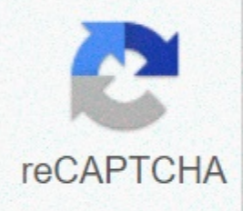




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user account deletion request. After the extension, the personal data related to your account will be deleted in accordance with Section 4. Above. In some cases, deleting a Steam user account and thus deleting personal data is complicated. Namely, if your account has a business relationship with Valve, such as your job as a game developer, you can only delete your Steam account after you have transferred this role to another user or terminated the business relation. In some cases, given the complexity and number of requests, the erasing period of personal data may be extended, but not more than two months. 6.4 Opposition. Where the processing of your personal data is based on the legitimate interests of Article 6(1)(f) of this General Data Protection Regulation/section 2.c of this Privacy Policy), you have the right to object to this processing. If you object, we will no longer process your personal data unless there are compelling and prevailing substantiated grounds for processing in accordance with Article 21 gdpr; in particular where the information is necessary for the establishment, drafting or defence of legal rights. 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 have restrictions on the processing of your personal data under the conditions laid down in Article 18 of the GDPR. 6.6 Right to 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 data to another controller under the conditions laid down in Article 20 of the GDPR. Valve makes your personal data available in structured HTML format through the Privacy Dashboard as described above. 6.7 Right to post-mortem surveillance of your personal data If you are subject to French data protection law, you have the right to draw up guidelines for the retention, erasing and transmission of personal data after your death from information, technology, data files and civil liberties on 6 January 1978 in accordance with Article 40-1 of Law No 78-17. 7. Children The minimum age for creating a Steam user account is 13 years. Valve does not knowingly collect personal data for children under this age. If certain countries apply a higher consent to the collection of personal data, Valve requires parental consent before a Steam account can be created and related personal data collected. Valve encourages parents to instruct their children never to disclose personal information online. 8. Contact information You can contact Valve's Data Protection Officer at the address below. When reviewing all emailed requests, please note that in order to combat fraud, harassment and identity theft, the only way to access, correct or delete your data is to log in to your Steam account at and select menu items -> My Account -> View account information. Valve Corporation Att. Data Protection Officer P.O. Box 1688 Bellevue, WA 98009 European Representative for Data Protection Issues: Valve GmbH Att. Legal Rödingsmarkt 9 D-20459 Hamburg Germany 9. Further information to users of valve and TR Technical Services Inc. of the European Economic Area, the United Kingdom and Switzerland, a wholly owned US subsidiary (together with Valve), complies with the EU-US Privacy Shield and the Swiss-US subsidiary. Privacy Shield, set by the U.S. Department of Commerce for the collection, use and storage of personal data transferred from the European Union and Switzerland to the United States. Valve has certified the Ministry of Commerce that it complies with the Privacy Shield principles. In the case of a conflict between the terms of this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles apply. For more information about the Privacy Shield program and to view our certification, please visit: In accordance with the Privacy Shield Principles, Valve undertakes to resolve complaints about the collection or use of your personal data. EU and Swiss persons with inquiries or complaints about our Privacy Shield policy should first contact Valve here. If you have an unresolved privacy or data access issue that we have not addressed satisfactorily, please contact our U.S. third-party dispute resolution provider (free of charge) . As explained in the Privacy Shield documentation (certain remaining claims that have not been resolved by other means may be subject to binding arbitration. In this case, you have an arbitration option at your disposal. The Privacy Shield Principles describe Valve's responsibility for personal data, which it subsequently transfers to a third-party agent. According to the principles, Valve is liable if third-party agents process personal data in a manner that is inconsistent with the principles, unless Valve proves that it is responsible for the event causing the damage. The Federal Trade Commission has jurisdiction over valve's compliance with the Privacy Shield. 10. For more information, the CCPA grants California residents certain privacy rights to the personal data we collect. We are committed to respecting these rights and complying with the CCPA. The following explains these rights and Valve policies for them. The right to know. According to the CCPA, you have the right to ask us to disclose to you what personal data we collect, use, disclose and sell. Right to request removal. You also have the right to request the erasure of personal data in our possession, subject to certain exceptions. Please note that your request to delete data may in some cases affect your use of the Steam Service, and we may refuse to delete the data for the reasons set out in this Privacy Policy or in cases permitted by the CCPA. Other rights. The CCPA also gives California residents the right to refuse the sale of their personal data. As described in section 5, we do not sell personal data for 12 months. You also have the right to be notified of our practices in collecting or prior to collecting your personal data. In addition, you have the right not to be frivoly discriminated against under the CCPA. To exercise your rights. The primary means of accessing, managing or deleting your personal data is the Privacy Dashboard, as described in section 6 of this Policy. Customers may also delete their Steam account and related personal data as described in section 6.3 of this Privacy Policy. If you cannot access or delete data through the Privacy Dashboard, you can also contact us and request that this information be using a form that is . To verify your identity, you must sign in with your Steam account to access the form. Finally, you can contact us at the request of questions@valvesoftware.com, but before we provide access to personal data or delete it to a request received by email, we must verify your identity using the Proof of Ownership process described in the . You may appoint an authorised representative in writing or by proxy who will ask you to use it on your behalf under the CCPA. Before you accept such a request from an agent, we require the agent to provide evidence that you have authorized it to act on your behalf, and we may need you to confirm your identity directly to us. Categories, sources, purposes, and recipients of the data collected. In the last 12 months, we have collected the categories of personal data 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. In the last 12 months, we have provided each category of personal data with the third-party categories described in section 5 for business purposes. Version Date: July 28, 2020 Page 12 You can request a refund for almost any Purchase of Steam — for any reason. Perhaps your computer does not meet the hardware requirements; maybe you bought the game by accident; Maybe you played for the title for an hour and you just didn't like it. It doesn't matter. Valve grants a refund help.steampowered.com any reason if the request is made within the required return period and for games if the title has been played for less than two hours. Below is more information, but even if you don't exceed the return rules we describe, you can request a refund anyway and we'll take a look. You will receive a full refund of your purchase within one week of acceptance. You will receive a refund in Steam Wallet funds or with the same payment method that you used to make the purchase. If Steam is unable to pay a refund with your original payment method for any reason, your Steam Wallet will be refunded the full amount. (Some payment methods available through Steam in your country may not support refunding your purchase back to the original payment method. Click here for a complete list.) Steam's refund offer within two weeks of purchase and less than two hours of play applies to Steam Store games and software apps. Here's an overview of how refunds work with other types of purchases. Refunds for downloadable content (Steam Store content that can be used in another game or software app, DLC) Additional material The Steam Store will be returned within 14 days of purchase, and if the underlying title has been played less than two hours after purchasing the additional material, as long as the additional material has not been consumed, modified or transferred. Please note that in some cases Steam will not be able to provide refunds for some third-party additional material (for example, if additional material is irrevocably leveled out as a game character). These exceptions are clearly marked as non-refundable on the Store page prior to purchase. In-game purchase credits Steam offers in-game purchases within any game developed by Valve within 48 hours of purchase, as long as the in-game product has not been consumed, modified or transferred. Third-party developers have the option to apply refunds to in-game items under these terms. Steam will let you know at the time of purchase if the game developer has decided to offer refunds for the in-game product return you purchased. Otherwise, in-game purchases on non-Valve games will not be refundable via Steam. Refunds for pre-purchased titles When you buy the title in advance on Steam (and have paid the title in advance), you can request a refund at any time prior to the release of the title. There is also a standard 14-day/two-hour refund period starting from the date of release of the game. Steam Wallet Refunds You can request a refund of Steam Wallet funds within 14 days of purchase if they were purchased from Steam and if you have not used any of those funds. Renewable subscriptions In some content and services, Steam offers seasonal (e.g. monthly, annual) access, which you pay for repeatedly. If the renewable subscription has not been used during the current billing period, you can request a refund within 48 hours of the original purchase or within 48 hours of automatic renewal. Content is considered used if the games on the subscription have been played during the current billing cycle, or if the benefits or discounts included in the subscription have been used, consumed, modified, or transferred. Note that you can cancel the active subscription at any time by going to the account information. Once your subscription is canceled, it will no longer renew automatically, but you will retain access to the content and benefits of the subscription until the end of the current billing cycle. Steam hardware In the schedule specified in the Hardware Recovery Policy, you can request a refund for Steam devices and accessories purchased through Steam for any reason. You must provide the equipment back to us within 14 (14) days of requesting a refund in accordance with our instructions. For more information about the steam hardware and accessories recovery and cancellation process, see the Hardware Recovery Policy. Package refunds You can get a full refund for a package purchased from the Steam Store as long as they don't exist the items in the bundle have been moved, and if the total uptime of all items in the package is less than two hours. If the package contains an in-game product or additional non-refundable material, Steam will tell you if the entire package is recoverable during check-out. Purchases made outside Steam Valve cannot offer refunds for purchases made outside Steam (for example, cd keys purchased from third parties or Steam wallet cards). VAC bans If vac (Valve Anti-Cheat system) has banned you in the game, you will lose the right to return the game. Video content We cannot offer refunds for Steam video content (e.g. movies, shorts, series, episodes, and tutorials) unless the video is bundled with other (non-video content). Gift returns Unclaimed gifts can be returned during the usual 14-day/two-hour refund period. Gifts redeemable can be returned under the same conditions if the recipient starts the return. The funds used to purchase the gift will be returned to the original buyer. EU right of withdrawal Click here for an explanation of how the EU Withdrawal Right works for Steam customers. Abuse refunds are designed to eliminate the risk of buying steam titles – not so you can get free games. If it seems to us that you are abusing the refunds, we can stop offering them to you. We do not think it is wrong to ask for a refund for an item that was purchased just before the sale and then immediately reproach that item at the selling price. You can request a refund or get other help with your Steam help.steampowered.com. Last Updated on November 10, 2020 in 2020

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