Privacy Policy for ContestPool

Last Updated: July 1, 2025

Welcome to ContestPool! This Privacy Policy explains how ContestPool("we," "us," or "our") collects, uses, shares, and protects your information when you visit and use our website, participate in contests, or play games.

Your privacy is very important to us. By using our services, you agree to the collection and use of information in accordance with this policy.

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1. Information We Collect

We collect various types of information to provide and improve our services to you.

1.1. Information You Provide Directly

When you register an account, participate in a contest, or interact with our services, you may provide us with the following personal information:

- **Contact Information:** Your **name**, **email address**, and **phone number**.
- **Profile Information:** Details you choose to add to your profile, such as a **username**, **profile picture**, demographic information (e.g., age range, gender, if you choose to provide it), and preferences.
- **Contest Entries:** Any information you submit as part of a contest entry, which may include text, images, videos, or other media.
- **Communications:** Records of your communications with us, such as customer support inquiries or feedback.

1.2. Information We Collect Automatically

When you access and use our website, we may automatically collect certain information about your device and usage:

- **Usage Data:** Information on how you access and use our services, including your IP address, browser type, operating system, pages viewed, time spent on pages, referral sources, and clickstream data.
- **Device Information:** Information about the device you use to access our services, such as device model, unique device identifiers, and mobile network information.
- **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies (like web beacons and pixels) to track activity on our service and hold certain information. Cookies are files with a small amount of data that may include an anonymous unique identifier. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our service.

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2. How We Use Your Information

We use the information we collect for various purposes, including to:

- **Provide and Maintain Our Service:** Operate, maintain, and improve our website, contests, and games.
- **Manage Your Account:** Create and manage your user account, including providing access to features and functionalities.
- **Facilitate Contest Participation:** Allow you to enter and participate in contests, track your progress, and determine winners.
- **Communicate with You:** Send you important updates, notifications about your account or contests, promotional materials, and customer support responses via email, phone, or in-app messages.
- **Personalize Your Experience:** Tailor the content, games, and contests displayed to you based on your preferences and activity.
- **Analyze and Improve:** Understand how users interact with our services to improve our offerings, develop new features, and troubleshoot issues.
- **Marketing and Promotion:** Send you marketing communications about new contests, games, and other promotions that may be of interest to you. You can opt out of these communications at any time.
- **Ensure Security:** Detect, prevent, and address technical issues, fraud, and security vulnerabilities.
- **Comply with Legal Obligations:** Meet our legal and regulatory requirements.

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3. How We Share Your Information

We may share your information with third parties in the following situations:

- **With Your Consent:** We may disclose your personal information when you give us explicit permission to do so.
- **With Contest Partners:** For specific contests, we may share relevant information (e.g., your name, username, contest entry) with the contest sponsor or prize provider to facilitate prize fulfillment or promotion. This will be clearly stated in the contest rules.
- **With Service Providers:** We may share your information with third-party vendors, consultants, and other service providers who perform services on our behalf, such as hosting, analytics, payment processing, email delivery, and customer support. These service providers are obligated to protect your information and use it only for the purposes for which it was provided.
- **For Legal Reasons:** If required by law, subpoena, or if we believe that such action is necessary to (a) comply with a legal obligation, (b) protect and defend our rights or property, (c) prevent or investigate possible wrongdoing in connection with the service, (d) protect the personal safety of users of the service or the public, or (e) protect against legal liability.

- **Business Transfers:** In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Aggregated or Anonymized Data:** We may share aggregated or de-identified information that cannot reasonably be used to identify you.

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4. Data Security

The security of your data is important to us. We implement reasonable administrative, technical, and physical safeguards designed to protect the personal information we collect from unauthorized access, use, alteration, and destruction. However, please remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

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5. Your Choices and Rights

You have certain rights regarding your personal information:

- **Access and Correction:** You can access and update much of your personal information directly through your account settings. You may also contact us to request access to or correction of any personal information that you have provided to us.
- **Deletion:** You may request the deletion of your account and associated personal data. Please note that we may be unable to delete certain information due to legal obligations or legitimate business purposes (e.g., maintaining transaction records).
- **Opt-Out of Marketing:** You can opt-out of receiving promotional emails from us by following the unsubscribe instructions provided in those emails.
- **Cookies:** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of the service may then be inaccessible or not function properly.

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6. Third-Party Links

Our service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

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7. Children's Privacy

While our website does not have a specific age restriction for participation, we do not knowingly collect personal information from children under the age of 13 without verifiable parental consent. If you are under 13, please do not provide any personal information on our website.

If we learn that we have collected personal information from a child under 13 without verification of parental consent, we will take steps to remove that information from our servers. If you believe we might have any information from or about a child under 13, please contact us immediately.

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8. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date at the top. We encourage you to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

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9. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- **By email:** sales@engagepool.com
- **By visiting this page on our website:** https://contestpool.com/contactus

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