phone number;
- profile photo (if provided);
- other information voluntarily provided by the user.

3.2. Booking data:

- information about the selected gaming club;
- booking date and time;
- gaming seat number;
- visit history;
- order and booking history;
- refund records.

3.3. Payment data. PlayHub does not store Users' bank card details. When a payment is made, only a unique booking identifier (Booking ID) is passed to the payment service and used to identify the corresponding payment transaction. Payment data is processed by the respective payment organizations.

3.4. Technical data. PlayHub does not itself collect, store or process IP addresses, device identifiers, browser information, user activity logs or other technical data. However, the Application may use third-party analytics services (for example, Firebase Analytics and Amplitude) that automatically collect certain technical information needed to analyse how the Application performs, identify errors and improve the quality of the services provided. Such information is processed by the respective service providers in accordance with their privacy policies.

3.5. Location data. If the user grants the corresponding device permission, PlayHub may process geolocation data to:

- find nearby gaming clubs;
- display available services;
- improve the quality of the service.

The user can disable location access in their device settings.

3.6. Cookies. When the web version of the Service is used, PlayHub may use cookies needed for the correct operation of the website, saving user preferences and improving usability. The user may change cookie settings in their browser. The mobile Application does not use cookies.

4. Purposes of processing personal data

Personal data is processed to keep the Application running reliably, analyse how it is used, identify technical errors and improve the services

provided.

5. Legal grounds for processing

PlayHub processes personal data on the following legal grounds:

- the User's consent to the processing of personal data;
- the need to perform the User Agreement and provide the User with the Application's functionality;
- performance of obligations imposed on PlayHub by the legislation of the Republic of Uzbekistan;
- protection of the legitimate interests of PlayHub and Users, provided that such processing does not violate the rights and freedoms of data subjects.

6. Sharing personal data with third parties

PlayHub does not share Users' personal data with third parties, except where such transfer is necessary for the operation of the Service, required by law, or made with the User's consent.

Personal data may be shared with:

- cloud infrastructure providers — solely for hosting and keeping the Service operational;
- payment organizations (payment services) — solely to the extent needed to identify a payment transaction. Only the unique booking identifier (Booking ID) is transferred, without bank card details or any other payment data of the User;
- state authorities and other authorized organizations — in the cases and manner provided for by the legislation of the Republic of Uzbekistan.

7. Cross-border data transfer

7.1. Where foreign cloud services or technical infrastructure are used, personal data may be processed outside the Republic of Uzbekistan in accordance with applicable legal requirements.

7.2. PlayHub takes reasonable measures to ensure an adequate level of data protection in such transfers.

8. Data retention

8.1. Personal data is stored for no longer than one year, unless a longer period is required by the legislation of the Republic of Uzbekistan.

8.2. After an account is deleted, certain anonymized or technical information may be retained to improve the service and comply with legal requirements.

8.3. Certain categories of data may be stored longer where necessary to:

- comply with legal requirements;
- handle claims and disputes;
- protect PlayHub's legitimate interests.

9. Protection of personal data

PlayHub takes the necessary organizational and technical measures to protect personal data, including:

- secure data transmission channels;
- access control;
- security event logging;
- backups;
- security incident monitoring;
- modern information security tools.

Despite these measures, no method of transmitting or storing information can guarantee absolute security.

10. User rights

The user may contact PlayHub with requests regarding the processing of personal data. Requests are handled in the manner and within the time limits provided for by the legislation of the Republic of Uzbekistan.

11. Account deletion

11.1. The user may request deletion of their account.

11.2. Upon receiving such a request, PlayHub considers it within a reasonable time and takes steps to delete or anonymize the data, unless further storage is required by law.

11.3. Certain data may be retained for the periods established by law or necessary to protect the rights of PlayHub and its partners.

12. Minors

12.1. Use of the platform by minors is subject to the legislation of the Republic of Uzbekistan.

12.2. Where necessary, PlayHub may request confirmation of the user's age.

12.3. If it becomes known that personal data has been provided by a person who is not entitled to consent to its processing on their own, PlayHub may restrict access to the service and delete the relevant data.

13. Marketing

PlayHub may send users informational and promotional notifications via push notifications and other electronic channels. The user may opt out of promotional messages in the application settings or by any other available means.

14. Changes to the Policy

- 14.1. PlayHub may amend this Policy.
- 14.2. Users are notified of changes to the Policy at least three business days before the new version takes effect.
- 14.3. Continued use of the platform after changes take effect constitutes the user's acceptance of the updated Policy.

15. Contact information

For questions about the processing of personal data, the user may contact:

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Questions relating to privacy and data protection are handled within a reasonable time of receipt.