

WhiteWolves Gaming Studios | Privacy Department

Privacy Policy

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Effective date: 8 September 2026

Last updated: 8 September 2026

1. Our Commitment to Privacy

WhiteWolves Gaming Studios, referred to in this Privacy Policy as “WWGS”, “we”, “our” or “us”, respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, hold, use, disclose and protect personal information when you:

- visit our website
- contact WhiteWolves Gaming Studios
- subscribe to the WolfPack Monthly newsletter
- enter a promotion, competition or community activity
- interact with our social media pages or YouTube channel
- submit content, feedback or an enquiry
- apply to work or collaborate with us
- otherwise engage with WhiteWolves Gaming Studios and its associated studio brands

Our privacy practices are guided by applicable Australian privacy laws, including the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Notifiable Data Breaches scheme, where those laws apply to us.

2. Scope of This Policy

This Privacy Policy applies to WhiteWolves Gaming Studios and the studio brands and departments operating under it, including:

- Battlefield Horizon Studios
- Open Road Studios
- Outerlight Studios
- Shadowborn Vision Studios
- SimLife Studios
- WhiteWolves Music Studios

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- other projects, services or studio brands operated by WWGS

This policy covers personal information collected through our website, newsletters, online forms, social platforms, community activities and direct communications.

Third-party websites and services linked from our website are governed by their own privacy policies. We are not responsible for the privacy practices or content of those external services.

3. What Is Personal Information?

Personal information is information or an opinion about an identified individual, or an individual who can reasonably be identified.

Depending on how you interact with us, we may collect:

- your name, display name or username
- your email address
- your telephone number, if you provide it
- your postal address, if required for a competition, delivery or business matter
- information included in messages, enquiries, applications or feedback
- newsletter subscription and communication preferences
- social media profile details and public interactions
- competition or promotion entries
- employment, contractor or collaboration information
- technical information such as your IP address, browser type, device type and operating system
- website activity, referring pages and approximate location information
- cookie identifiers and analytics information
- any other information you voluntarily provide to us

We generally do not request sensitive information through our public website. If sensitive information is reasonably necessary, we will only collect and handle it with appropriate consent or where otherwise permitted or required by law.

Please do not send sensitive personal information through a public comment, social media post or unsecured communication channel.

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4. How We Collect Information

We may collect personal information:

- directly from you when you complete a form, subscribe, contact us or communicate with our team
- when you participate in a competition, survey or community event
- when you interact with our website, videos or social media accounts
- when you apply for employment, volunteer work, collaboration or another studio opportunity
- through cookies, analytics tools, server logs and similar technologies
- from publicly available sources
- from a person authorised to provide information on your behalf
- from service providers that assist us in operating our website, newsletter, communications and digital platforms

Where practical and lawful, you may interact with us anonymously or by using a pseudonym. In some circumstances, however, we may need your correct identity to respond to a request, deliver a prize, manage an agreement or satisfy a legal obligation.

5. Why We Collect and Use Information

We may collect, hold and use personal information to:

- operate, maintain and improve our website
- respond to enquiries, feedback and support requests
- send the WolfPack Monthly newsletter and other requested updates
- manage competitions, promotions and community activities
- publish content submitted with permission
- manage our YouTube, social media and community platforms
- understand website traffic and audience engagement
- protect our website, systems, personnel and community
- detect spam, fraud, abuse and unauthorised activity
- manage employment, contractor and collaboration applications
- administer our operations, records and legal obligations
- investigate complaints and resolve disputes

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- enforce our website terms and community rules
- carry out another purpose disclosed when the information is collected

We will not use personal information for an unrelated purpose unless you have consented, the use is reasonably expected and permitted by law, or the use is otherwise required or authorised by law.

6. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- remember website preferences
- maintain website functionality
- measure traffic and performance
- understand how visitors use the website
- improve content and user experience
- protect the website against malicious activity
- support embedded content and third-party services

Cookies are small data files stored on your device or browser. You can restrict or disable cookies through your browser settings. Some website features may not operate correctly if cookies are disabled.

Third-party content, including embedded YouTube videos, social media features or newsletter forms, may allow the relevant provider to collect technical and usage information. Their collection and use of information are governed by their own privacy policies.

Where appropriate, we will provide a cookie notice or consent controls for optional analytics and marketing technologies.

7. Newsletter and Marketing Communications

If you subscribe to the WolfPack Monthly newsletter or another mailing list, we may use your name, email address and communication preferences to send the content you requested.

We will only send commercial electronic messages where we have the required consent or another lawful basis to do so. Our marketing messages will identify the sender and provide a functional way to unsubscribe.

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You may unsubscribe at any time by:

- using the unsubscribe link included in the message; or
- contacting us at legal@whitewolvesgamingstudios.com.au

We will process unsubscribe requests as soon as reasonably practicable and within the period required by Australian law. Administrative, security or service-related communications may still be sent when necessary and legally permitted.

8. Social Media and Public Content

Information posted publicly on YouTube, Facebook, Instagram, Discord or another social platform may be visible to other users and may be copied, shared or indexed outside our control.

If you submit a photograph, video, testimonial, comment or other creative material to WWGS, we will seek any permission reasonably required before using it outside the context in which it was submitted.

Please avoid posting personal, confidential or sensitive information in public comments or community spaces.

9. Disclosure of Personal Information

We may disclose personal information to:

- authorised WWGS staff, contractors and studio personnel
- website hosting, email, cloud storage and information technology providers
- newsletter and communication providers, including Mailchimp
- website analytics and security providers
- professional advisers, insurers, auditors or legal representatives
- social media and video platforms when you interact with embedded services
- competition, event or delivery partners where necessary
- regulators, law enforcement agencies or government authorities when required or authorised by law
- another party with your consent

We do not sell personal information.

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We require service providers to handle personal information only for authorised purposes and to apply appropriate privacy and security protections, where reasonably possible.

10. Overseas Storage and Disclosure

Some service providers used by WWGS may store or process information outside Australia. This may include providers of website hosting, cloud storage, email delivery, analytics, social media and video services.

The countries involved may vary depending on a provider's infrastructure and subcontractors. They may include the United States, countries within the European Union, the United Kingdom and other locations disclosed by the relevant provider.

Where Australian privacy law applies, we will take reasonable steps to ensure that overseas handling is consistent with applicable Australian privacy requirements. However, overseas recipients may also be subject to the laws of their own jurisdictions.

11. Data Security

WWGS takes reasonable administrative, physical and technical measures to protect personal information against:

- loss, misuse or interference
- unauthorised access
- unauthorised modification or disclosure
- malicious software
- credential theft
- accidental destruction

Our safeguards may include:

- access controls based on operational requirements
- strong authentication and password practices
- multi-factor authentication where available
- encrypted website connections using HTTPS
- security updates and vulnerability management
- anti-malware and endpoint security controls

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- email authentication and anti-spoofing protections
- backups and recovery procedures
- logging and security monitoring
- staff access restrictions
- incident response procedures
- periodic reviews of the information we hold

No internet transmission, website or electronic storage system can be guaranteed to be completely secure. While we take reasonable precautions, we cannot promise that unauthorised access or disclosure will never occur.

If you believe information provided to WWGS may have been compromised, please contact us immediately.

12. Data Breaches

WWGS maintains procedures for identifying, assessing, containing and responding to suspected data breaches.

Where the Notifiable Data Breaches scheme applies, we will assess a suspected eligible data breach and notify affected individuals and the Office of the Australian Information Commissioner when required by law.

Notifications may explain:

- what happened
- what information was involved
- the steps we have taken
- recommended protective actions
- how affected individuals can contact us

We may also notify other regulators, service providers, insurers or law enforcement agencies where appropriate or legally required.

13. Retention and Deletion

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, to maintain appropriate business records, or to satisfy legal, security and dispute-resolution requirements.

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Retention periods may depend on:

- the nature and sensitivity of the information
- the reason it was collected
- contractual requirements
- security and fraud-prevention needs
- applicable legal requirements
- whether the information is required for a current or anticipated dispute

When personal information is no longer reasonably required, we will take reasonable steps to securely delete it or permanently de-identify it, unless we are legally required to retain it.

Backup copies may remain for a limited period until overwritten as part of our normal backup cycle.

14. Children and Young People

WWGS creates gaming and entertainment content that may appeal to a broad audience. Our website and general services are not designed to knowingly collect personal information directly from children without appropriate consent.

Children and young people should obtain permission from a parent or guardian before:

- submitting personal information
- joining a mailing list
- entering a competition
- contacting us privately
- submitting content for publication

If we become aware that personal information has been collected from a child inappropriately, we will take reasonable steps to remove it.

A parent or guardian may contact us to request access to or deletion of a child's personal information.

15. Accessing or Correcting Your Information

You may request access to personal information we hold about you or ask us to correct information that is inaccurate, incomplete, out of date or misleading.

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To make a request, contact:

Privacy Officer

WhiteWolves Gaming Studios

Email: legal@whitewolvesgamingstudios.com.au

We may need to verify your identity before processing a request. We will respond within a reasonable period.

In limited circumstances, we may refuse access or correction where permitted by law. If that occurs, we will generally provide written reasons and explain available complaint options.

We will not ordinarily charge a fee for making a request. A reasonable fee may apply for providing access where permitted by law and where significant administrative work is required. We will advise you before any fee applies.

16. Privacy Complaints

If you have a question or complaint about how we have handled your personal information, please contact our Privacy Officer:

Privacy Officer

WhiteWolves Gaming Studios

Email: legal@whitewolvesgamingstudios.com.au

Website: <https://whitewolvesgamingstudios.com.au>

Please include enough information for us to understand and investigate the matter. Do not include unnecessary sensitive information.

We will acknowledge your complaint and aim to provide a response within 30 calendar days. If additional time is required, we will explain the reason for the delay.

If you are not satisfied with our response and the Privacy Act applies to the matter, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

Website: <https://www.oaic.gov.au>

Telephone: 1300 363 992

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17. External Links

Our website may contain links to third-party websites, gaming services, social networks, online stores or other platforms.

WWGS does not control those third parties and is not responsible for their privacy, security, content or data-handling practices. You should review the privacy policy of any external service before providing personal information.

18. Changes to This Policy

We may update this Privacy Policy to reflect:

- changes to our website or services
- new technologies or service providers
- changes to Australian law or regulatory guidance
- changes to our studio operations
- improvements to our privacy and security practices

The current version will be published on our website with its effective date and last-updated date. Material changes may also be communicated through our website, newsletter or official social channels where appropriate.

19. Contact Us

For privacy enquiries, access or correction requests, complaints or suspected security incidents, contact:

Privacy Officer

WhiteWolves Gaming Studios

Email: legal@whitewolvesgamingstudios.com.au

Website: <https://whitewolvesgamingstudios.com.au>

WhiteWolves Gaming Studios is based in Perth, Western Australia.