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you have opened such messages and what links you have followed in their text. You can opt out or withdraw consent to receive marketing emails at any time by dragging consent on the same page where you previously provided it, or by clicking on the [unuse link](#) found in each marketing email. 3.8 Information necessary to detect violations We collect certain information necessary for our detection, investigation and prevention of fraud, cheating and other violations of the SSA and applicable laws (Violations). This data is used only for the purpose of detection, research, prevention and, where applicable, actions in accordance with such violations and are stored only for the minimum time necessary for this purpose. If the data indicates that an infringement has occurred, we will additionally store the information for the establishment, enforcement or defence of legal claims during the applicable statute of limitations or until the legal case relating to it is resolved. Please note that specific data stored for this purpose cannot be disclosed to you if disclosure will compromise the mechanism through which we detect, investigate and prevent such breaches. 4. How long we store data We will store your data only as long as necessary to fulfill the purposes for which the data is collected and processed or - where applicable law provides for a 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 for by applicable law. Specifically: If you terminate your Steam account, your personal information will be marked for deletion, except to the extent that legal requirements or other prevailing legitimate purposes dictate longer storage. In certain cases, personal data cannot be completely deleted to ensure consistency of the gaming experience or steam community market. For example, matches you have played that affect other players' matchup data and results will not be deleted; instead, your connection to these matches will be permanently anonymized. Have find that Valve keep certain transaction data in accordance with legal commercial and tax law for a period of up to ten (10) years. If you withdraw the consent on which the processing of your personal data or your child's personal data is based, we will delete your personal or your child's personal data without undue delay to the extent that the collection and processing of personal data was based on withdrawn consent. If you exercise the right to object to the processing of your personal data, we will review your complaint and delete your personal data that we have processed for the purposes to which you have objected without undue delay, unless there is another legal basis for processing and retaining this data or if the applicable law does not require us to retain the data. 5. Whoever has access to the data valve does not sell personal data. However, we may 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 extent necessary to achieve the above purposes in Section 2. In the event of a reorganization, sale or merger, we may transfer personal information to the relevant third party subject to applicable laws. 5.2 We may also share your personal information with our third-party service providers who provide customer support services in connection with goods, content and services distributed through Steam. Your personal data will be used in accordance with this Privacy Policy and only if necessary to perform customer support services. 5.3 In accordance with internet standards, certain information (including your IP address and the identification of steam content you wish to access) may also be shared with our third-party network service providers who provide online content delivery services and game server services in connection with Steam. Our content delivery network providers enable the delivery of the digital content you requested, e.g. 5.4 Google Analytics Our website uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Google Analytics uses cookies to help website operators analyze how visitors use the site. The information generated by the visitor site usage cookie will be generally transmitted and stored by Google on servers in the United States. IP anonymization is activated on this website. The IP addresses of users visiting Steam will be shortened. Only in exceptional cases will the 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 for the purpose of evaluating the website for its users, to compiled reports on the site's activities and to provide other services relating to internet usage for website operators. Google will not associate the IP address transmitted in the context of Google Analytics with other data held by Google. You can refuse to use cookies by selecting the appropriate settings in your browser. However, keep on at the beginning that in this case you may not be able to use the full functionality of this website. You can learn more about how Google Analytics collects and uses data in [www.google.com/policies/privacy/partners](#). Furthermore, you can prevent Google from collecting and processing data about your use of the website by downloading and installing the browser plug-in via the following link: . 5.5 We make certain information related to your Steam account available to other players and our partners through the STEAMWORKS API. This information can be accessed by anyone by asking about your Steam ID. At the very least, the public persona name you chose to represent you on Steam and your avatar image is available this way, as well as whether you got a multiplayer cheating ban. The accessibility of all additional information about you can be controlled through the Steam community user profile page; information that is publicly available on your profile page can be accessed automatically through the Steamworks API. In addition to publicly available information, game developers and publishers have access to certain information from steamworks API that relates directly to users of games they manage. This information includes as a minimum your ownership of the game in question. Depending on which steamworks services are implemented in the game, it may also include ranking information, your in-game progress, achievements you have completed, your multiplayer matchmaking information, in-game items and other information needed to manage the game and provide support for it. For more information about which Steamworks services a particular game has implemented, browse its store page. Although we do not knowingly share personally identifiable information about you through steamworks API such as your real name or your email address, any information you share about yourself on the public Steam Profile can be accessed through steamworks API, including information that can identify you. 5.6 The Steam community includes bulletin boards, forums and/or chat areas, where users can exchange ideas and communicate with each other. When posting a message on a board, forum, or chat area, keep the information publicly available online; therefore, do so at your own risk. If your personal information is published on one of our community forums against your will, use the reporting function and help site on Steam to request its removal. 5.7 Valve can allow you to connect your Steam account to an account offered by a third party. If you agree to link accounts, may also collect and information you have allowed Valve to receive from a third party with your Steam account information up to the degree permitted by your consent at that time. If connecting an account requires the transfer of information about your person from Valve to a third party, you will be notified before the connection occurs and you will be given the opportunity to consent to the connection and transfer of your data. The use of your data by a third party will be subject to a third-party privacy policy, which we encourage you to review. 5.8 Valve may disclose personal information in accordance with court orders or laws and regulations that require us to disclose such information. 6. Your rights and control mechanisms Data Protection Laws of the European Economic Area, California and other territories grant their residents certain rights in relation to their personal data. While other jurisdictions may provide fewer legal rights, we make the tools intended to exercise such rights available to our customers worldwide. To enable you to exercise your data protection rights in an easy way, we provide a dedicated section on the Steam support page. This allows you to access your personal data, allows you to correct and delete it where necessary, and to oppose its use where you deem it necessary. To access it, sign in to steam support page and select my account menu items - > information related to your steam account. In most cases, you can access, manage, or delete personal information in the privacy dashboard, but you can also contact Valve with questions or requests through the contact processes described in sections 8 and 10 below. As a resident of the European Economic Area, you have the following rights in relation to your personal data: 6.1 Right of access. You have the right to access your personal data we hold about you, i.e. the right to free (i) data regardless of whether your personal data is retained, (ii) access and/or (iii) duplicates of retained personal data. You can use the right to access personal data through the Privacy Dashboard. If the request affects the rights and freedoms of others or is manifestly unfounded or excessive, we reserve the right to charge reasonable compensation (taking into account the administrative costs of providing information or communication or taking the requested action) or refuse to act on the request. 6.2 Right to rectification. If we process your personal data, we will endeavour to ensure that your personal data is accurate and up-to-date for the purposes for which it was collected by implementing appropriate measures. If your personal information is inaccurate or incomplete, you can change the information you provided through the Privacy Dashboard. 6.3. Right to erasure. You have the right to obtain the deletion of personal data relating to you if the reason why we might collect it (see section 2 above) there is a or if there is another legal basis for erasing it. For individual items of personal information, edit it through the Privacy Dashboard or request deletion through the Steam support page. You can also request to delete your Steam account through the Steam support page. As a result of deleting your Steam account, you will lose access to steam services, including a Steam user account, subscriptions and game-related information related to a Steam user account, and the ability to access other services for which you use a Steam user account. We allow you to restore your Steam account during a 30 (thirty) day grace period from the moment you request the deletion of your Steam account. This functionality allows you not to lose your account by mistake, due to loss of account credentials or due to hacking. During the suspension period, we will be able to complete financial and other activities that you may have initiated before sending a request to delete your Steam account. After a grace period, the personal data associated with your account will be deleted in accordance with Section 4. Above. In some cases, deleting your Steam account, and therefore deleting personal information, is complicated. Specifically, if your account has a business relationship with Valve, for example because of your game developer work, you will only be able to delete your Steam account after you have uploaded this role to another user or have broken up your business relationship. In some cases, given the complexity and number of requests, the period of deletion of personal data may be extended, but not more than two further months. 6.4 Right to object. Where our processing of your personal data is based on legitimate interests in accordance with Article 6(1), c.3. If you object, we will no longer process your personal data unless there are compelling and overriding legitimate reasons for processing as described in Article 21, in particular where the data is necessary for the establishment, execution or defence of legal claims. You also have the right to lodge a complaint with the supervisory authority. 6.5 Right to restrict the processing of your personal data You have the right to obtain a restriction on the processing of your personal data under the terms of Article 18. 6.6 The right to the portability of personal data You have the right to receive your personal data in a structured, commonly used and machine-readable format and you have the right to transfer this information to another controller under the terms of Article 20. The valve makes your personal information available in structured HTML format through the privacy dashboard as described above. 6.7 Right to post-mortem control of your personal data If french data protection legislation applies to you, you have the right to establish guidelines for deletion and transfer of personal data after your death in accordance with Article 40-1 of Law No 1. 78-17 from January 6, 1978 on information, technology, data files and civil liberties. 7. Children The minimum age to create a user account on Steam is 13. Valve will not knowingly collect personal information from children under this age. If certain countries apply a higher age of consent to the collection of personal data, Valve requires parental consent before a Steam user account can be created and personal data associated with it can be collected. Valve encourages parents to instruct their children never to provide personal information when they are online. 8. Contact details You can contact Valve's data protection officer at the address below. Although we review every request sent by post, keep an order that to combat fraud, harassment, and phishing, the only way to access, correct, or delete your information is by signing in to your Steam account at and selecting menu items -> My Account -> View account information Valve Corporation Att. Data Protection Officer P.O. Box 1688 Bellevue, WA 98009 European Data Protection Representative: Valve GmbH Att. Legal R dungsmarkt 9 D-20459 Hamburg Germany 9. Additional information for users from the European Economic Area, uk and Switzerland Valve and TR Technical Services Inc., its whored US subsidiaries (together Valve) comply with the EU-US-US privacy framework. A privacy framework set by the U.S. Department of Commerce regarding the collection, use and retention of personal data transferred from the European Union and Switzerland to the United States. Valve confirmed to the Commerce Department that it complies with privacy principles. If there is any conflict between the terms in these privacy policies and privacy principles, privacy principles are governed. To learn more about Privacy and see our certificate, visit . In accordance with privacy principles, Valve undertakes to resolve complaints about our collection or use of your personal data. Individuals from the EU and Switzerland with inquiries or complaints about our privacy policy should contact Valve here first. If you have unresolved privacy concerns or data usage that we have not satisfactorily resolved, please contact our U.S.-based third-party dispute resolution provider (free of charge) . As explained in the Privacy Documentation (certain remaining claims that have not been resolved by other means may be subject to binding arbitration. In this case, the arbitration option will be available to you. Principles privacy describe Valve's liability for personal information that it subsequently transfers to a third-party agent. Side. valve will remain liable if third-party agents process personal data in a manner that does not comply with the principles unless Valve proves that it is not responsible for the event that caused the damage. The Federal Trade Commission is responsible for Valve's compliance with Privacy Protection. 10. Additional information for California cpa users gives California residents certain privacy rights regarding the personal information we collect. We are committed to respecting these rights and respecting the CCPA. The following explains these rights and Valve's practices in relation to them. The right to know. According to 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 the deletion of personal data held in our possession, subject to certain exceptions. For example, your request to delete data may affect your use of Steam in some cases, and we may refuse to delete the information for the reasons set out in these Privacy Policies or as permitted by the CCPA. The other rights. The CCPA also gives California residents the right to give up selling their personal information. As described in section 5, we do not sell personal data and have not done so in the past 12 months. You also have the right to be notified of our practices when or before collecting your personal data. Finally, you have the right not to be discriminated against for exercising your rights under the CCPA. Exercising your rights. The primary way to access, manage, or delete your personal information is through the Privacy Dashboard, as described in section 6 of these policies. Users can also delete their Steam account and related personal information as described in section 6.3 of this Privacy Policy. If you are unable to access or delete data through the Privacy Dashboard, you can also contact us with a request to use these rights using the form . To verify your identity, you'll need to sign in to your Steam account to use the form. Finally, you can contact us with a request at [questions@valvesoftware.com](#), however, before enabling access to or deleting any personal information, based on a request received via email, we will need to verify your identity using the Proof of Ownership process described in . You may designate, in writing or through power of power of law, an authorised agent to request on your behalf that you 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 him to act on your behalf and you may need to verify your identity directly with us. Categories, sources, purposes and recipients of the data we collect. Over the past 12 months, we have collected categories of The personal information 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 it are described in sections 2 and 3. Over the past 12 months, we have published each of the categories of personal data with third-party categories for business purposes as described in Section 5. Audit date: 28 July 2020, 8 Valve respects the privacy of its online visitors and customers of its products and services and complies with applicable laws to protect your privacy, including, without limitation, the California Consumer Privacy Act (CCPA), the European Union General Data Protection Regulation (GDPR) and the Swiss privacy and privacy frameworks of the EU. 1. Definitions Wherever we talk about the personal information below, we mean any information that may identify you as an individual (Personally Identifiable Information) or that may indirectly be linked to you by linking to personal recognition information. Valve also processes anonymous data, aggregated or not, to analyze and produce statistics related to habits, usage patterns, and customer demographics as a group or as individuals. Such anonymous information does not allow the identification of the customers to which they relate. Valve may share anonymous data, bulk or not, with third parties. Other capitalised terms in this Privacy Act have meanings defined in the Steam Subscribers Agreement (SSA). 2. Why valve collects and processes a data valve collects and processes personal data for the following reasons: a) where it is necessary to provide a fully prominent gaming service with you for the performance of our contract with you and deliver related content and services; b) if compliance with the legal obligations to which we are subject is required (e.g. our obligations to keep certain information in accordance with tax laws); c) where necessary for the purposes of the legitimate and legal interests of Valve or a third party (e.g. the interests of our other customers), unless such interests are outweighed by your overriding legitimate interests and rights; or d) where you have given your consent to do so. These reasons for collecting and processing personal data determine and limit what personal data we collect and how we use it (section 3 below), how long we store it (section 4 below), who has access to it (Section 5 below), and what rights and other control mechanisms are available to you as a user (section 6 below). 3. Types and data sources We collect 3.1 basic account information When setting up an account Valve will collect your email address and country of residence. You are also required to choose a username and password. Providing this information is necessary to register a steam account. During account setup, the account is automatically provided with a number (Steam ID) that is later used to refer to your account without directly referring to your account Personally identifying information about you. We do not require you to specify or use your real name to set up a steam account. 3.2 Transaction and payment information To make a transaction on Steam (e.g. to purchase Content and Service Subscriptions or to finance your Steam wallet), you may need to provide Valve with payment information to enable the transaction. If you pay by credit card, you must provide Valve with typical credit card information (name, address, credit card number, expiration date and security code), which Valve will process and transfer to the payment service provider of your choice to enable the transaction and perform anti-fraud checks. Likewise, Valve will receive data from your payment service provider for the same reasons. 3.3 Other information that you explicitly provide We will also collect personal data processing whenever you explicitly provide it to us or send it to us as part of communication with others on Steam, e.g. This information includes: information you publish, comment on, or track in any of our content and services; information sent via chat. Information you provide when you request information or support from us or purchase content and services from us, including information necessary to process your orders with the relevant merchant by payment or, in the case of physical goods, delivery service providers; Information you provide to us when participating in competitions, competitions and tournaments or responding to surveys, e.g. 3.4 Your use of steam client and website We collect various information through your general interaction with steam's websites, content and services. The personal data we collect may include, but are not limited to, browser and device information, data collected through automated electronic interactions, and app usage data. Likewise, we will monitor your process on our websites and apps to confirm that you are not a bot and optimize our services. 3.5 Your use of games and other subscriptions In order to provide you 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 commonly called game statistics. By game statistics, we mean information about your game preferences, game progress, game time, as well as information about the device you're using, including the operating system you're using, device settings, unique device identifiers, and crash data. 3.6 Tracking data and cookies We use Cookies, which are text files placed on your computer, and similar technologies (e.g. web signals, pixels, ad tags and device identifiers) to analyze how users use our services, as well as improve the services we offer, to improve the marketing, analytics or functionality of the website. The use of cookies is standard Internet. Although most web browsers automatically accept cookies, deciding whether or not to accept it is yours. You can customize your browser settings to prevent cookies from receiving or to provide a notification whenever a cookie is sent to you. You can refuse to use cookies by selecting the appropriate settings in your browser. The management of the use of cookies for each browser is further detailed on the following help page: . However, keep on keep on at the beginning 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 record your IP address, which is a number that is automatically assigned to a network that is part of your computer. 3.7 Content recommendations We may process the information collected in this Section 3 so that the content, products and services displayed on the Steam Store pages and in the updated messages displayed at the launch of Steam Client can be tailored to your needs and clouded with relevant recommendations and offers. This is done to improve your user experience. You can prevent your data from being processed in this way by turning off automatic steam store page loading and Steam notifications under Steam Client Settings Interface. Subject to your separate consent or if expressly permitted under applicable email marketing laws, Valve may send you marketing messages about products and services offered by Valve to your email address. In this case, we may also use your collected information to customize such marketing messages, as well as to collect information about whether you have opened such messages and what links you have followed in their text. You can opt out or withdraw consent to receive marketing emails at any time by dragging consent on the same page where you previously provided it, or by clicking on the [unuse link](#) found in each marketing email. 3.8 Information necessary to detect violations We collect certain information necessary for our detection, investigation and prevention of fraud, cheating and other violations of the SSA and applicable laws (Violations). 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However, we may 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 extent necessary to achieve the above purposes in Section 2. In the event of a reorganization, sale or merger, we may transfer personal information to the relevant third party subject to applicable laws. 5.2 We may also share your personal information with our third-party service providers who provide customer support services in connection with goods, content and services distributed through Steam. Your personal data will be used in accordance with this Privacy Policy and only if necessary to perform customer support services. 5.3 In accordance with internet standards, certain information (including your IP address and the identification of steam content you wish to access) may also be shared with our third-party network service providers who provide online content delivery services and game server services in connection with Steam. Our content delivery network service providers enable you to deliver the digital content you requested, e.g. 5.4 Google Analytics Our website uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Google Analytics uses cookies to help website operators analyze how visitors use the site. The information generated by the visitor site usage cookie will be generally transmitted and stored by Google on servers in the United States. IP anonymization is activated on this website. The IP addresses of users visiting Steam will be shortened. Only in exceptional cases will the 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 for the purpose of evaluating the website for its users, to compiled reports on website activity and provide other services related to website activity and internet usage for website operators. Google will not associate the IP address transmitted in the context of Google Analytics with other data held by Google. You can refuse to use cookies by selecting the appropriate settings in your browser. However, keep on at the beginning that in this case you may not be able to use the full functionality of this website. You can learn more about how Google Analytics collects and uses data in [www.google.com/policies/privacy/partners](#). Furthermore, you can prevent Google from collecting and processing data about your use of the website by downloading and installing the browser plug-in via the following link: . 5.5 We make certain information related to your Steam account available to other players and our partners through the STEAMWORKS API. This information can be accessed by anyone by asking about your Steam ID. At the very least, the public persona name you chose to represent you on Steam and your avatar image is available this way, as well as whether you got a multiplayer cheating ban. The accessibility of all additional information about you can be controlled through the Steam community user profile page; information that is publicly available on your profile page can be accessed automatically through the Steamworks API. In addition to publicly available information, game developers and publishers have access to certain information from steamworks API that relates directly to users of games they manage. This information includes as a minimum your ownership of the game in question. Depending on which steamworks services are implemented in the game, it may also include ranking information, your in-game progress, achievements you have completed, your multiplayer matchmaking information, in-game items and other information needed to manage the game and provide support for it. For more information about which Steamworks services a particular game has implemented, browse its store page. Although we do not knowingly share personally identified information about you through API's 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 identify you. 5.6 The Steam community includes bulletin boards, forums and/or chat areas, where users can exchange ideas and communicate with each other. When posting a message on a board, forum, or chat area, keep the information publicly available online; therefore, do so at your own risk. If your personal information is published on one of our community forums against your will, use the reporting function and help site on Steam to request its removal. 5.7 Valve can allow you to connect your Steam account to an account offered by a third party. If you agree to link accounts, Valve may collect and combine the information you have allowed Valve to receive from a third party with your Steam account information to the degree permitted by your consent at that time. If connecting an account requires the transfer of information about your person from Valve to a third party, you will be notified before the connection occurs and you will be given the opportunity to consent to the connection and transfer of your data. The use of your data by a third party will be subject to a third-party privacy policy, which we encourage you to review. 5.8 Valve may disclose personal information in accordance with court orders or laws and regulations that require us to disclose such information. 6. Your rights and control mechanisms Data Protection Laws of the European Economic Area, California and other territories grant their residents certain rights in relation to their personal data. While other jurisdictions may provide fewer legal rights, we make the tools intended to exercise such rights available to our customers worldwide. To enable you to exercise your data protection rights in an easy way, we provide a dedicated section on the Steam support page. This allows you to access your personal data, allows you to correct and delete it where necessary, and to oppose its use where you deem it necessary. To access it, sign in to steam support page and select my account menu items - > information related to your steam account. In most cases, you can access, manage, or delete personal information in the privacy dashboard, but you can also contact Valve with questions or requests through the contact processes described in sections 8 and 10 below. As a resident of the European Economic Area, you have the following rights in relation to your personal data: 6.1. Right of access. You have the right to access your personal data we hold about you, i.e. the right to free (i) data regardless of whether your personal data is retained, (ii) access and/or (iii) duplicates of retained personal data. You can use the right to access personal data Privacy dashboard. If the request affects the rights and freedoms of others or is manifestly unfounded or excessive, we reserve the right to charge reasonable compensation (taking into account the administrative costs of providing information or communication or taking the requested action) or refuse to act on the request. 6.2 Right to rectification. If we process your personal data, we will endeavour to ensure that your personal data is accurate and up-to-date for the purposes for which it was collected by implementing appropriate measures. If your personal information is inaccurate or incomplete, you can change the information you provided through the Privacy Dashboard. 6.3. Right to erasure. You have the right to delete personal data if the reason why we might collect it (see section 2 above) no longer exists or if there is another legal basis for deleting it. For individual items of personal information, edit it through the Privacy Dashboard or request deletion through the Steam support page. You can also request to delete your Steam account through the Steam support page. As a result of deleting your Steam account, you will lose access to steam services, including a Steam user account, subscriptions and game-related information related to a Steam user account, and the ability to access other services for which you use a Steam user account. We allow you to restore your Steam account during a 30 (thirty) day grace period from the moment you request the deletion of your Steam account. This functionality allows you not to lose your account by mistake, due to loss of account credentials or due to hacking. During the suspension period, we will be able to complete financial and other activities that you may have initiated before sending a request to delete your Steam account. After a grace period, the personal data associated with your account will be deleted in accordance with Section 4. Above. 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Contact details You can contact Valve's data protection officer at the address below. Although we review every request sent by post, keep an order that to combat fraud, harassment, and phishing, the only way to access, correct, or delete your information is by signing in to your Steam account at and selecting menu items -> My Account -> View account information. Valve Corporation Att. Data Protection Officer P.O. Box 1688 Bellevue, WA 98009 European Data Protection Representative: Valve GmbH Att. Legal R dungsmarkt 9 D-20459 Hamburg Germany 9. Additional information for users from the European Economic Area, uk and Switzerland Valve and TR Technical Services Inc., its whored US subsidiaries (together Valve) comply with the EU-US-US privacy framework. A privacy framework set by the U.S. Department of Commerce regarding the collection, use and retention of personal data transferred from the European Union and Switzerland to the United States. Valve confirmed to the Commerce Department that it complies with privacy principles. If there is any conflict between the terms in these privacy policies and privacy principles, privacy principles are governed. To learn more about Privacy and see our certificate, visit . In accordance with privacy principles, Valve to resolve complaints about our collection or use of your personal data. Individuals from the EU and Switzerland with inquiries or complaints about our privacy policy should contact Valve here first. If you have unresolved privacy concerns or data usage that we have not satisfactorily resolved, please contact our U.S.-based third-party dispute resolution provider (free of charge) . As explained in the Privacy Documentation (certain remaining claims that have not been resolved by other means may be subject to binding arbitration. In this case, the arbitration option will be available to you. 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Users can also delete their Steam account and related personal information as described in section 6.3 of this Privacy Policy. If you are unable to access or delete data through the Privacy Dashboard, you can also contact us with a request to use these rights using the form . To verify your identity, you'll sign in with Steam Steam users to use the form. Finally, you can contact us with a request at [questions@valvesoftware.com](#), however, before enabling access to or deleting any personal information, based on a request received via email, we will need to verify your identity using the Proof of Ownership process described in . You may designate, in writing or through power of power of law, an authorised agent to request on your behalf that you 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 him to act on your behalf and you may need to verify your identity directly with us. Categories, sources, purposes and recipients of the data we collect. Over the past 12 months, we have collected the categories of personal information 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 it are described in sections 2 and 3. Over the past 12 months, we have published each of the categories of personal data with third-party categories for business purposes as described in Section 5. 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