

## KINGUIN INACTIVE ACCOUNTS POLICY

Version: 1.1

This policy governs the freezing of inactive Accounts at Kinguin.net and certain database maintenance practices. PLEASE READ BELOW TERMS CAREFULLY. UNDER THE POLICY YOUR ACCOUNT MAY BE DEACTIVATED AND CERTAIN INFORMATION TIED TO YOUR ACCOUNT MAY BE DELETED, UNDER THE CONDITIONS SPECIFIED BELOW. IN THE EVENT THAT YOU ARE NOT COMFORTABLE WITH THIS POLICY, YOU MAY TERMINATE YOUR ACCOUNT AT ANY TIME, WITH NO PRIOR NOTICE AND WITHOUT COST.

This Policy is an integral part of the Terms & Conditions of the Kinguin.net Platform (“T&C”) and should be read in connection with those T&C, as they apply to all issues not explicitly regulated therein. In case of any discrepancies between the two this Policy shall prevail.

The Policy applies to all Users, including Merchants as defined in the T&C.

Users are encouraged to submit all complaints, questions, suggestions through Kinguin’s Customer Support Portal [here](#). Users may also contact us via email at: [help@kinguin.net](mailto:help@kinguin.net). If You are a Merchant You may also contact Your Kinguin’s account manager.

### 1. DEFINITIONS

- 1.1. All the terms specified in capital letters shall retain the meaning ascribed to them in the T&C.

### 2. INACTIVE ACCOUNTS

- 2.1. If You have not logged in to Your Account for at least 18 months Kinguin may freeze Your Account upon notification due to security and compliance reasons, including to prevent frauds and protect You and other Users against malicious third parties (e.g. third party obtaining unauthorized access to Your Account due to password reuse).
- 2.2. When Your Account is frozen You will lose access to Your Account, including inventory and order history and You will not be able to use the Account to make purchases or participate in some of Kinguin’s marketing campaigns where active Account is required. However, You may reactivate frozen Account by contacting Customer Support as per point 8 below. In such a case, to prevent frauds and for security reasons, Customer Support may verify that You are a true owner of the Account by currently accepted industry-standard measures (e.g. by sending a verification code to Your email).
- 2.3. All inactive Accounts will be closed once per year, on 31 December of each calendar year by 23:59 CEST. Therefore actual inactivity period of Accounts will be extended until the end of the year when the 18-month period ends. For example, if You last logged in to your Account on 1 April 2021, the 18-month period shall expire on 1 October 2022, but Your Account will be frozen upon the end of 31 December 2022.
- 2.4. Kinguin is committed to providing a fair and transparent process for Account freezing. Therefore, if Your Account is subject to freezing at the end of the current calendar year You will be notified via email and via Platform’s in-built notification bar, at regular intervals to provide You with ample time to prevent freezing. Under this policy Kinguin shall be obliged to send notification at the following frequency:

- 2.4.1. 1 email notification before end of quarter 1, quarter 2 and quarter 3 of the current year.
  - 2.4.2. 1 email notification before end of each month of quarter 4 of the current year.
  - 2.4.3. 1 additional notification in the last 2 weeks before freezing.
  - 2.5. To prevent Your Account from being frozen You should simply login to Your Account.
- 3. CHANGES TO THIS POLICY**
- 3.1. This Policy may be changed as per Section 17 of the T&C.